

# Advanced Operation Guide

TASKalfa Pro 15000c



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# 1 Preface

Please read this information before using your machine. This chapter provides information on the following topics.

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# Roll of Professional User

Professional users are intended to prevent downtime or to minimize downtime from service calls to service start.

The working range of professional user is as follows.

- Consumables replacement: Replacing the waste ink tank and head cleaning fluid tank
- Maintenance: Inspection, cleaning and replacement of parts
- Adjustment to optimize the condition of the machine (image quality, decurling, paper feed pressure adjustment, etc.)

For professional users, there are special menus that are only disclosed to professional users, such as image quality and paper feed related adjustments. This menu is called "Professional Settings" and can be operated from the touch panel screen of the operation panel.

In order to minimize the downtime until the service starts, inform contact our dealer or service representative about the following:

- Serial number
- Displayed message and error code on the operation panel
- Frequency of occurrence
- The status before and after the phenomenon occurs
- The parts you operated
- Values before and after adjusting the professional settings
- Paper attributes such as paper brand and basis weight

## About Training Program

We are offering the charged training for professional users.

We have prepared training systems such as class training, e-learning and/or webinar to meet the various needs of users. You can take e-learning repeatedly. You can also download the Webinar material.

After training, follow the instructions in this manual for maintenance and troubleshooting.

This training does not include Fiery courses.

# About the Purpose of this Guide

This guide contains tasks that can only be operated and adjusted by professional user. If you cannot solve the problem described in the Operation Guide of the machine, take action properly according to this guide.

## Structure of the guide

This Operation Guide contains the following chapters.

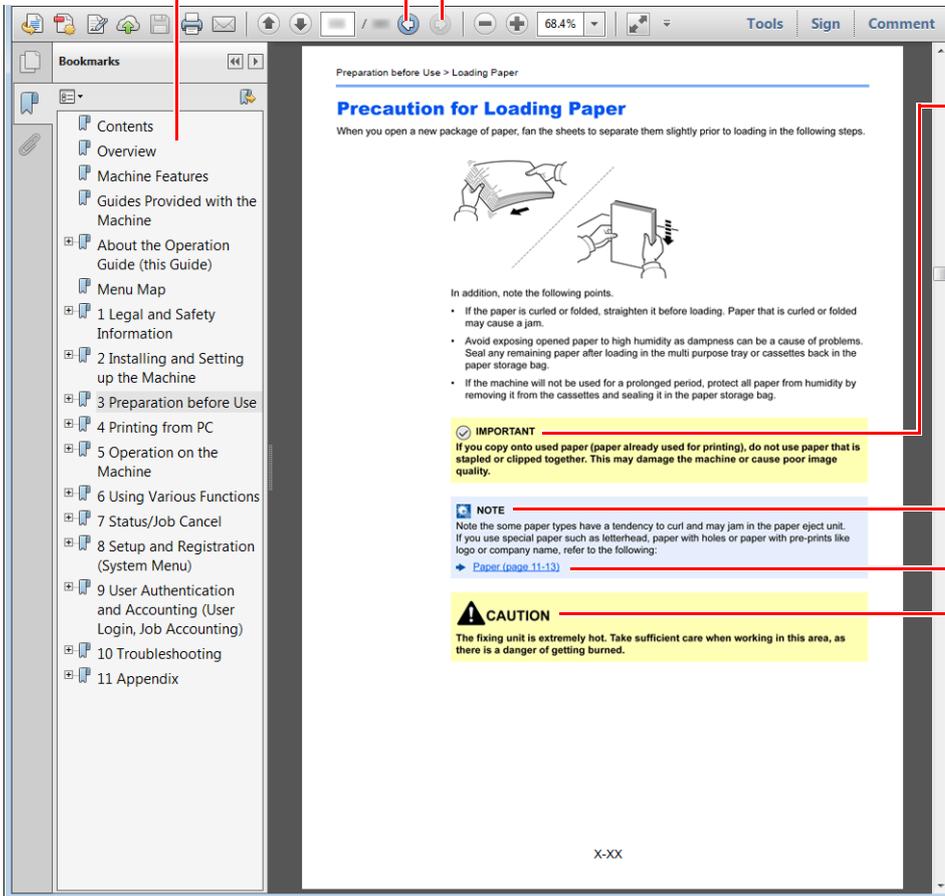
Chapter		Contents
1	<b>Preface</b>	Explains notes on using this machine, an overview of professional settings, and tools required for work.
2	<b>Daily Maintenance</b>	Explains daily maintenance tasks.
3	<b>Scheduled Maintenance</b>	Explains scheduled inspections, cleaning, and parts/consumables replacement work.
4	<b>Troubleshooting</b>	Explains how to narrow down the cause of the problem, and how to troubleshoot using the professional settings.
5	<b>Appendix</b>	Explains the professional settings list, the parts list for professional users, and restrictions.

# Conventions Used in This Guide

Adobe Reader XI is used as an example in the explanations below.

Click an item in the Table of Contents to jump to the corresponding page.

Click to move from the current page to the previously displayed page. This is convenient when you want to return to the page from which you jumped to the current page.



 **IMPORTANT**

Indicates operational requirements and restrictions to operate the machine correctly, and avoid damage to the machine or property.

 **NOTE**

Indicates supplemental explanations and reference information for operations.

**Refer to**

Click the underlined text to jump to the corresponding page.

 **CAUTION**

Indicates that personal injury or mechanical damage may result from insufficient attention to or incorrect compliance with the related points.

 **NOTE**

The items that appear in Adobe Reader vary depending on how it is used. If the Table of Contents or tools do not appear, refer to Adobe Reader Help.

Certain items are indicated in this guide by the conventions described below.

Convention	Description
[ <b>Bold</b> ]	Indicates keys and buttons.
"Regular"	Indicates a message or setting.

# Notice

## Safety Conventions in This Guide

The sections of this guide and parts of the machine marked with symbols are safety warnings meant to protect the user, other individuals and surrounding objects, and ensure correct and safe usage of the machine. The symbols and their meanings are indicated below.

 **WARNING:** Indicates that serious injury or even death may result from insufficient attention to or incorrect compliance with the related points.

 **CAUTION:** Indicates that personal injury or mechanical damage may result from insufficient attention to or incorrect compliance with the related points.

## Symbols

The  $\triangle$  symbol indicates that the related section includes safety warnings. Specific points of attention are indicated inside the symbol.

 ... [General warning]

 ... [Warning of high temperature]

The  $\odot$  symbol indicates that the related section includes information on prohibited actions. Specifics of the prohibited action are indicated inside the symbol.

 ... [Warning of prohibited action]

 ... [Disassembly prohibited]

The  $\bullet$  symbol indicates that the related section includes information on actions which must be performed. Specifics of the required action are indicated inside the symbol.

 ... [Alert of required action]

 ... [Remove the power plug from the outlet]

 ... [Always connect the machine to an outlet with a ground connection]

Please contact your service representative to order a replacement if the safety warnings in this Operation Guide are illegible or if the guide itself is missing (fee required).

## Environment

Operating Environment is as follows.

- Temperature: 15 to 30°C (50 to 89.6°F)
- Humidity: 15 to 80% RH
- Altitude: 3,500 m (11,482 ft) maximum
- Brightness: 1,500 lux maximum

We recommend the following environment to use the machine.

- Temperature: 23 °C (73.4°F)
- Humidity: 50%

Avoid the following locations when selecting a site for the machine.

- Avoid locations near a window or with exposure to direct sunlight.
- Avoid locations with vibrations.
- Avoid locations with drastic temperature fluctuations.
- Avoid locations with direct exposure to hot or cold air.
- Avoid poorly ventilated locations.

## Operation Location

This equipment is not suitable for use in locations where children are likely to be present.

## Moving the Machine

If you need to move the machine, consult your dealer or service representative.

## Precautions for Use

### Warning when handling head cleaning liquid

This product can expose you to chemicals including "Ethylene glycol" and "Ethylene glycol monoethyl ether", which is known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

### Storing head cleaning liquid tank



Store the head cleaning liquid tank while avoiding exposure to direct sunlight.

Store the head cleaning liquid tank horizontally in their packaging box, in accordance with the indicated top and bottom of the box.

Keep the head cleaning liquid tank out of the reach of children.

### Replacing head cleaning liquid tank



Do not remove a head cleaning liquid tank from its bag until just before you use it. After opening the bag, install the tank as quickly as possible.

Do not drop a head cleaning liquid tank or otherwise subject it to intense shock.

### Cautions when handling head cleaning liquid tank and waste ink tank



Do not forcibly open or break a head cleaning liquid tank. The head cleaning liquid tank may become unable to print normally.

If you need to temporarily remove a head cleaning liquid tank and waste ink tank, put it back as soon as possible.

Do not add cleaning liquid to a head cleaning liquid tank.

Do not use a head cleaning liquid tank for any purpose other than printing.

The removed head cleaning liquid tank may have ink on the supply hole. Do not contaminate the surroundings.

Do not drain the cleaning liquid remaining in the head cleaning liquid tank and the ink in the waste ink tank into the sewer.

If the head cleaning liquid tank and the waste ink tank leak, do not put in the mouth or touch the eyes and skin.

- If you happen to get cleaning liquid in your eyes, flush them thoroughly with water.
- If cleaning liquid happens to get on your skin, wash with soap and water.
- If you happen to ingest cleaning liquid and you feel any physical discomfort, contact a physician.

### Other precautions

Return the exhausted head cleaning liquid tank and waste ink tank to your dealer or service representative. The collected consumables will be recycled or disposed in accordance with the relevant regulations.

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# About Maintenance Tools and Cleaning Tools

## Maintenance Tools

The tools required for maintenance (part replacement) are as follows.

Name	Purpose of Use
Minus screw driver	Used for screw removal and installation.

## Cleaning Tools

The tools required for cleaning are as follows.

Name	Purpose of Use
Minus screw driver	Used for screw removal and installation.
Rubber gloves (powder free)	Used to prevent liquid adhesion when replacing the waste ink box or the head cleaning liquid tank.
Kim towel	Used to clean the parts.
Trash bag	Used to discard dirty rubber gloves or Kim towel.
Designated deionized water	Used to wipe off ink adhering to parts by applying to Kim towel.

Use our recommended Km towel and deionized water. If you can not get these tools, contact your dealer or service representative.

# Disposing of Consumables

Dispose of used head cleaning liquid tank and waste ink tank according to the laws in your country or state of residence.

# 2 Daily Management and Maintenance

This chapter describes the operations to enhance and maintain quality according to print jobs.

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# Before Using this Machine

Before adjusting this machine, perform the following steps.

## 1 Print the maintenance report.

The maintenance report describes the current setting values of professional settings. If you restore the settings after adjusting, refer to the maintenance report.

- 1 [Home] key > [...] > [Professional Settings] > [U000 Output Maintenance Report] > [Maintenance] > select [On] > [Start] key > [Print] > [Start] key

Maintenance Report is printed.

- 2 Check the setting values of the professional settings in the maintenance report.

- 3 [Stop] key > [Close]

Professional settings close.

## 2 Perform the test print.

If there is no problem on printouts, start the normal printing (mass printing).

If there is any problem, go to step 3 to 4.

## 3 Take action properly shown below.

"Chapter 19 Troubleshooting" of Operation Guide

If the problem is not solved, refer to following.

- ➔ [Troubleshooting \(page 4-1\)](#)

## 4 Change the settings as necessary.

For how to adjust the color drift of the image, refer to the following

- ➔ [Improving and maintaining of print quality \(page 2-3\)](#)

For how to change settings, refer to the following

- ➔ [Changing Settings \(page 2-17\)](#)

# Improving and maintaining of print quality

## Preventing nozzle clogging

If the machine has not been used for a long time, the print head nozzles may be clogged up and white streaks may occur. In order to maintain print quality, this machine has a function to execute head cleaning automatically after a certain period of time. You can also set the cleaning strength and execution interval of the print head.

In addition, depending on the contents (resolution or type of image), paper type, density, and color, nozzles of a specific color may be clogged even after printing. To avoid this, you can set the interval for performing head cleaning during printing.

- 1 [Home] key > [...] > [Professional Settings] > [U730 Set Head Cleaning] > [01 Purge] > [01 Normal] or [02 Strong]**



### NOTE

When [01 Normal] is selected, print head cleaning is performed 12 hours after the last print.  
When [02 Strong] is selected, print head cleaning is performed 6 hours after the last print.

- 2 [Start] key > [Stop] key**

- 3 [02 Time Interval] > select time interval to perform purge > [Start] key**

You can select [15min], [20min], [30min], and [60min] as the time interval. The default setting is [60min].



### IMPORTANT

**As the execution interval shortens, the number of cleanings increases, and the amount of ink consumption also increases.**

## Configuring Operation after Warming Up

When turning on the machine, you can choose to start printing immediately with priority for printing, or wait until the machine enables printing with quality priority.

- 1 [Home] key > [...] > [Professional Settings] > [U733 Set Warm Up Mode].**

- 2 Select an item to adjust > [Start] key**

The items to adjust are as follows.

Item	Description
<b>01 Non Cap</b>	When the power is turned on, the print head cap is removed and printing can be started immediately. The heater in the Inverter and Decurler Unit is off. Select this item to prioritize printing over quality.
<b>02 Cap(Non Heater)</b>	When turning on the power, leave the print head cap in place and remove the cap at the start of printing.

Item	Description
<b>03 Cap(Heater)</b>	When the power is turned on, the print head is kept capped and the temperature in the Inverter and Decurler Unit stands by until the temperature rises for printing. The cap is removed when the printing is ready. Select this item to prioritize print quality.
<b>04 Auto</b>	When operating the main unit as a stand alone, [Cap(Non Heater)] s automatically selected. When operating the main unit with Inverter and Decurler unit installed, [Cap (Heater)] automatically is selected.

## Adjusting Printable Ink Temperature

When the power is turned on, if the temperature of the ink in the print head nozzle is low, sleep is recovered, or ink is replaced in a low temperature environment, white streaks occur due to the viscosity of the ink, and the image deteriorates. There are two methods to avoid this problem: switching the priority mode from [Print] to [Quality] and changing the lower limit temperature for print.

### Switching the priority mode from [Print] to [Quality]

**1 [Home] key > [...] > [Professional Settings] > [U735 Set Ink Temperature Control] > [01 Mode]**

**2 [Quality] > [Start] key > [Stop] key**



#### NOTE

When switching to [Quality], you can not configure the lower limit temperature for print.

**3 Select [Close]**

The professional settings close.

### changing the lower limit temperature for print

**1 [Home] key > [...] > [Professional Settings] > [U735 Set Ink Temperature Control] > [02 Lower]**

**2 Change the temperature using [+] or [-]**

The range of the lower limit temperature is as follows.

Item	Range	Default	Amount of change
<b>02 Lower</b>	+0.0 to 28.0	22	0.1

**3 [Start] key > [Stop] key > [Close]**

The professional settings close.

## Aligning the Leading Edge

The leading edge of the paper and print image automatically adjusts the print start position of the image to the paper size calculated from the paper outline read by the conveying CIS. The start position may need to be adjusted because it varies depending on the type of paper, size, paper source, and print mode.

Align the leading edge timing of the document and the printed image by adjusting the amount of change that moves the image in the leading edge direction when viewed from the transport direction

### 1 [Home] key > [...] > [Professional Settings] > [U034 Adjust Paper Timing Data] > [Start Position]

### 2 Select the print speed.

Select the print speed (conditions) according to the paper source, paper size, paper type, and printer driver settings used for printing.

Item	Contents
Full(Shift)	Select this item to print from Cassette 1 to 8.
Full	Select this item when printing from machine's MP Tray and optional MP Tray, and [Main Unit Paper Feed Speed] is set to [Low]. ➔ "Chapter 15 Setting up from System Menu" of Operation Guide
Full(SRA3/12x18)	Select this item under the following conditions. Paper size: SRA3 or 12 "x 18" Printer driver setting: duplex print
Half	Select this item under the following conditions. <ul style="list-style-type: none"> <li>Paper type: inkjet matte paper</li> <li>Inkjet Matte Paper Action: High Print Coverage Mode</li> <li>Print resolution (Printer driver setting): Fine 1200 dpi or Fast 1200 dpi</li> </ul>

### 3 Select [1st Side ] or [2nd Side]

[1st Side] corresponds to the front side for single-sided or double-sided printing. [2nd Side] corresponds to the back side for duplex printing.

### 4 Press [System Menu/Counter] key

The screen for configuring the feeder (paper source), paper size, duplex printing, color/monochrome, number of copies, and paper output is appears. Configure the items as necessary.

#### IMPORTANT

Configure the settings to match the conditions of print speed selected in step 2. For example, when selecting [Full(Shift)] or [Full], be sure to select the machine or optional MP Tray as the feeder. If there is a mismatch in settings, the start position can not be adjusted correctly.

## 5 Press [Start] key

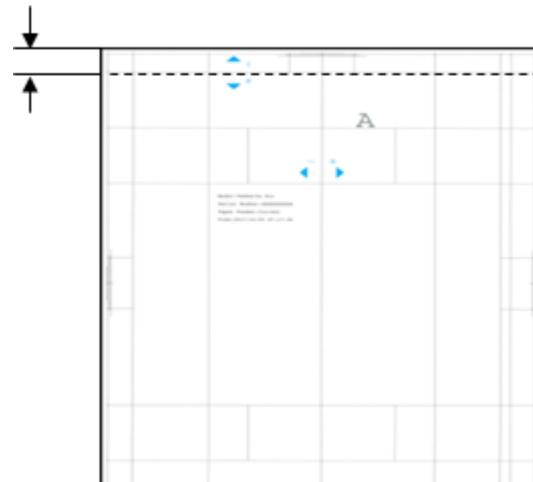
A chart is printed.

When printing on one side, the page printed with "A" on the chart will be the first side.

When printing on both sides, the page printed with "B" on the chart is the first side, and the page printed with "A" is the second side.



## 6 Measure the length from the leading edge of the chart to the line of the image with a ruler.



## 7 Press [System Menu/Counter] or [Stop] key

## 8 Enter the value obtained by subtracting 20 from the value measured in step 6 in [1st side] or [2nd side] using [+], [-] or the numeric keys > [Start] key

The range of the set value is as follows.

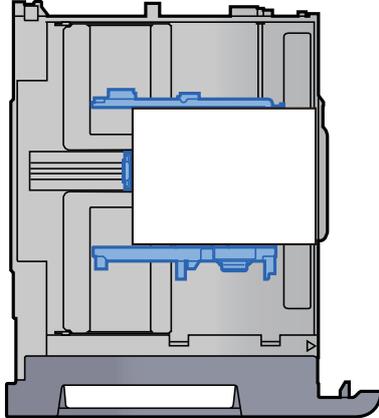
Item	Range	Default	Amount of change
Start Position	-3.00 to 3.00	-	0.1 mm

## 9 [Stop] key > [Close]

[U034 Adjust Paper Timing Data] was configured.

Go to next step to adjust the center position of image sensor.

## 10 Load A4 or Letter size paper in cassette 1

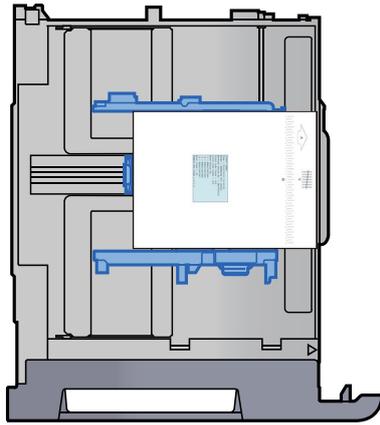


## 11 [Home] key > [...] > [Professional Settings] > [U755 Adjust Conveying CIS] > [01 Center Pos Adj] > [02 Print] > [Start] key

The front side chart is printed.



## 12 Set the chart printed in the previous step to cassette 1 as shown below > [Start] key

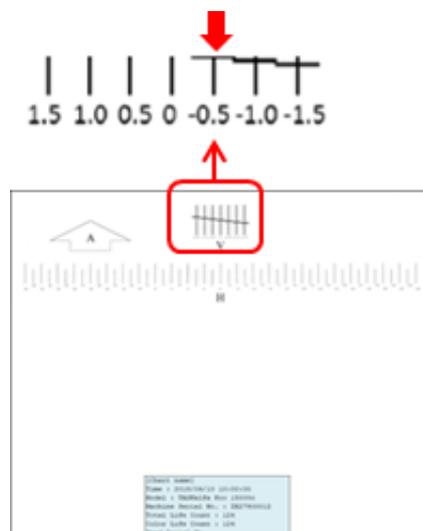


The rear side chart is printed.



**13** Select [01 Regist].

**14** If the diagonal line that intersects the V vertical line of the chart remains unbroken, enter its maximum value into "01 Chart V".



- 15** Look through the chart, and enter the number of position where the H lines on the front and back side coincide in "02 Chart H".



- 16** [Start] key > [Stop] key

- 17** [Print] > [Start] key

The front side chart is printed.

- 18** Set the chart printed in step 17 to cassette 1 as in step 12 > [Start] key

The rear side chart is printed.

- 19** Look through them, and check that the maximum remaining value of the diagonal line that intersects the vertical line at "V" in the chart is within  $\pm 0.5$ .

- 20** Look through them, and check that the numerical values at the positions where the H lines on the front and back side coincide with each other are within  $\pm 1$ .

## Aligning the Center Line

Since [Auto Ctrg] in [U755 Adjust Conveying CIS] in the professional settings is normally [On], the center line position will not be shifted in principle.

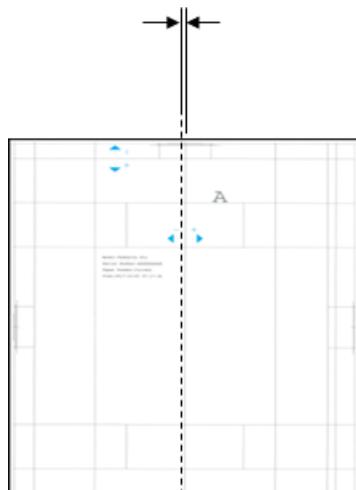
However, if the setting is set to [Off] for some reason, after changing it to [On], check whether the center position is aligned in [Side Pos Adj] of [U755 Adjust Conveying CIS].

- 1 Load 13 x 19.2 inches or SRA3 (320 x 450 mm) of paper in the paper source.**
- 2 Select the paper source in System Menu.**
- 3 [Home] key > [...] > [Professional Settings] > [U755 Adjust Conveying CIS] > [03 Conv CIS Func]**
- 4 Confirm that [01 Auto Ctrg] is set to [On]**

If the setting is [Off], turn it [On] and then turn off and on the power.  
Follow the steps below to make sure that the automatic centering function is enabled.
- 5 [Home] key > [...] > [Professional Settings] > [034 Adjust Paper Timing Data] > [02 Center Line]**
- 6 Press [System Menu/Counter] key**
- 7 Specify single-sided printing or double-sided printing.**

If you want to single-sided printing, select [1st Side] and press the [+] key.  
If you want to double-sided printing, select [1st Side] and press the [-] key.
- 8 Press [Start] key.**

A chart is printed.
- 9 Align and fold the right and left edges of the chart.**
- 10 Expand the chart and restore to the original position, measure the difference between the center line of the chart image and the crease with a ruler.**



- 11 Confirm that the value (difference) measured in step 10 is 0.**

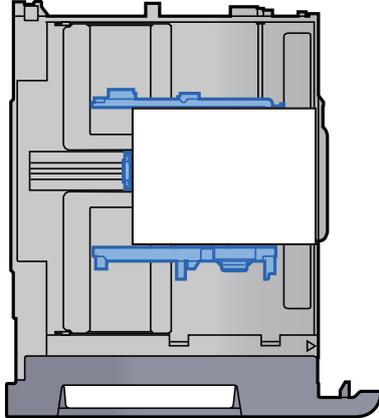
If the center line is to the right or left of the crease, contact our service representative.

## **12 Press [System Menu/Counter] key or [Stop] key**

[U034 Adjust Paper Timing Data] was configured.

Go to next step to adjust the side position of image sensor.

## **13 Load A4 or Letter size paper in cassette 1**

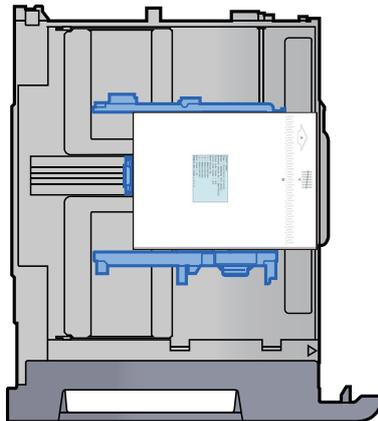


## **14 [Home] key > [...] > [Professional Settings] > [U755 Adjust Conveying CIS] > [02 Side Pos Adj] > [02 Print] > [Start] key**

The front side chart is printed.



**15** Set the chart printed in the previous step to cassette 1 as shown below > [Start] key

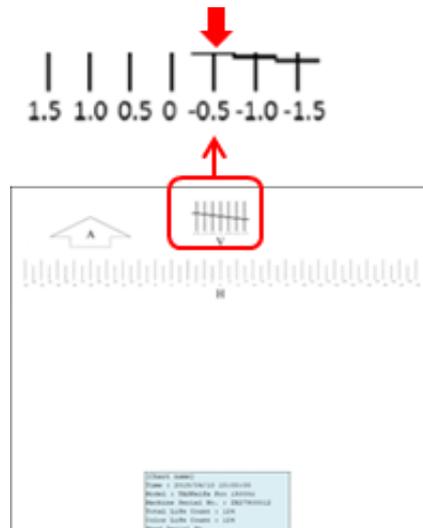


The rear side chart is printed.

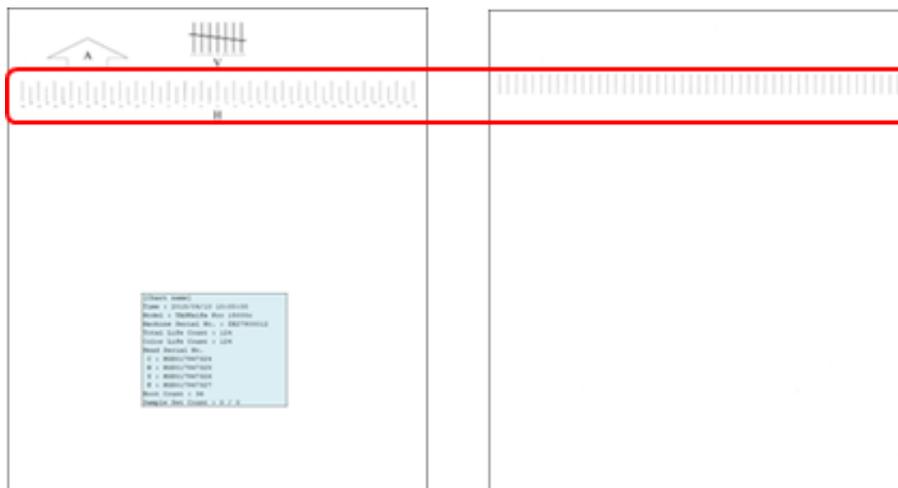


**16** Select [01 Regist].

**17** If the diagonal line that intersects the V vertical line of the chart remains unbroken, enter its maximum value into "Chart V".



**18** Look through the chart, and enter the number of position where the H lines on the front and back side coincide in "Chart H".



**19** [Start] key > [Stop] key

**20** [02 Print] > [Start] key

The front side chart is printed.

**21** Set the chart printed in step 20 to cassette 1 as in step 15. > [Start] key

The rear side chart is printed.

**22** Look through them, and check that the maximum remaining value of the diagonal line that intersects the vertical line at "V" in the chart is within  $\pm 0.5$ .

**23** Look through them, and check that the numerical values at the positions where the H lines on the front and back side coincide with each other are within  $\pm 1$ .

**24** [Stop] key > [Close]

After [U755 Adjust Conveying CIS] was configured, Professional settings close.

## Adjusting Write Timing

If you set the binding direction to upwards and make a 2-sided copy, the back image will be rotated 180 degrees from the image (image in memory) read by the scanner. If the drawing start position of the image on the back side is shifted up or down compared to the original, adjust the writing timing of image in memory.

### IMPORTANT

Adjust this setting after configuring [034 Adjust Paper Timing Data].

**1** [Home] key > [...] > [Professional Settings] > [U407 Adj. Write Timing (Reverse)] > [System Menu/Counter] key

A screen for configuring the paper source, paper size, duplex printing, rotation, color/monochrome, number of copies, DP duplex, and paper output is displayed. Configure the items as necessary.

**2** Place original on the Document Processor, and press the [Start] key.

The copy is started.

**3** [System Menu/Counter] key > [Adj Data]

Item	Description	Range	Default	Amount of change
Adj Data	Adjust the paper timing when writing memory image.	-47 to 47	0	1 dot

## 4 Change the value using the [+], [-] keys or the numeric keypad.

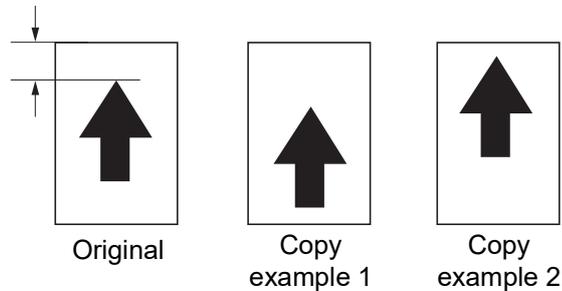
Change the setting within the range of -1.5 to +1.0 mm.

In the case of copy sample 1, raise the value.

In the case of copy sample 2, lower the value.

Raising the value moves the image toward the tip edge, and lowering the value moves the image toward the trailing edge.

Leading edge registration of the copy image



## 5 Press the [Start] key.

The entered value is reflected.

## Adjusting Print Margin

The print margin (margin amount) of this machine is set to 4 mm (factory default). The printable area can be expanded by adjusting the print margin.

### ✔ IMPORTANT

This function is available only when printing jobs from Fiery controller.

### 1 [Home] key > [...] > [Professional Settings] > [U402 Adjust Print Margin]

### 2 Adjust print margin

- 1 Adjust the print margin using [+], [-] or numeric keys.

The range of the print margin is 1 to 4 mm.

### ✔ IMPORTANT

- When printing on paper wider than 297.0 mm (such as SRA3 or 12"×18"), the [02 left] (print margin on the front side of the machine) is fixed at 4 mm.
- When the print margin is set to 1 mm, the conveying CIS of the machine can detect only the image mask area of 0.5 mm. Therefore, ink may be ejected on the image conveying belt when the paper is skewed and is not fed correctly. We recommend that the print margin should be within the range of 2 to 4 mm.
- If there is any dirty on the printouts after setting the print margin to 1 mm, clean the image conveying belt regularly.
  - ▶ [Clearing Paper Jam under Print Head \(page 4-71\)](#)

- 2 [Stop] key > [Stop] key

 **IMPORTANT**

- **After adjusting the print margin, confirm that the print start position of the image is 20 mm in [U034 Adjust Paper Timing Data] of the professional settings.**
- **During double-sided printing, if there is a high-density printed image near the margin on the first side, the paper may curl and a paper jam may occur under the print head during the second side printing. In addition, the ink on the print head may adhere to the paper and stain it. Change to heavy weight paper and adjust decurl setting to avoid the problem.**

A screen for configuring the paper source, paper size, duplex printing, rotation, color/monochrome, number of copies, DP duplex, and paper output is displayed. Configure the items as necessary.

### **3 Configure the following settings after adjusting the print margin before printing from the Fiery controller.**

If you want to set the minimum margin only for a specified job, configure the minimum margin in the Job Properties. Add a check mark on [Narrow Edge Margin] of [QUICK ACCESS] tab or [MEDIA] tab for Fiery controller.

If you want to set a minimum margin for all jobs, configure the minimum margin in job default settings of Fiery Command Workstation. This setting will be applied from the next job imported. Select [Server] > [Set Defaults...] > MEDIA, from Fiery Command Workstation, and add a check mark on [Narrow Edge Margin].

# Changing Settings

## Configuring the threshold value of the double feed detection sensor

This machine can detect double feed of paper using a built-in sensor. However, the detection accuracy may be reduced in high altitude environments. Perform a calibration to resolve this problem.

- 1 [Home] key > [...] > [Professional Settings] > [U460 Adjust Conveying Sensor]**
- 2 [01 Engine] > [03 Calibration] > [01 Mode] > [01 Calibration] > [02 Execute]**
- 3 [Start] key > [Stop] key**  
The calibration is performed.
- 4 Confirm [01 Threshold(S)] and [02 Threshold(M)].**



### IMPORTANT

After calibration is performed, the double feed detection threshold is changed and the double feed detection sensitivity is lowered, so some paper may not be detected even if double feed occurs. In that case, select [Initialize] from [Mode] in steps 3 to 6 and select [Execute].

## Creating or Editing PaperCatalog data

PaperCatalog Editor is a utility for creating and editing PaperCatalog data. You can edit the PaperCatalog data exported by U917 and import it to the machine, using this editor.

Depending on the purpose, refer to the following.

To edit existing PaperCatalog data:

➔ [Editing PaperCatalog Data and Importing into the Machine \(page 2-19\)](#)

To create new PaperCatalog data:

➔ [Creating New PaperCatalog Data and Importing into this Machine \(page 2-26\)](#)

PaperCatalog data can be sorted, categorized (by filtering), searched, and reordered for ease of editing.

➔ [Sorting PaperCatalog Data \(page 2-24\)](#)

➔ [Filtering PaperCatalog Data by Attribute Value \(page 2-24\)](#)

➔ [Searching PaperCatalog Data \(page 2-25\)](#)

➔ [Changing Display Configuration and Order of PaperCatalog Attributes \(page 2-25\)](#)

### System Requirements

The following system environment is required to use PaperCatalog Editor.

- OS: Windows10
- Hard disk capacity: 512 MB free space or more
- Monitor Resolution: 1024 x 768 or higher recommended
- Required Windows components: .NET Framework 4.7.2 or higher

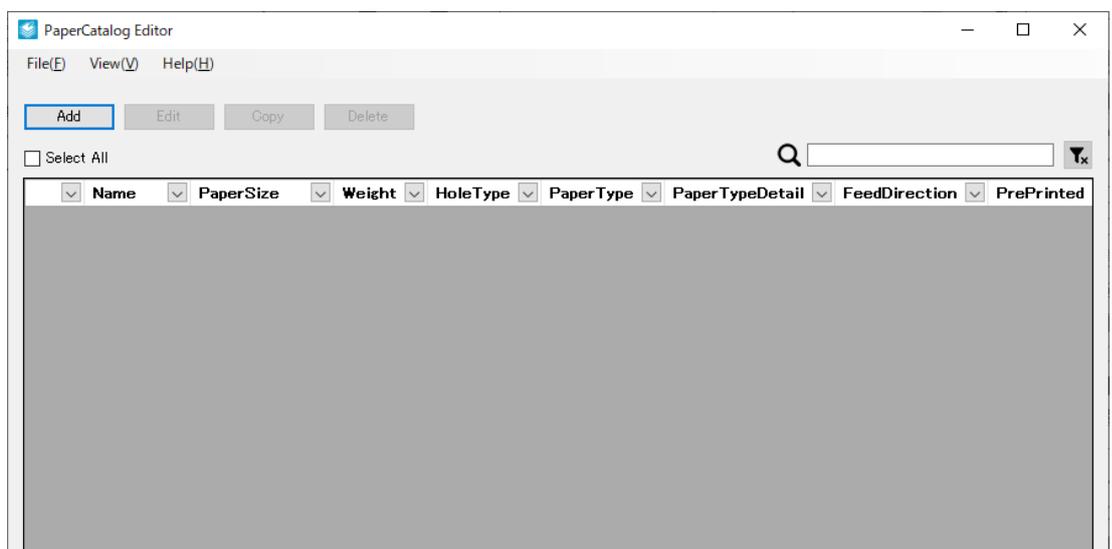
### Starting PaperCatalog Editor

Follow the steps to start PaperCatalog Editor. PaperCatalog Editor runs as a single executable file, so it is not installed on your computer.

**1 Unzip the downloaded PaperCatalogEditor.zip to any folder**

**2 Double-click PaperCatalogEditor.exe in the created folder**

PaperCatalog Editor starts.



## Exiting PaperCatalog Editor

### 1 [File] > [Exit]



#### NOTE

You can also exit PaperCatalog Editor by clicking the [x] at the top right of the screen.

## Uninstalling PaperCatalog Editor

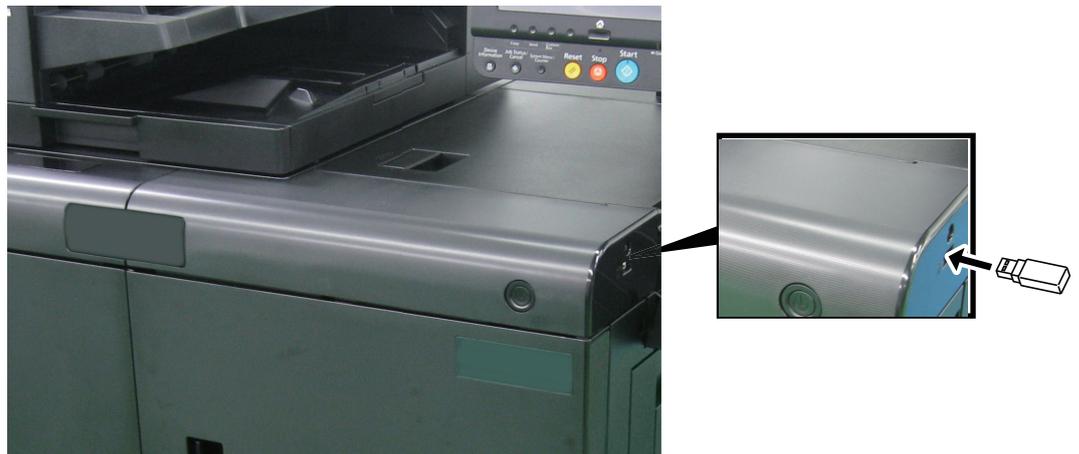
If you no longer need PaperCatalog Editor, delete the PaperCatalogEditor.exe from your computer.

## Editing PaperCatalog Data and Importing into the Machine

You can add new paper brand data to the exported PaperCatalog data and edit the attributes. The steps for importing added or edited data into this machine is as follows.

### 1 Insert the USB drive to the machine

- 1 Insert the USB drive to the USB drive slot of the machine.



- 2 When the machine reads the USB drive, "USB Drive is recognized. Displaying files." may appear. Select [Continue].

Displays the USB Drive screen.



#### NOTE

If the message is not displayed, select [USB Drive] on the Home screen.

### 2 [Home] key > [...] > [Professional Settings] > [U917 Read/Write Backup Data] > [02 Export] > [Start] key

### 3 [01 PaperCatalog] > [On] > [Start] key

Exporting of the PaperCatalog starts.



#### IMPORTANT

Do not remove the USB drive until the export is complete. Data or USB drive may be damaged.

When an error code appears during processing, take action by referring the table below.

Error code	Description	Action
e0001	Error in processing communication.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on.
e0002	File access error (Access failure to USB drive etc.).	
e0100 to eFFFF	Processing error during import/export.	If the problem is not resolved, change to the another USB drive.

When exporting is complete, "Completed" appears.

#### 4 Display the screen.

[Home] key > [USB Drive]

#### 5 Select [Remove USB].

Select [OK], and remove the USB drive after "USB Drive can be safely removed." is displayed.

#### 6 Insert the USB drive to your computer, and store the PaperCatalog data into any folder

##### IMPORTANT

- When the edited PaperCatalog data is imported into this machine, the original data will be overwritten and erased. Therefore, keep the exported PaperCatalog data for backup.
- If you want to save the file according to the changed contents and the date and time, change the file name so that it can be easily identified, or manage it separately for each folder.

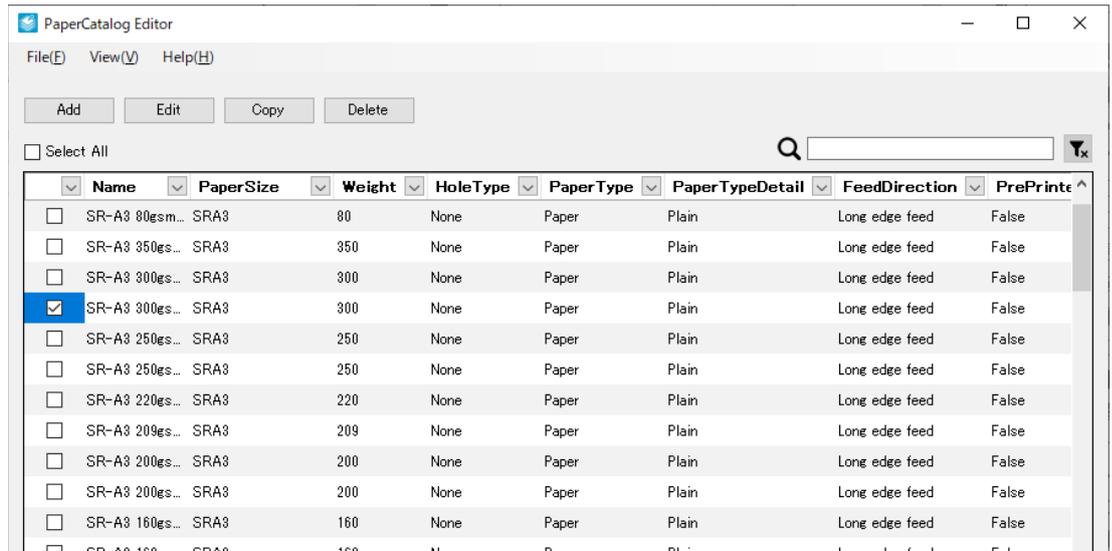
#### 7 Start PaperCatalog Editor

#### 8 [File] > [Import] > select PaperCatalog data

##### NOTE

- You can also import the PaperCatalog data by drag and drop it to the window.
- You can select and import multiple data.

## 9 Check the checkbox of the data you want to edit > [Edit]



The edit form opens.



### NOTE

You can also double-click the data row you want to edit to open the edit form.

## 10 Edit the attributes > [OK]

For details of each attribute value, refer to the following

- ➔ [BASIC Attribute tab \(page 2-26\)](#)
- ➔ [Other Attribute tab \(page 2-27\)](#)
- ➔ [Setting Attribute tab \(page 2-28\)](#)
- ➔ [Engine Attribute tab \(page 2-28\)](#)

## 11 Check all PaperCatalog data to be exported

Click [Select All] to select all PaperCatalog data.

## 12 [File] > [Export]

The dialog appears. Specify the destination.



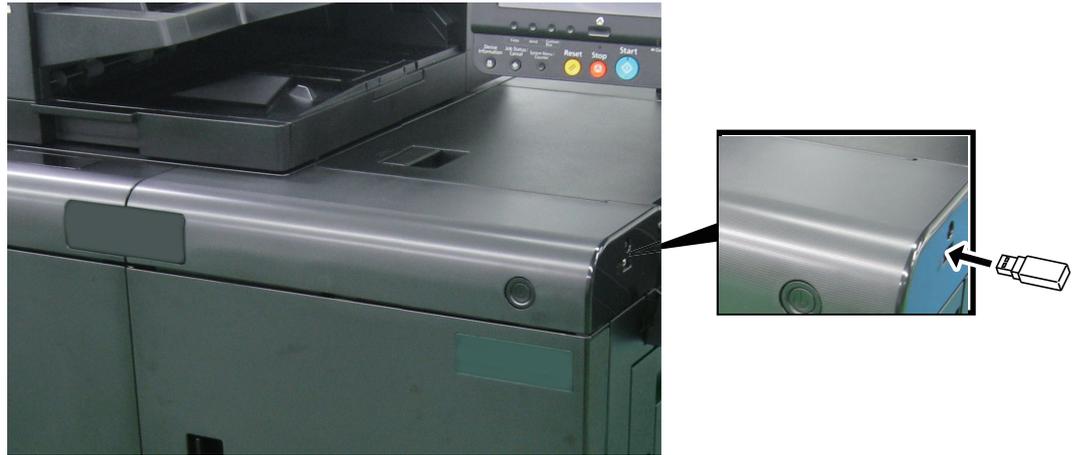
### IMPORTANT

If you want to save the file according to the changed contents and the date and time, change the file name so that it can be easily identified, or manage it separately for each folder.

## 13 Store the PaperCatalog data into the USB drive.

## 14 Insert the USB drive to the machine

- 1 Insert the USB drive to the USB drive slot of the machine.



- 2 When the machine reads the USB drive, "USB Drive is recognized. Displaying files." may appear. Select **[Continue]**.

Displays the USB Drive screen.

 **NOTE**

If the message is not displayed, select [USB Drive] on the Home screen.

## 15 [Home] key > [...] > [Professional Settings] > [U917 Read/Write Backup Data] > [01 Import] > [Start] key

 **IMPORTANT**

- When the edited PaperCatalog data is imported into this machine, the original data will be overwritten and erased.
- When importing PaperCatalog data into this machine, change the file name to "IEP\_PAP\_S1". If the file name is incorrect, the file will not be recognized and cannot be imported. An error code (e0003) is displayed.

## 16 [01 PaperCatalog] > [On] > [Start] key

Importing of the PaperCatalog starts.

 **IMPORTANT**

**Do not remove the USB drive until the import is complete. Data or USB drive may be damaged.**

When an error code appears during processing, take action by referring the table below.

Error code	Description	Action
e0001	Error in processing communication.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on. If the problem is not resolved, change to the another USB drive.
e0002	File access error (Access failure to USB drive etc.).	
e0003	The file name of PaperCatalog data is incorrect.	Change the file name to "IEP_PAP_S1".
e0004	The file type of PaperCatalog data is incorrect.	Confirm whether the file is correct.
e0005	File is broken.	Retry the file export to USB drive. If the problem is not resolved, change to the another USB drive and retry the file export.
e0100 to eFFFF	Processing error during import/export.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on. If the problem is not resolved, change to the another USB drive.

When importing is complete, "Completed" appears.

## 17 Display the screen.

[Home] key > [USB Drive]

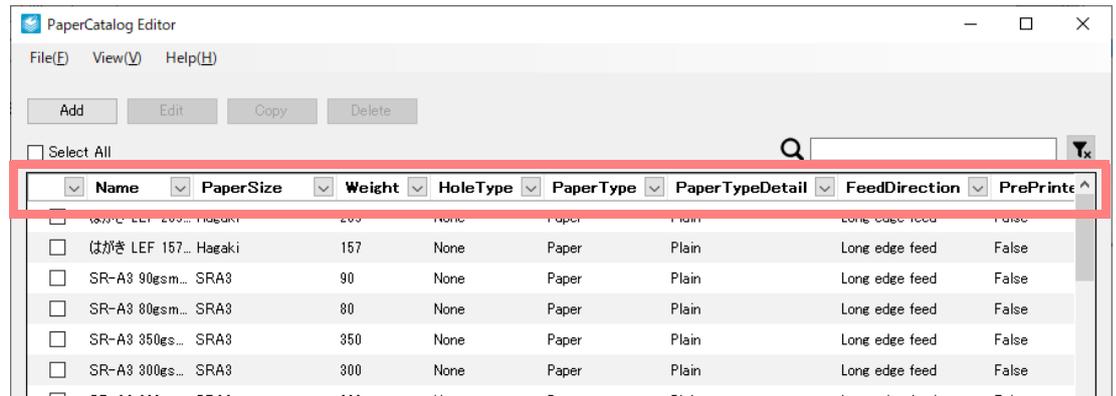
## 18 Select [Remove USB].

Select [OK], and remove the USB drive after "USB Drive can be safely removed." is displayed.

## 19 Power off and on the printer and Fiery Print Server respectively

## Sorting PaperCatalog Data

### 1 Click the column header (red frame) of any attribute value

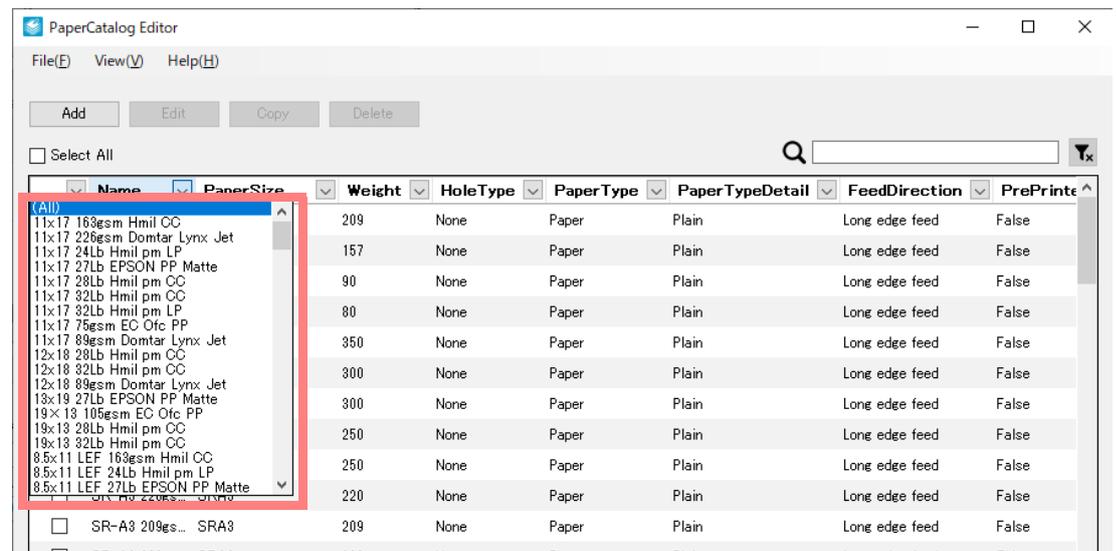


#### NOTE

You can switch the sort order to ascending or descending by clicking the header of each column.

## Filtering PaperCatalog Data by Attribute Value

### 1 Click the drop-down list of the column header that has the attribute value you want to filter



### 2 Select the attribute value you want to display in the list

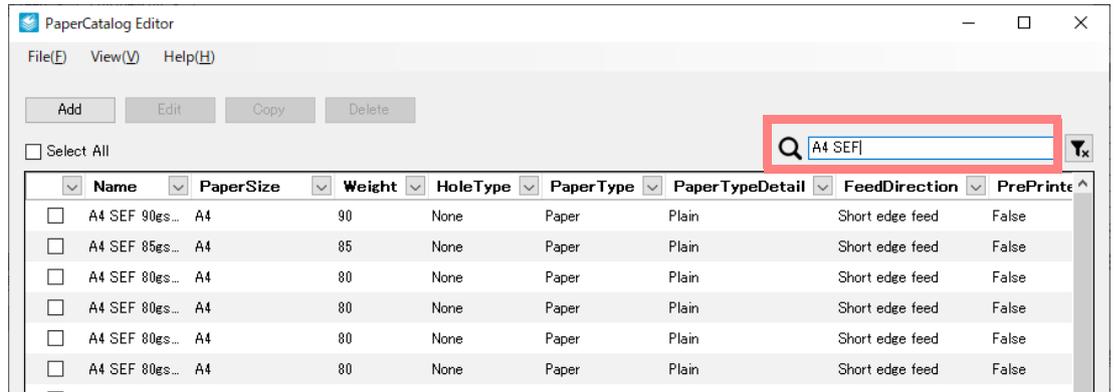


#### NOTE

Select [(All)] from the drop-down list to cancel the selection. You can also click the filter icon to cancel it in the same way.

## Searching PaperCatalog Data

- 1 **Enter the character string (paper brand, etc.) you want to search in the search box**



The PaperCatalog data containing the entered character string will be displayed in the list



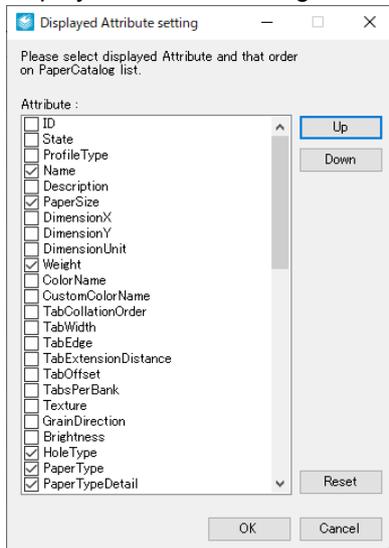
### NOTE

Items filtered by the attribute value are automatically canceled.

## Changing Display Configuration and Order of PaperCatalog Attributes

- 1 **[View] > [PaperCatalog Attribute]**

Displayed Attribute setting screen appears.



- 2 **Check the attributes you want to display, and click [Up] or [Down] to change the display order**



### NOTE

Click [Reset] to restore the display order.

## Creating New PaperCatalog Data and Importing into this Machine

If PaperCatalog data is not installed on this machine, or if you want to operate the original data without using the existing data, you can create new PaperCatalog data. Follow the steps below to import the created data into this machine.

### 1 Click [Add]

The Add PaperProfile screen appears.

### 2 Configure the paper attributes > [OK]

Click the [Basic Attribute], [Other Attribute], [Setting Attribute], and [Engine Attribute] tabs, and configure the attributes as required.

#### BASIC Attribute tab

Configure the basic attribute values of the paper.

Item	Description
<b>Name</b>	Enter the identification name of PaperCatalog entry.
<b>Description</b>	Enter the description on PaperCatalog entry as necessary.
<b>Product ID</b>	Enter an identifier for the paper used , such as product number, item code, or product code.
<b>Paper size</b>	Select the paper size from the drop-down list.
<b>Type</b>	Select the paper type from the drop-down list.
<b>Type details</b>	Select the details of paper type from the drop-down list.
<b>Weight(gsm)</b>	Enter the paper weight.
<b>Pre-Printed</b>	Check the checkbox when the paper is a pre-printed paper.
<b>Hole type</b>	Select the pattern of punched holes on the paper used from the drop-down list.
<b>Set count</b>	Define the number of pieces in a grouped paper set.

Item		Description
<b>US basic size</b>		Specify the US basic size in inches, as defined by US industry standards.
<b>Texture</b>		Select the surface texture of the paper used, from the drop-down list.
<b>Recycled content</b>		Enter the percentage of recycled material included in the paper.
<b>Printing technology</b>		Select the available printing technology from the drop-down list. Select [Inkjet].
<b>Front</b>	<b>Coating</b>	Select the type of pre-process coating applied to the front side of the paper from the drop-down list.
	<b>Gloss value</b>	Specify the percentage of light reflected by the front side of the paper when it is viewed under illumination with a 75-degree angle of incidence. A higher percentage of reflection indicates a higher gloss value.
	<b>Imageable Sides</b>	Check the checkbox when the paper can print on the front surface.
<b>Back</b>	<b>Coating</b>	Select the type of pre-process coating applied to the back side of the paper from the drop-down list.
	<b>Gloss value</b>	Specify the percentage of light reflected by the back side of the paper when it is viewed under illumination with a 75-degree angle of incidence. A higher percentage of reflection indicates a higher gloss value.
	<b>Imageable Sides</b>	Check the checkbox when the paper can print on the back surface.

### Other Attribute tab

Configure the other attribute values of the paper.

Item	Description
<b>Grain direction</b>	Select the direction of paper grain on the paper used from the drop-down list.
<b>Brightness</b>	Enter the light reflectance of the paper. Specify a value from 0% (low reflectance) to 100% (high reflectance).
<b>Thickness(μm)</b>	Specify the thickness of the paper used, measured in microns.
<b>Grade</b>	Select the surface quality of the paper from the drop-down list.
<b>Media unit</b>	Select the physical format of the paper fed into the machine, from the drop-down list.
<b>CIE Lab Color</b>	Specify the device -independent color of the paper, using CIE L*a*b* values.

Item	Description
<b>CIE Whiteness</b>	Enter the amount of overall light reflected by the media, as measured across the entire visible spectrum. Specify the reflection amount using values in the CIE xyz coordinate system. A coordinate of (100, 100, 100) indicates perfect whiteness.
<b>CIE Tint</b>	Specifies the degree of neutrality, non-saturation, and non-coloring of the paper. Specify the paper tint using values in the CIE xyz coordinate system. A coordinate of 0 indicates a perfectly neutral tint in the red-green axis.
<b>Opacity</b>	Select the level of transparency of the paper from the drop-down list.
<b>Opacity level(%)</b>	Specify the opacity of paper in percentage. 0% means full transparency, and 100% means full opacity.

### Setting Attribute tab

Configure the paper color profile and paper feed direction.

Item	Description
<b>Front color profile</b>	Enter the default color profile applied only to the front side of the paper. The default value is Server's Default. This attribute can be overridden by specifying a different color profile in Job Properties.
<b>Back color profile</b>	Enter the default color profile applied only to the back side of the paper. The default value is Server's Default. This attribute can be overridden by specifying a different color profile in Job Properties.
<b>Feed direction</b>	Select the feed orientation of the paper from the drop-down list.

### Engine Attribute tab

Configure the paper characteristic parameters. You can also configure this parameter on the machine's control panel.

Refer to the following on the details of setting value.

➔ Chapter 5 “Using PaperCatalog” of Operation Guide

Item	Description
<b>Main unit paper feed speed</b>	If a paper jam occurs in the paper feeder, or a paper jam occurs with a particular type of paper, adjust the paper feed speed. Select [Normal] or [Low]. If paper jams frequently occur, select [Low].
<b>Paper feed action</b>	Adjust if double feeding or non-feeding occurs when feeding paper from an optional paper feeder (Cassettes 5 to 8). Select the attribute according to the condition from the drop-down list.
<b>Main unit decurl adjustment</b>	Adjust this setting if curling occurs during two-sided printing or when outputting to the right tray. You can adjust decurling to a value from [-5] to [5].

Item	Description
<b>Decurl adjustment(Inverter and Decurler unit)</b>	Adjust this setting if curling occurs when outputting to the optional 5,000-sheet Stacker or the Finisher. You can adjust decurling to a value from [-5] to [5].
<b>Ink discharge distance</b>	If the print head comes into contact with the paper and the image is rubbed, adjust the distance between the paper and the print head. If the image is rubbed when you print on heavy paper or ink jet matte paper, select [Wide]. If ink splashes or color shifts occur in the printout, select [Normal].
<b>Print position settings</b>	Adjust this setting if the leading edge of the paper folds (skewed feeding) or creases appear.
<b>Paper timing data (Front side)</b>	Enter the starting timing adjustment value for the front side.
<b>Paper timing data (Back side)</b>	Enter the starting timing adjustment value for the back side.
<b>Centering correction(Front side)</b>	Enter the centering correction adjustment value for the front side.
<b>Centering correction(Back side)</b>	Enter the centering correction adjustment value for the back side.
<b>Paper loop amount adjustment</b>	Enter the paper loop amount adjustment value.
<b>Adjust motor speed settings</b>	Adjust the speed of the motor to conveying paper if there is color drift in only the leading edge or trailing edge of the paper.
<b>Adjust motor speed(Leading edge)</b>	Enter the adjustment value for the leading edge of the paper.
<b>Adjust motor speed(Trailing edge)</b>	Enter the adjustment value for the trailing edge of the paper.

### 3 Check all PaperCatalog data to be exported

Click [Select All] to select all PaperCatalog data.

### 4 [File] > [Export]

The dialog appears. Specify the destination.

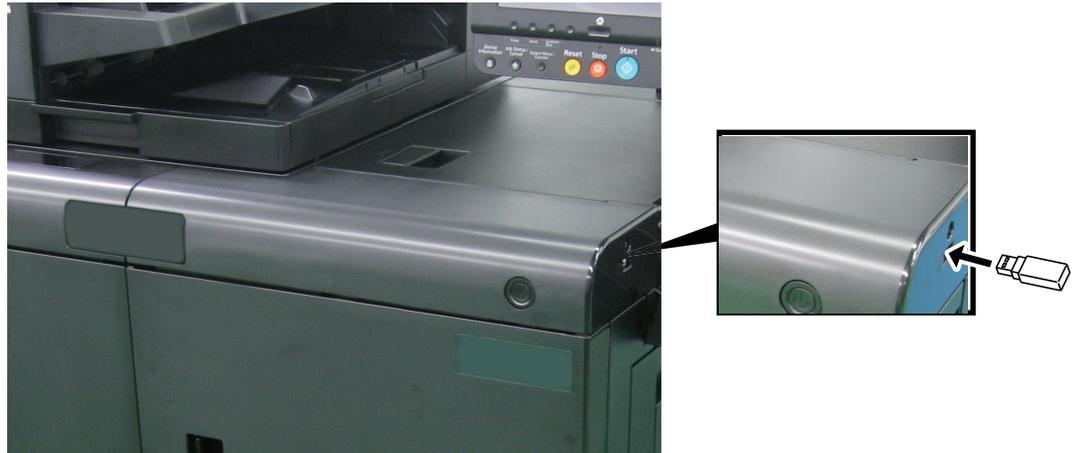
#### IMPORTANT

If you want to save the file according to the changed contents and the date and time, change the file name so that it can be easily identified, or manage it separately for each folder.

### 5 Store the PaperCatalog data into the USB drive.

### 6 Insert the USB drive to the machine

- 1 Insert the USB drive to the USB drive slot of the machine.



- 2 When the machine reads the USB drive, "USB Drive is recognized. Displaying files." may appear. Select **[Continue]**.  
Displays the USB Drive screen.



**NOTE**

If the message is not displayed, select [USB Drive] on the Home screen.

## 7 **[Home] key > [...] > [Professional Settings] > [U917 Read/Write Backup Data] > [01 Import] > [Start] key**

**✓ IMPORTANT**

- When the edited PaperCatalog data is imported into this machine, the original data will be overwritten and erased.
- When importing PaperCatalog data into this machine, change the file name to "IEP\_PAP\_S1". If the file name is incorrect, the file will not be recognized and cannot be imported. An error code (e0003) is displayed.

## 8 **[01 PaperCatalog] > [On] > [Start] key**

Importing of the PaperCatalog starts.

**✓ IMPORTANT**

**Do not remove the USB drive until the import is complete. Data or USB drive may be damaged.**

When an error code appears during processing, take action by referring the table below.

Error code	Description	Action
e0001	Error in processing communication.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on. If the problem is not resolved, change to the another USB drive.
e0002	File access error (Access failure to USB drive etc.).	
e0003	The file name of PaperCatalog data is incorrect.	Change the file name to "IEP_PAP_S1".
e0004	The file type of PaperCatalog data is incorrect.	Confirm whether the file is correct.
e0005	File is broken.	Retry the file export to USB drive. If the problem is not resolved, change to the another USB drive and retry the file export.
e0100 to eFFFF	Processing error during import/export.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on. If the problem is not resolved, change to the another USB drive.

When importing is complete, "Completed" appears.

## 9 Display the screen.

[Home] key > [USB Drive]

## 10 Select [Remove USB].

Select [OK], and remove the USB drive after "USB Drive can be safely removed." is displayed.

## 11 Power off and on the printer and Fiery Print Server respectively

## Copying PaperCatalog Data

**1 Check the checkbox of the data you want to copy**

**2 Click [Copy]**

The selected PaperCatalog data is copied. "Copy\_" is added to the beginning of the name of the copied data.

The screenshot shows the 'Edit PaperProfile' window with the following fields and values:

- Name: Copy\_SR-A3 300gsm MONDI DNS pm (highlighted with a red box)
- Description: (empty)
- Product ID: (empty)
- Paper size: SRA3
- Type: Paper
- Type details: Plain
- Weight(gsm): 300 (52 - 360)
- Pre-Printed:

## Deleting PaperCatalog Data

**IMPORTANT**

Data deleted by PaperCatalog Editor cannot be restored.

**1 Check the checkbox of the data you want to delete**

**2 Click [Delete]**

The selected PaperCatalog data is deleted.

## Discarding Displayed PaperCatalog Data

If you want to recreate the PaperCatalog data from scratch, use this function.

**1 [File] > [Close]**

## Sharing PaperCatalog Data

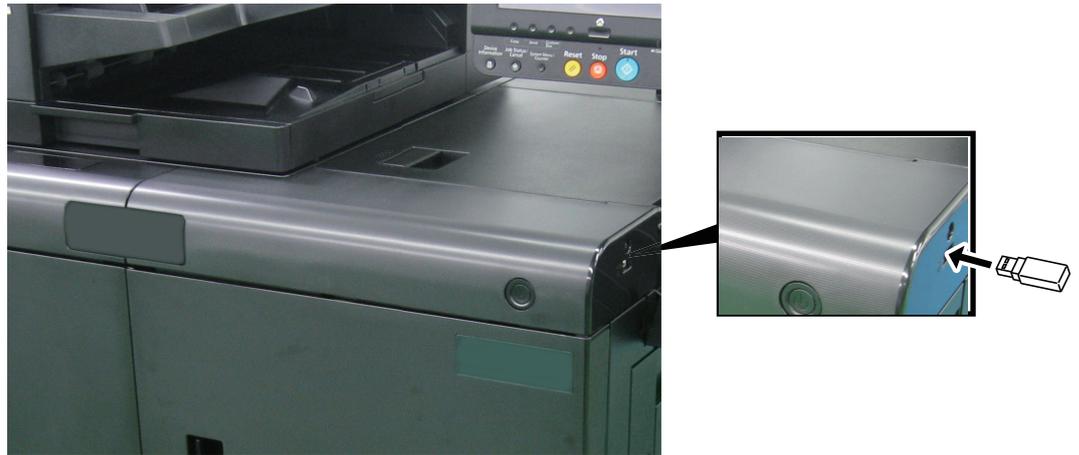
User PaperCatalog used on one machine can be exported to USB drive, and read it on another machine so that it can be shared with other machines.

### Exporting PaperCatalog

Use the following procedure to export User PaperCatalog.

**1 Insert the USB drive to the machine**

**1** Insert the USB drive to the USB drive slot of the machine.



- 2 When the machine reads the USB drive, "USB Drive is recognized. Displaying files." may appear. Select [**Continue**].

Displays the USB Drive screen.

 **NOTE**

If the message is not displayed, select [USB Drive] on the Home screen.

- 2 [**Home**] key > [...] > [**Professional Settings**] > [**U917 Read/Write Backup Data**] > [**02 Export**] > [**Start**] key

- 3 [**01 PaperCatalog**] > [**On**] > [**Start**] key

Exporting of the PaperCatalog starts.

 **IMPORTANT**

**Do not remove the USB drive until the export is complete. Data or USB drive may be damaged.**

When an error code appears during processing, take action by referring the table below.

Error code	Description	Action
e0001	Error in processing communication.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on.
e0002	File access error (Access failure to USB drive etc.).	
e0100 to eFFFF	Processing error during import/export.	If the problem is not resolved, change to the another USB drive.

When exporting is complete, "Completed" appears.

- 4 **Display the screen.**

[Home] key > [USB Drive]

- 5 **Select [Remove USB].**

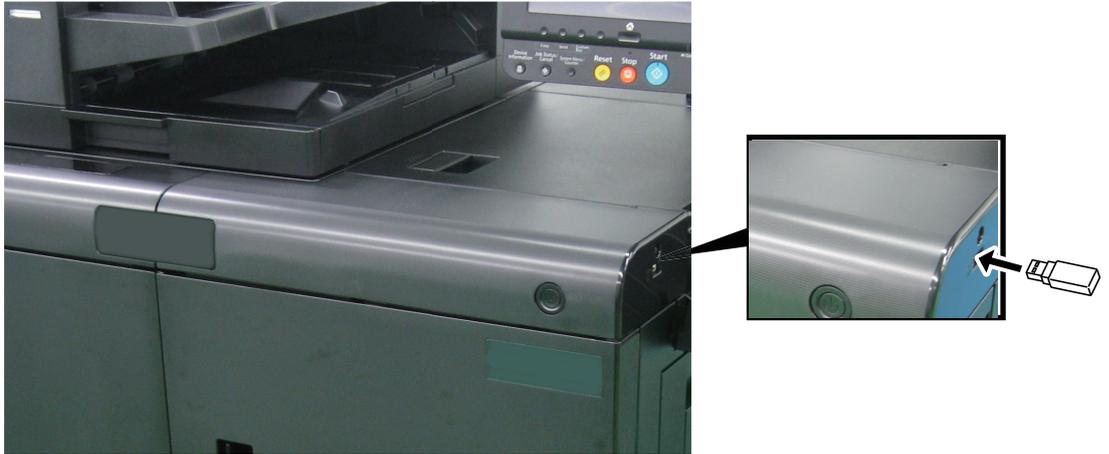
Select [OK], and remove the USB drive after "USB Drive can be safely removed." is displayed.

## Importing PaperCatalog

Use the following procedure to import the exported PaperCatalog to another machine.

### 1 Insert the USB drive to the machine > select [Yes]

Insert the USB drive to the USB drive slot of the machine.



### 2 [Home] key > [...] > [Professional Settings] > [U917 Read/Write Backup Data] > [01 Import] > [Start] key

### 3 [01 PaperCatalog] > [On] > [Start] key

Importing of the PaperCatalog starts.



#### IMPORTANT

Do not remove the USB drive until the import is complete. Data or USB drive may be damaged.

When an error code appears during processing, take action by referring the table below.

Error code	Description	Action
e0001	Error in processing communication.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on. If the problem is not resolved, change to the another USB drive.
e0002	File access error (Access failure to USB drive etc.).	
e0005	File is broken.	Retry the file export to USB drive. If the problem is not resolved, change to the another USB drive and retry the file export.
e0100 to eFFFF	Processing error during import/export.	Remove the USB drive, turn off and on the machine, and then insert the USB drive. Wait at least 5 seconds after turning off the power before turning it on. If the problem is not resolved, change to the another USB drive.

When importing is complete, "Completed" appears.

**4 Display the screen.**

[Home] key > [USB Drive]

**5 Select [Remove USB].**

Select [OK], and remove the USB drive after "USB Drive can be safely removed." is displayed.

**6 Power off and on the printer and Fiery Print Server respectively**

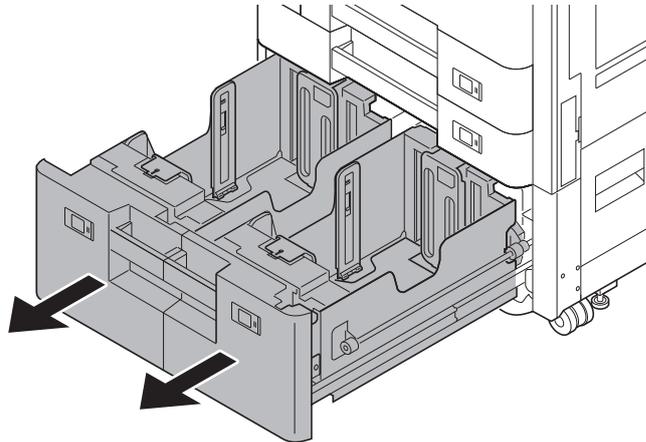
## Changing Paper Size of Cassette 3 and 4

Adjust this setting to change the paper size of Cassettes 3 and 4 (Large Capacity Feeder).

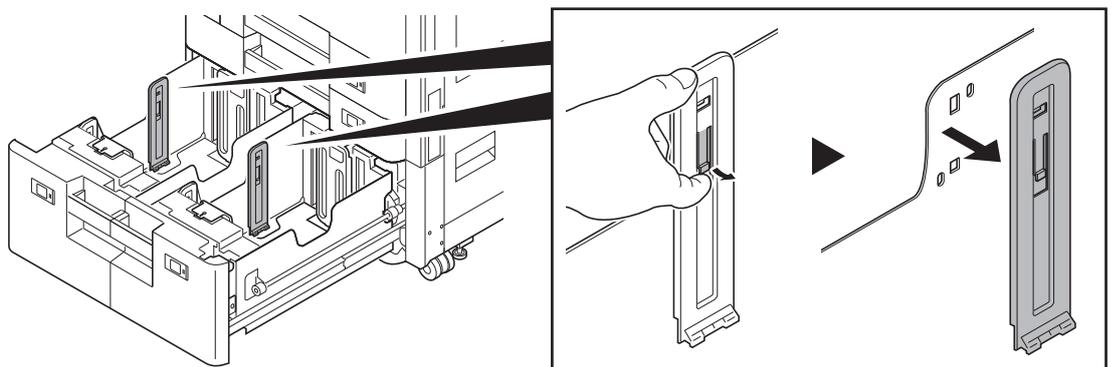
Adjust the guide position in the cassette so that paper can be fed correctly from Cassette 3 or 4, and then change the paper size from Professional settings.

### Changing Paper Size A4 to B5

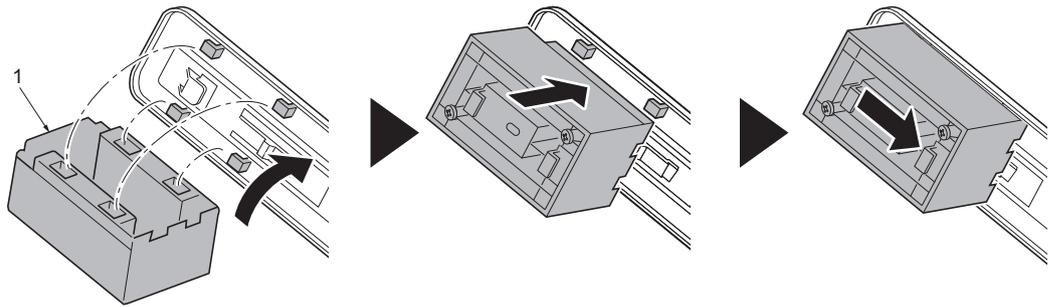
**1 Pull out the cassette.**



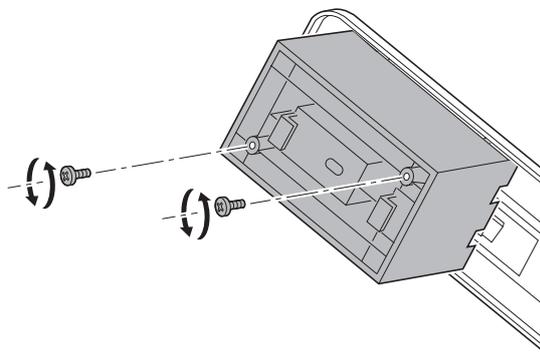
**2 Unlock the width guide and remove it.**



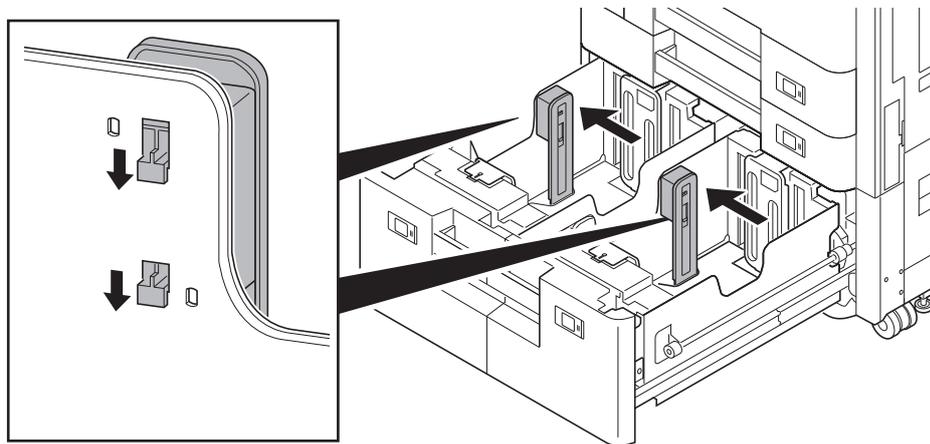
**3 Install the attachment to the width guide.**



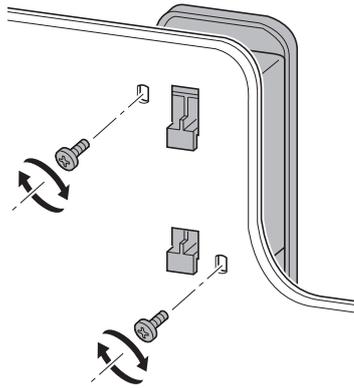
**4 Fasten the width guide and attachment with two screws.**



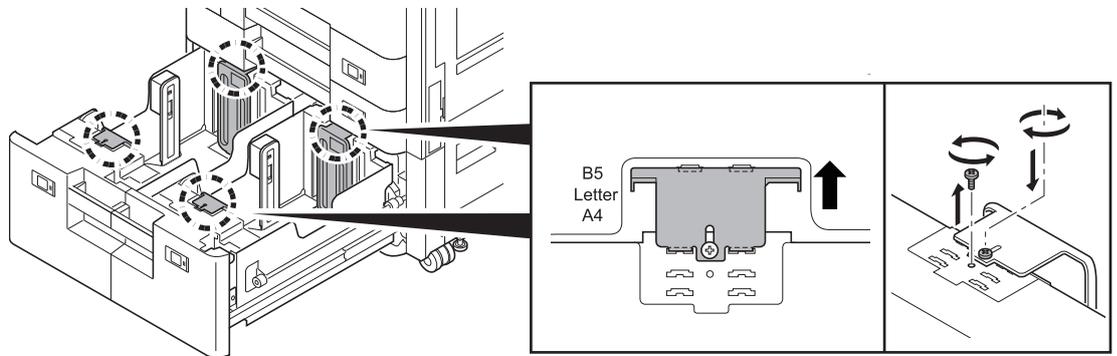
**5 Install the width guide to the cassette.**



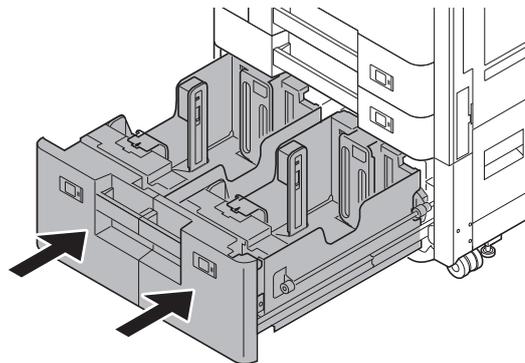
**6 Fasten the width guide with two screws.**



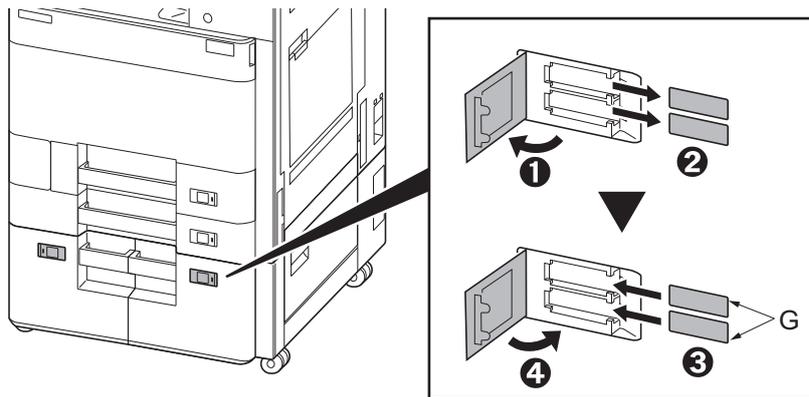
**7 Remove a screw for length guide, insert it into "B5", and then fasten with it.**



**8 Return the cassette to its original position.**

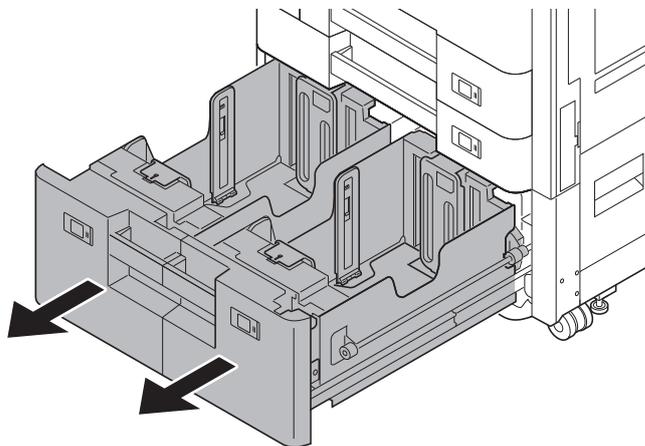


- 9 Insert a sheet of the required paper size and type, as shown in the illustration.**

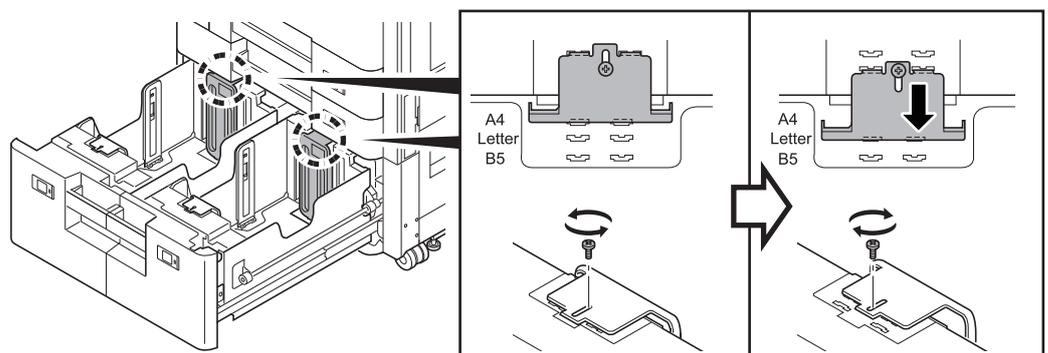


### Changing Paper Size A4 to Letter

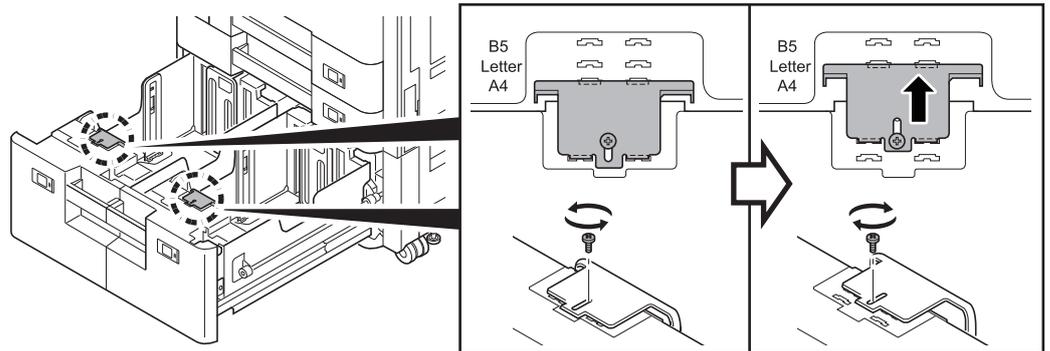
- 1 Pull out the cassette.**



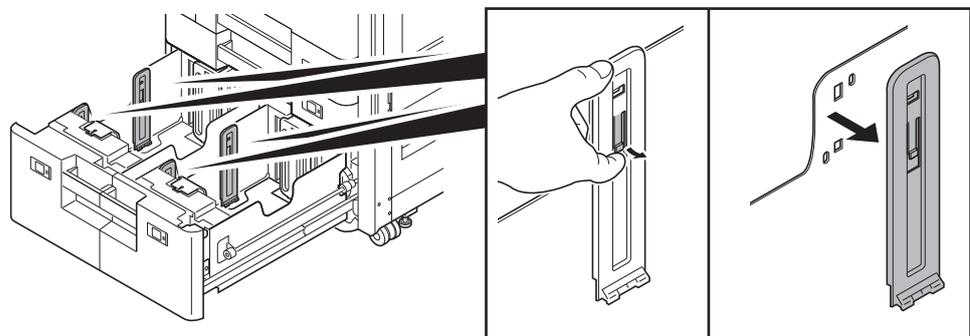
- 2 Remove a screw for the length guide on the back side of the cassette, insert the length guide into the "Letter", and then fasten the guide with the screw.**



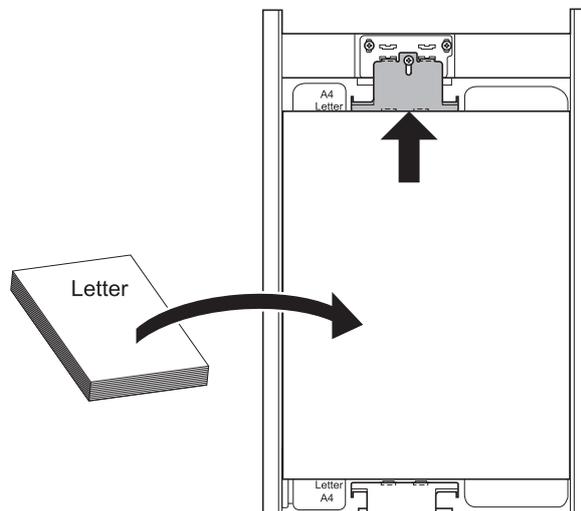
- 3 Remove a screw for the length guide on the front side of the cassette, insert the length guide into the “Letter”, and then fasten the guide with the screw.**



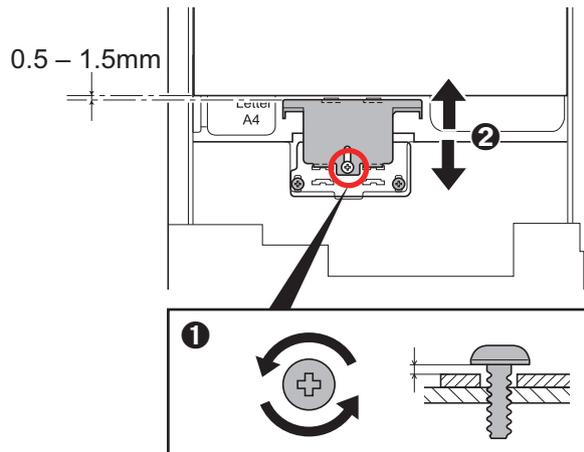
- 4 Remove the width guide from the cassette.**



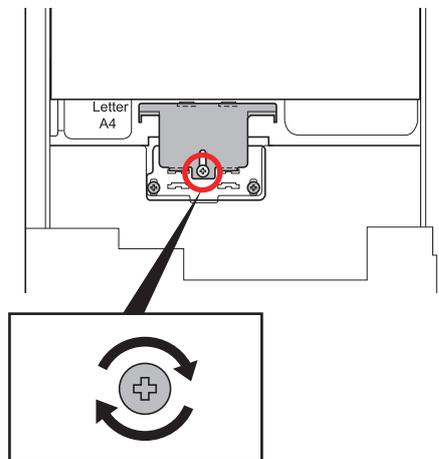
- 5 Load the paper of Letter size in the cassette.**



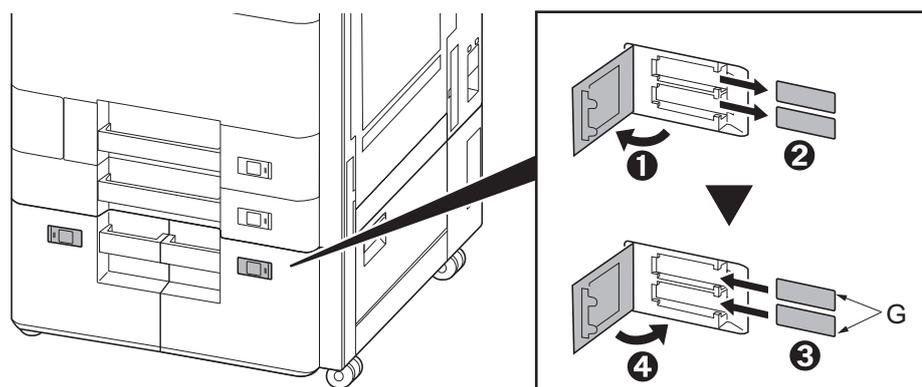
- 6 Loosen a screw for the length guide on the front side of the cassette, and adjust the guide to fit the paper length.**



- 7 Fasten the length guide with the screw**

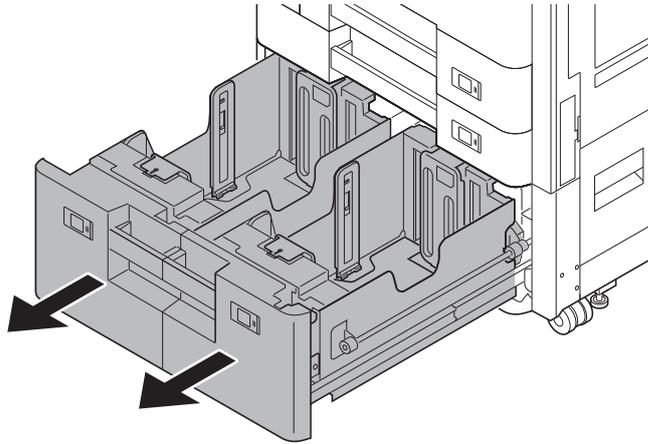


- 8 Insert a sheet of the required paper size and type, as shown in the illustration.**

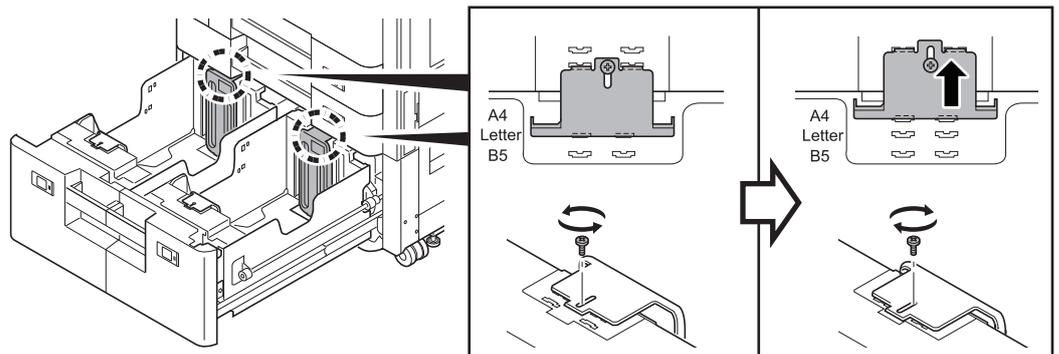


## Changing Paper Size Letter to A4

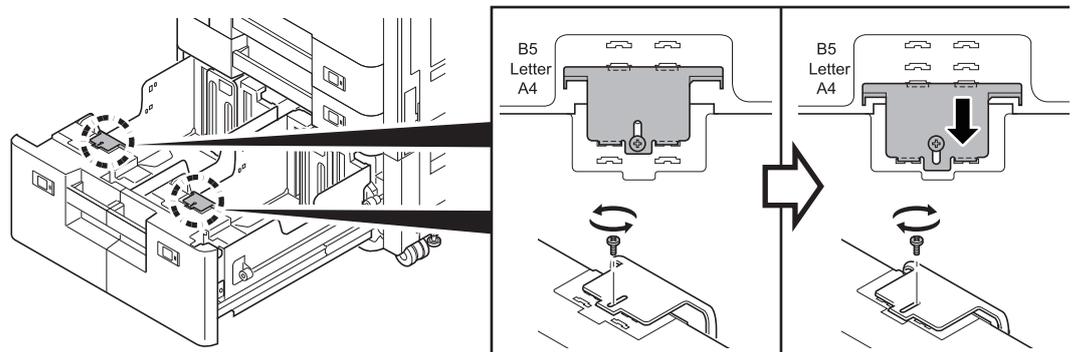
### 1 Pull out the cassette.



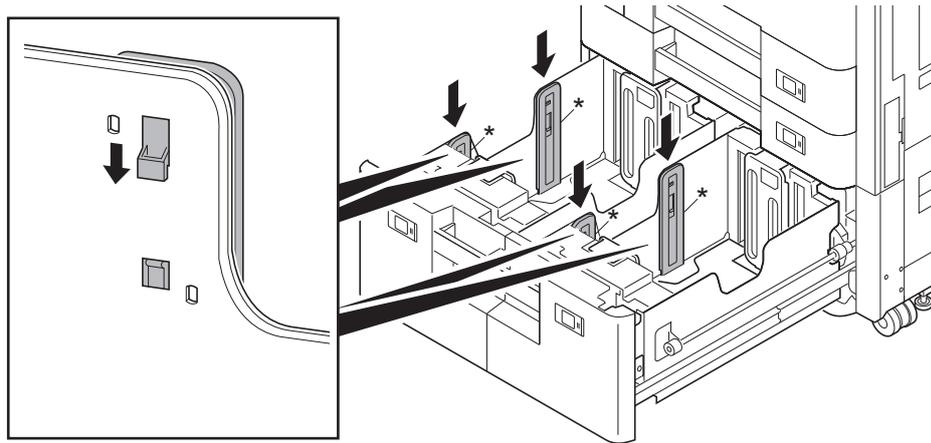
### 2 Remove a screw for the length guide on the back side of the cassette, insert the length guide into the "A4", and then fasten the guide with the screw.



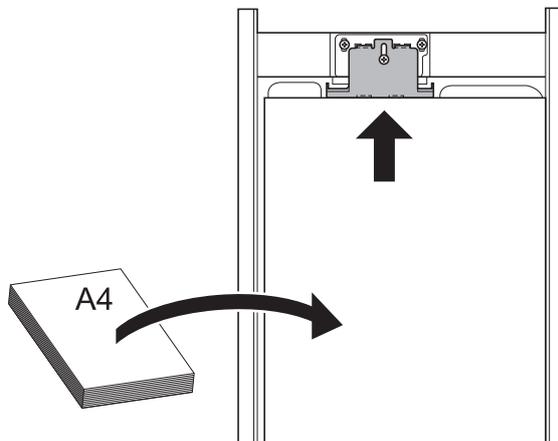
### 3 Remove a screw for the length guide on the front side of the cassette, insert the length guide into the "A4", and then fasten the guide with the screw.



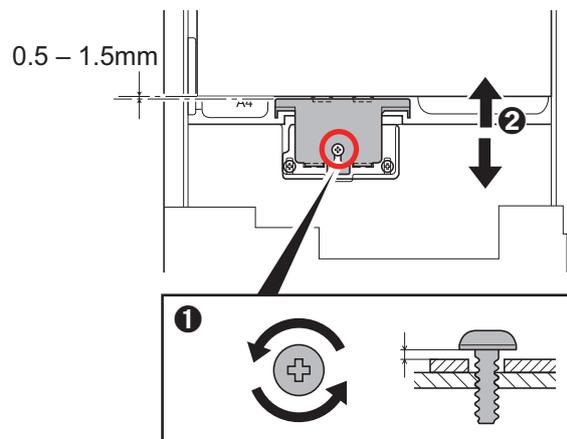
**4 Remove the width guide from the cassette.**



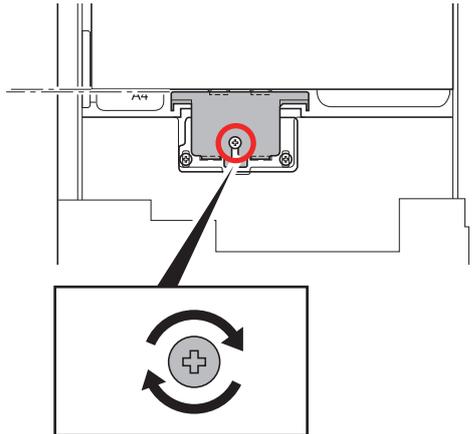
**5 Load the paper of A4 size in the cassette.**



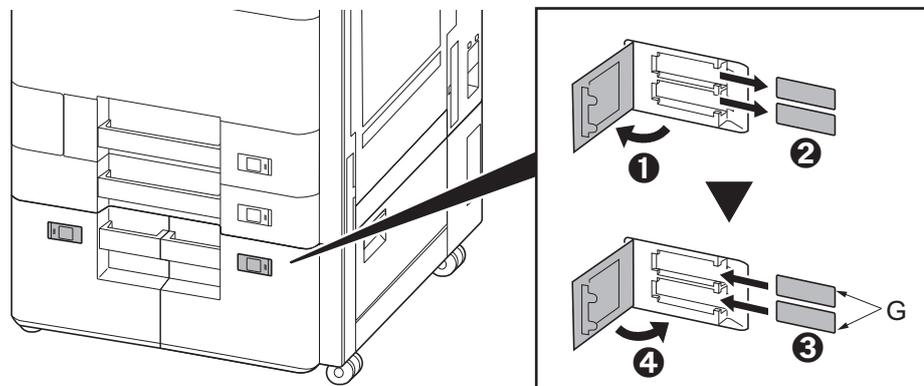
**6 Loosen a screw for the length guide on the front side of the cassette, and adjust the guide to fit the paper length.**



## 7 Fasten the length guide with the screw



## 8 Insert a sheet of the required paper size and type, as shown in the illustration.



### Changing Paper Size Using Professional Setting

**1** **[Home] key > [...] > [Professional Settings] > [U208 Set Deck Paper Size] > select [Cassette 3] or [Cassette 4]**

**2** **Select the paper size.**

Select [A4], [B5], or [Letter].



#### NOTE

The current size is marked with an asterisk (\*).

**3** **Press the [Start] key.**

The entered value is reflected.

## Restoring Adjustment Settings to State at Machine Installation

You can restore the adjustment settings to state at machine installation. Use this function when you don't know the original value due to adjustments configured using the professional settings.

 **IMPORTANT**

Before operating this setting, confirm with our service representative that the settings at installation have been backed up.

- 1 [Home] key > [...] > [Professional Settings] > [U023 Reset Settings]**
- 2 [Install] > [Restore] > [Start] key**
- 3 [Start] key > [Close]**  
Professional settings close.
- 4 Turn off and on the power switch**  
The adjustment settings restore to the state at machine installation.

# 3 Maintenance

This chapter explains the regular cleaning and parts replacement to maintain the performance of this machine and its options.

Parts Cleaning .....	3-2
Cassette Feed Unit .....	3-2
Deck Feed Unit .....	3-11
Vertical Conveying Unit .....	3-25
Replacement of Consumables .....	3-26
Replacement of Waste Ink Tank .....	3-26
Replacement of Cleaning Liquid Tank .....	3-30
Parts Replacement .....	3-35
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Deck Feed Unit .....	3-43
Decurl Unit (Main Unit) .....	3-55
Decurl Unit (Inverter and Decurler Unit) .....	3-59

## Parts Cleaning

To maintain the performance of the machine and options, clean the parts when the usage counter (maintenance counter) for each part reaches 300,000 images.

Professional user can clean the following parts:

- Cassette Feed Unit
- Deck Feed Unit
- Vertical Conveying Unit

You can check the maintenance counter in the following steps.

- 1 [Home] key > [...] > [Professional Settings] > [U251 Clear Maintenance Counter].**
- 2 Check the maintenance counter for each part > [Stop] key.**

 **IMPORTANT**

Do not select [Clear] unless you have replaced each part.

## Cassette Feed Unit

This subsection describes the steps for parts cleaning of cassette 1 as an example.



### CAUTION

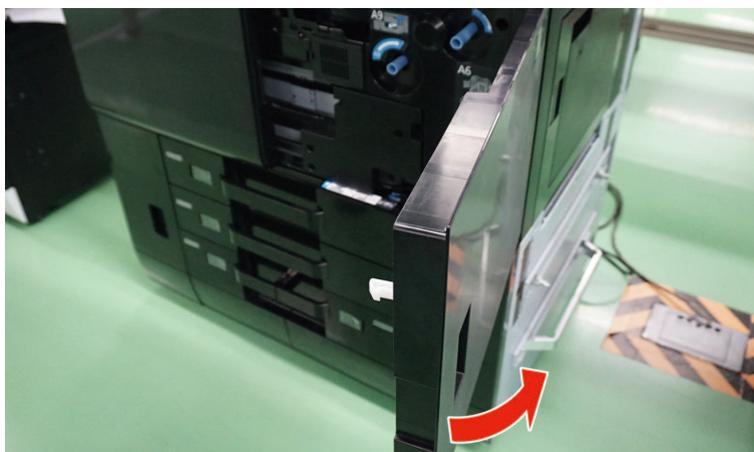
Before cleaning the parts, confirm that the main power switch of this machine is turned off.

 **IMPORTANT**

When cleaning the cassette feed unit, prepare the following.

- Kim towel white or BEMCOT
- Designated deionized water

- 1 Open the Front Cover 2.**



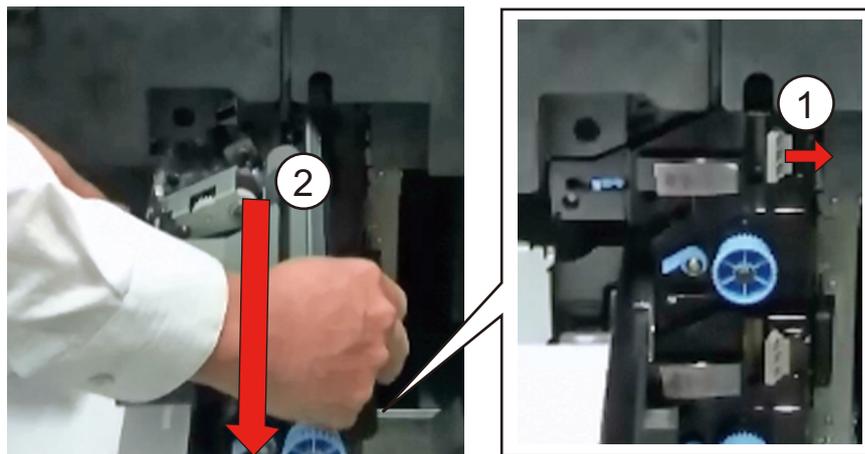
**2 Open the Front Cover 4.**



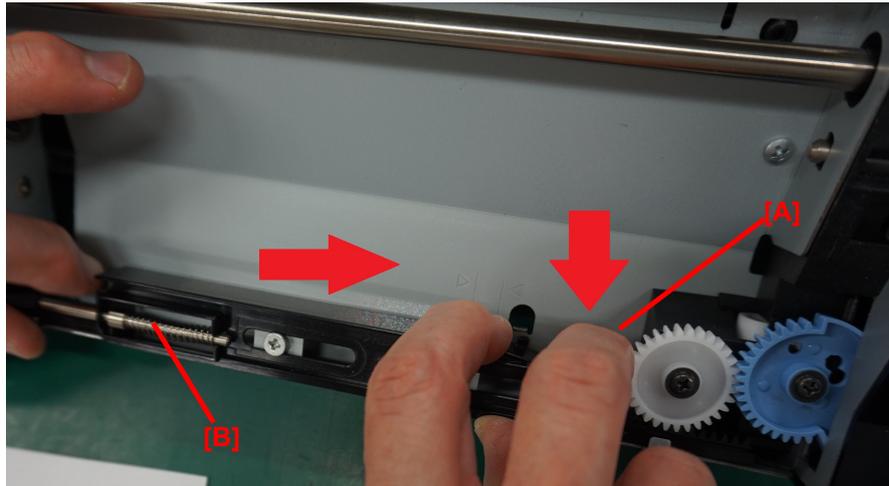
**3 Pull out the Cassette 1 as far as it will go.**



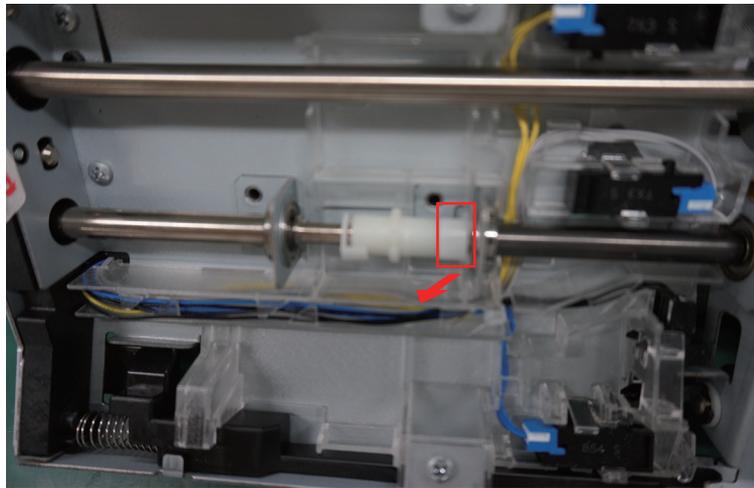
**4 Move the lock lever to the arrow direction to release it and pull out the cassette feed unit.**



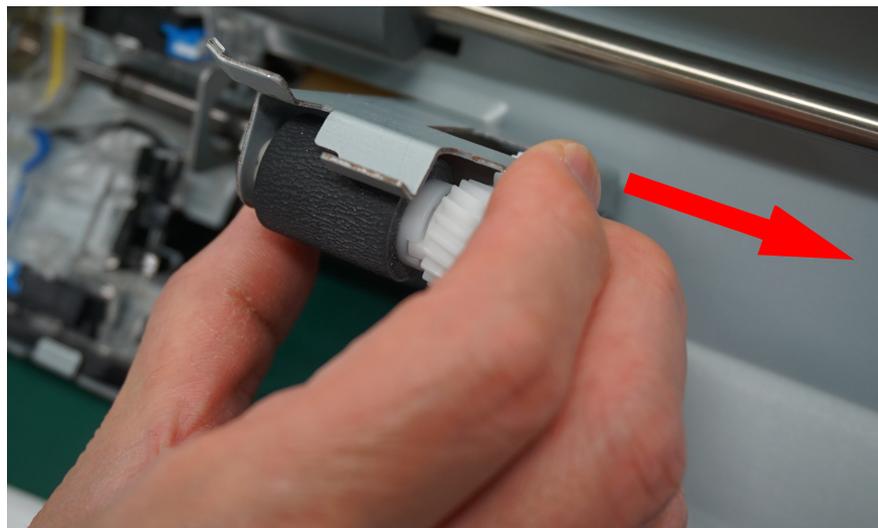
- 5 Push lock lever [A] and slide pickup adjustment lever [B] in the direction of the arrow.**



- 6 Remove a stop ring.**



- 7 Raise the feed roller drive assy upward, and remove it in the direction of the arrow.**



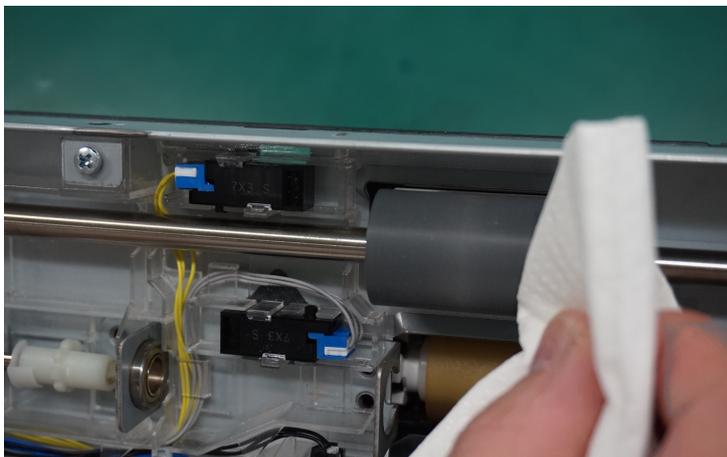
**8 Moisten the Kim towel with deionized water and wipe off paper dust from the feed roller.**

When wiping off, move the Kim towel in the same direction.



**9 Moisten the Kim towel with deionized water and wipe off paper dust from the transfer roller.**

When wiping off, move the Kim towel in the same direction.

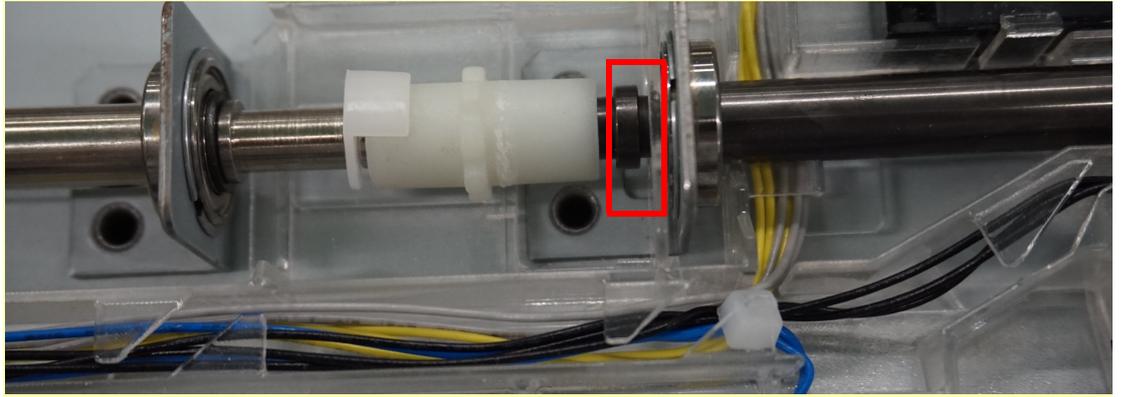


**10 Attach the feed roller drive assy.**

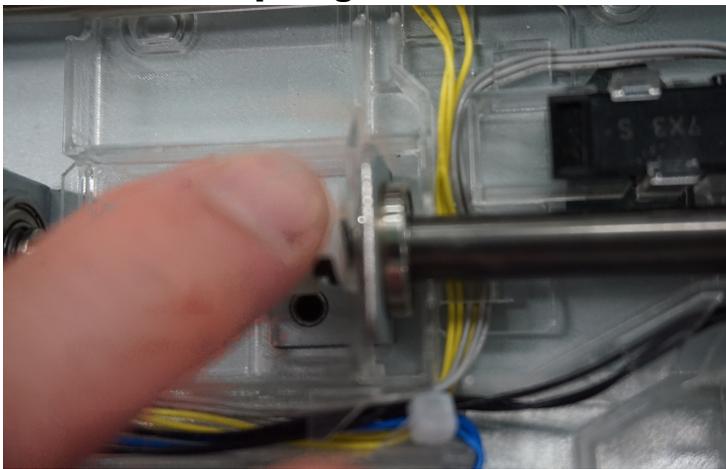


✔ IMPORTANT

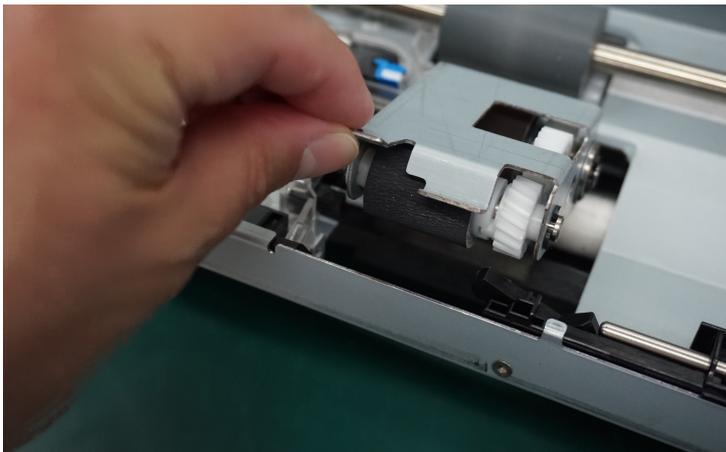
Attach the assy so that the stop ring groove on the shaft is visible.



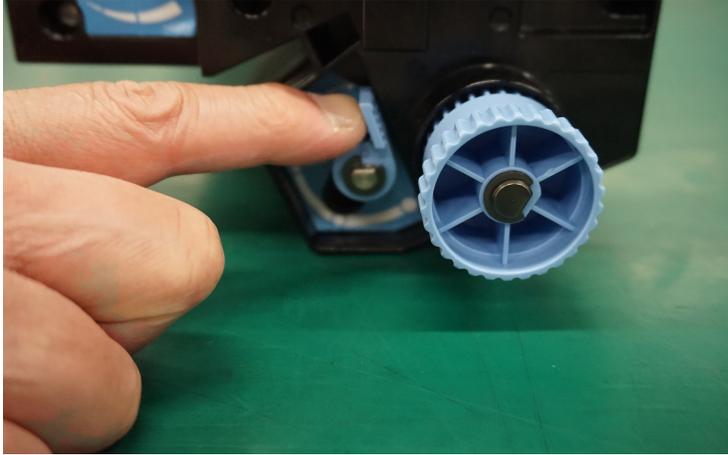
**11** Attach the stop ring.



**12** Move the feed roller drive assy to its original position.



- 13** Move the lever on the front of cassette feed unit to the direction shown below to reduce the retard pressure.



- 14** Remove the stop ring behind the cassette feed unit.



- 15** Pull out the shaft in the direction of the arrow.



**16 Remove the retard assy from the cassette feed unit.**

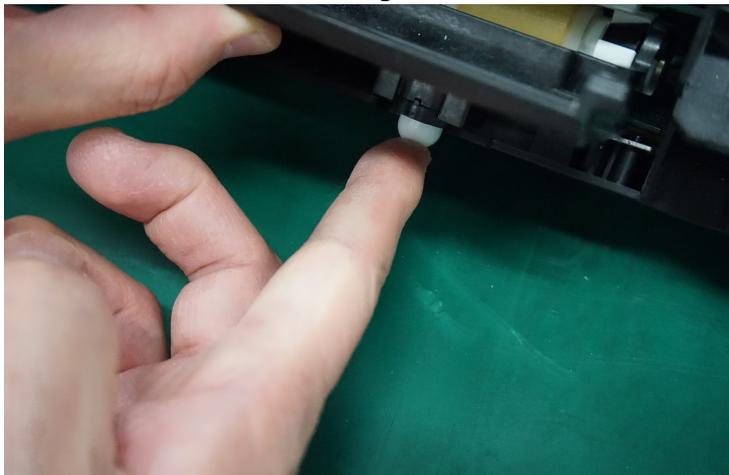


**17 Moisten the Kim towel with deionized water and wipe off paper dust from the retard roller.**

When wiping off, move the Kim towel in the same direction.



**18 Attach the retard assy as shown below.**

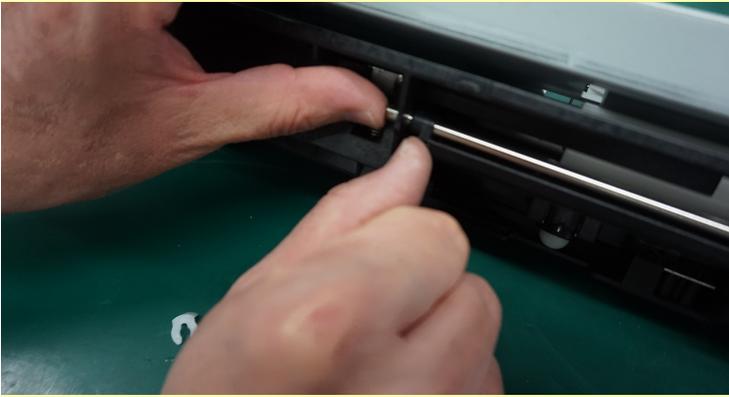


## 19 Attach the shaft.



### ✔ IMPORTANT

Attach the assy so that the stop ring groove on the shaft is visible.

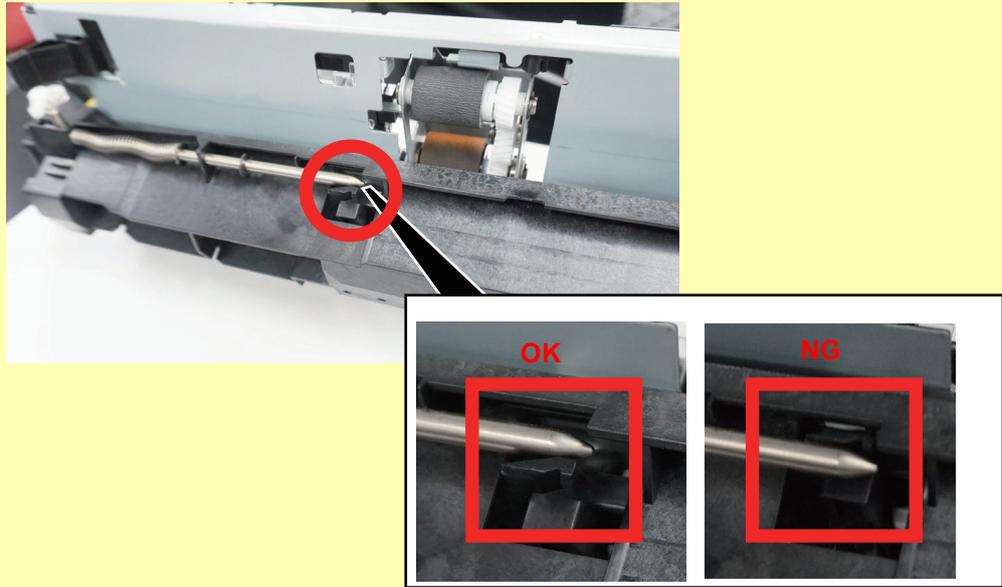


## 20 Attach the stop ring.



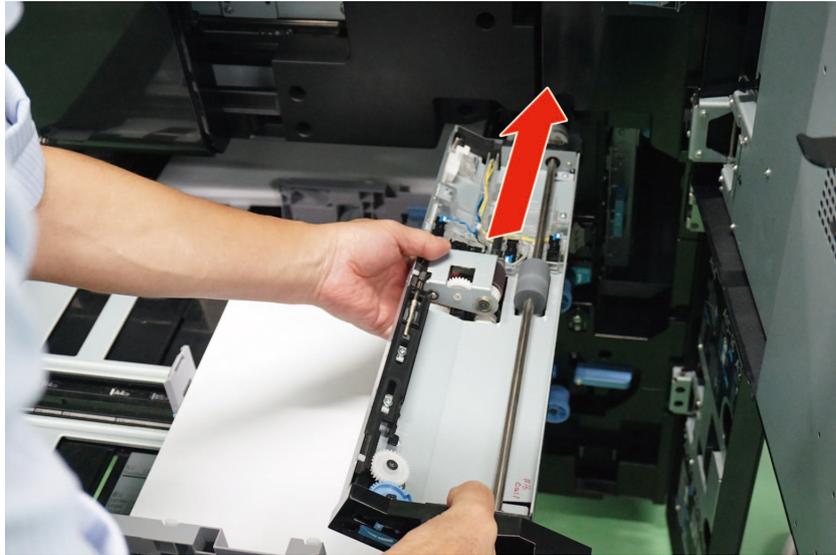
✔ **IMPORTANT**

Make sure that attached shaft is on the position shown below.



**21** Move the lever for retard pressure to the original position.

**22** Attach the cassette feed unit to cassette 1.



**23** Return the Cassette 1 to its original position, and close Front Covers 2 and 4.

**Check the status after cleaning**

Make a test print and check that there are no paper jams, double feed or no feed. If there is any problem, try again from step 1.

If the problem is not resolved, contact your service representative.

## Deck Feed Unit

This subsection describes the steps for parts cleaning of cassette 3 as an example.



### CAUTION

Before cleaning the parts, confirm that the main power switch of this machine is turned off.



### IMPORTANT

When cleaning the deck feed unit, prepare the following.

- Kim towel white or BEMCOT
- Designated deionized water

#### 1 Open the Front Cover 2.



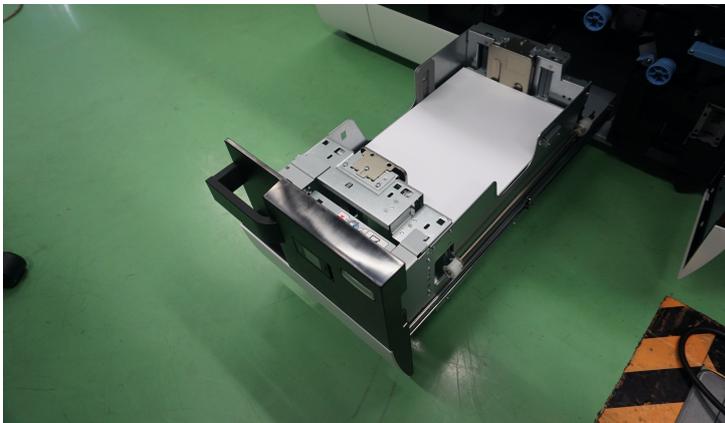
#### 2 Open the Front Cover 4.



**3 Pull out and remove the Cassette 2.**



**4 Pull out the Cassette 3.**



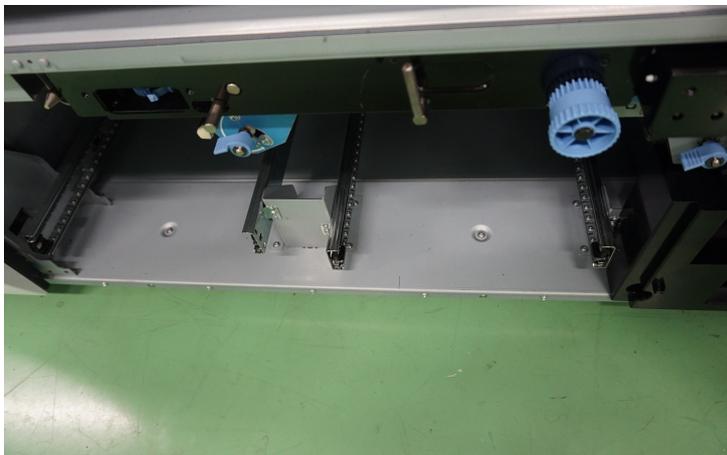
**5 Push both slider lock levers to release lock and pull out cassette 3.**



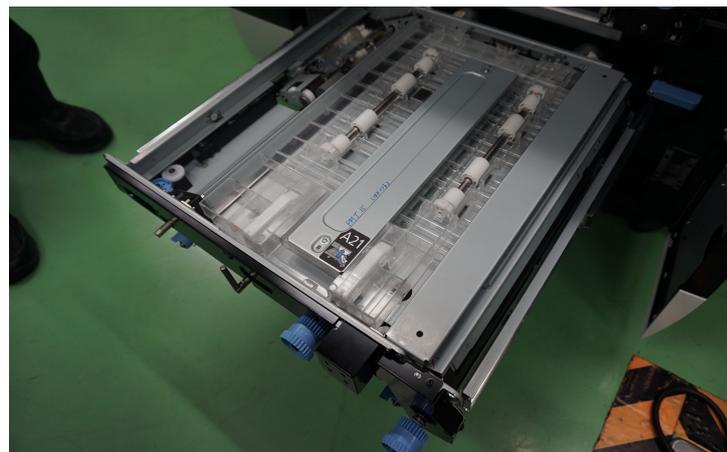
**6 Pull out the Cassette 4.**



**7 Turn the lever until it stops to release the lock.**



**8 Pull out the deck feed unit.**



**9 Remove a screw on each side of the rail of deck feed unit.**

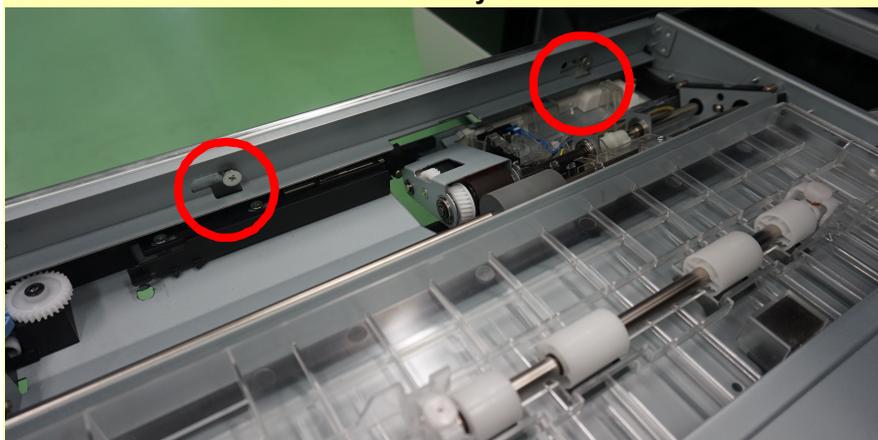


**10 Remove the deck feed unit in the direction of the arrow.**

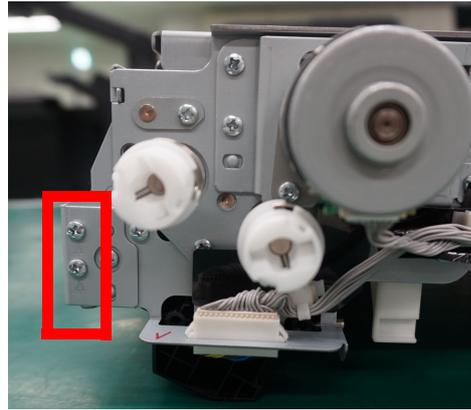
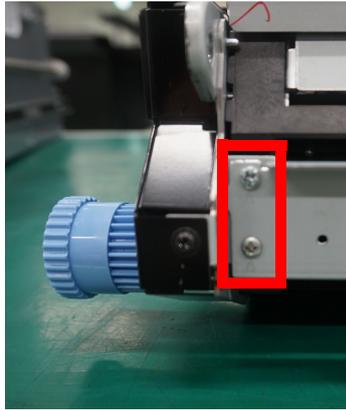


**✔ IMPORTANT**

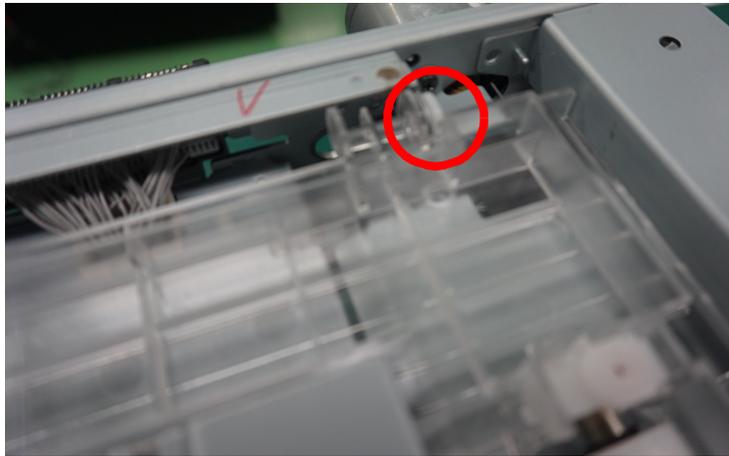
Tilt the unit slightly to the right when viewed from the front of the main unit, and then remove it so that it does not catch by the hook.



- 11 Remove each two screws on right and left side of horizontal conveying upper guide to remove the right rail bracket.**



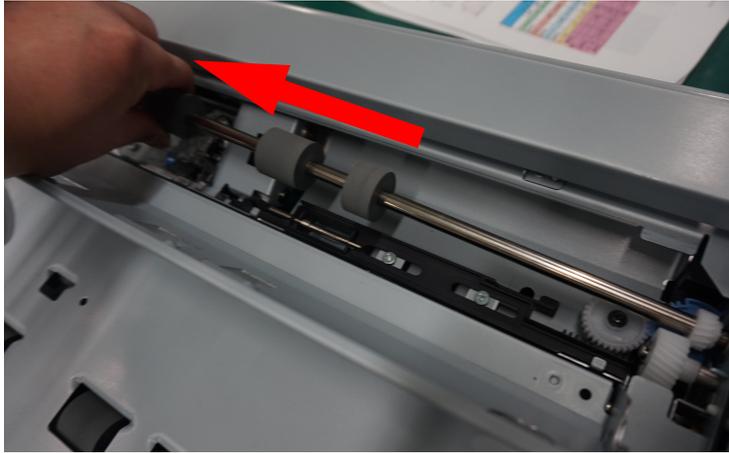
- 12 Remove a stop ring of horizontal conveying upper guide to remove the guide.**



- 13 Open the right conveying lower guide and remove a stop ring.**



**14 Remove the transfer roller in the direction of the arrow.**

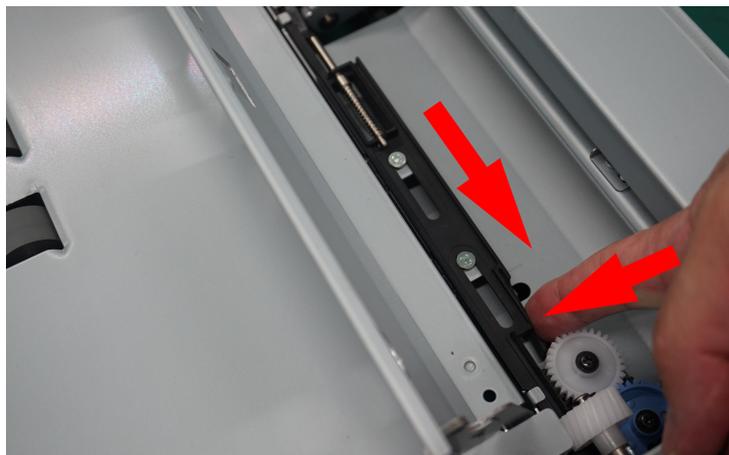


**15 Moisten the Kim towel with deionized water and wipe off paper dust from the transfer roller.**

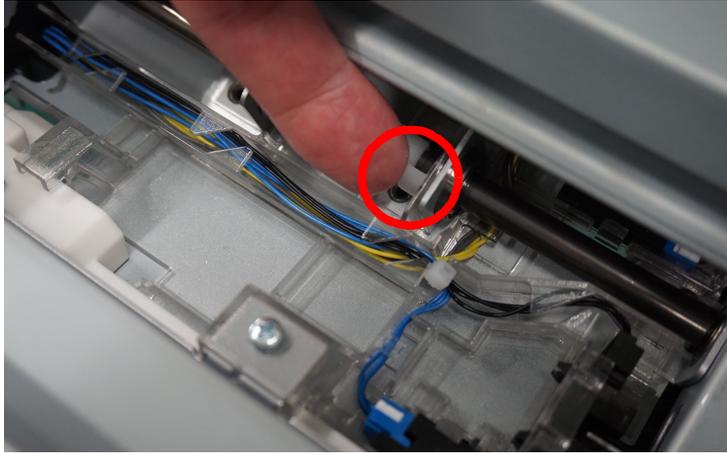
When wiping off, move the Kim towel in the same direction.



**16 Push lock lever and slide pickup adjustment lever in the direction of the arrow.**



**17 Remove a stop ring.**



**18 Remove the feed roller drive assy in the direction of the arrow.**

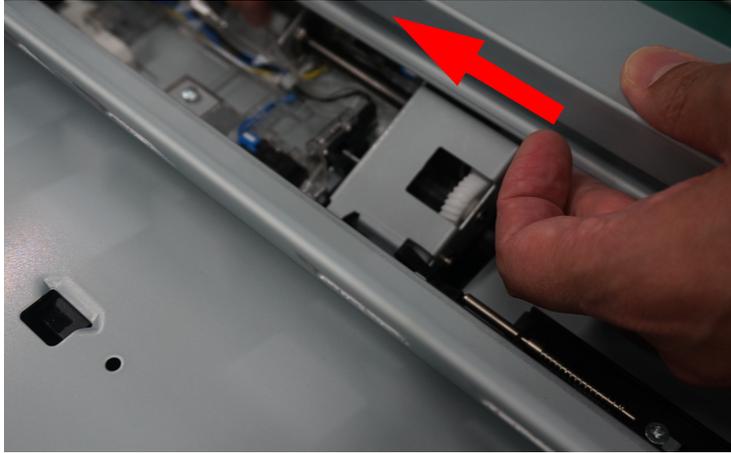


**19 Moisten the Kim towel with deionized water and wipe off paper dust from the feed roller.**

When wiping off, move the Kim towel in the same direction.



**20 Attach the feed roller drive assy.**



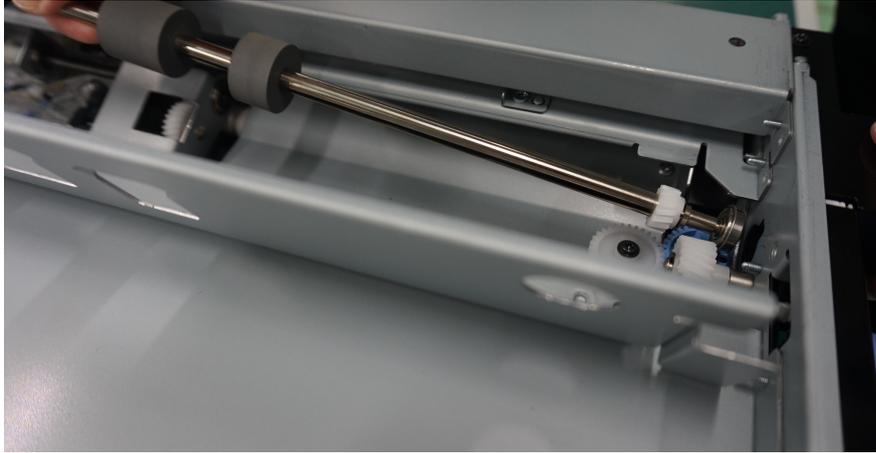
**21 Attach the stop ring.**



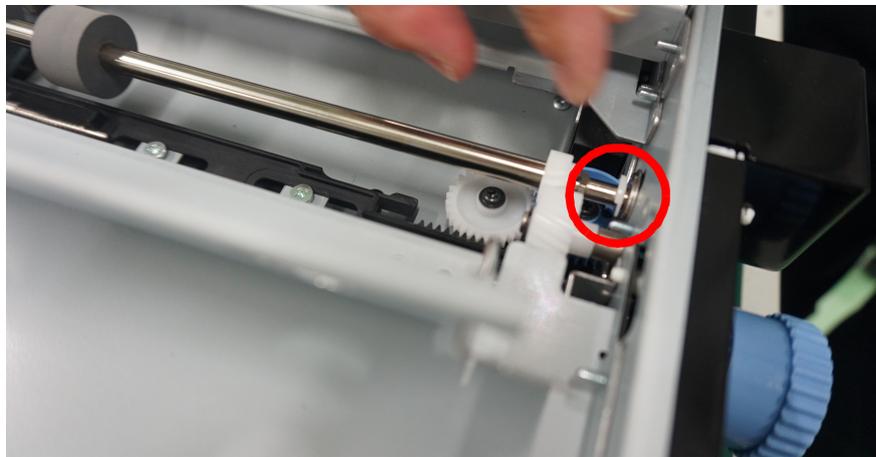
**22 Move the pickup adjustment lever to its original position.**



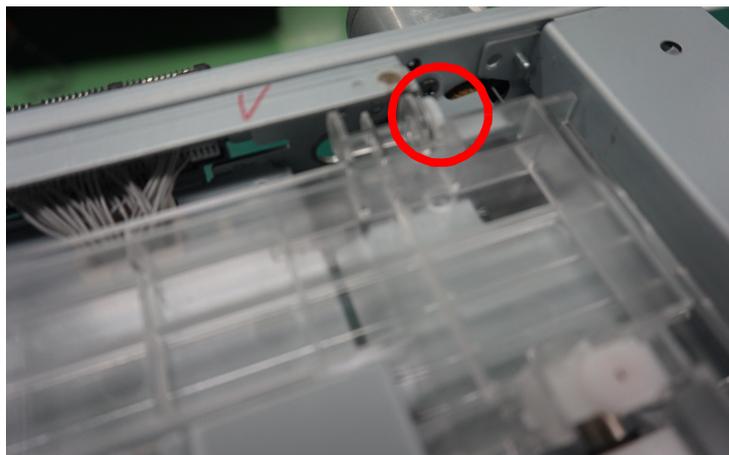
**23 Attach the transfer roller.**



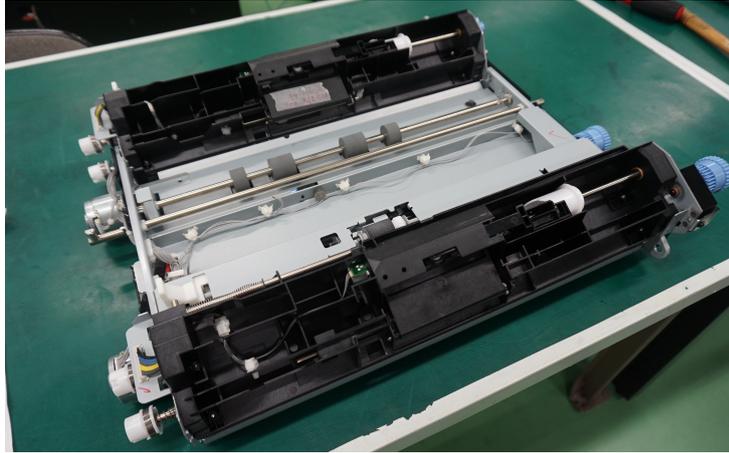
**24 Attach the stop ring and close the right conveying lower guide.**



**25 Attach the horizontal conveying upper guide, and then the stop ring.**



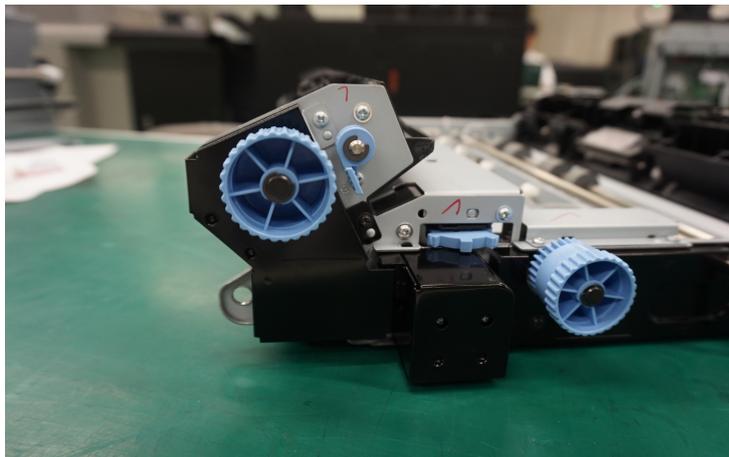
## 26 Turn the deck feed unit upside down.



### ✔ IMPORTANT

Hold the horizontal conveying upper guide with your hand so that it does not open.

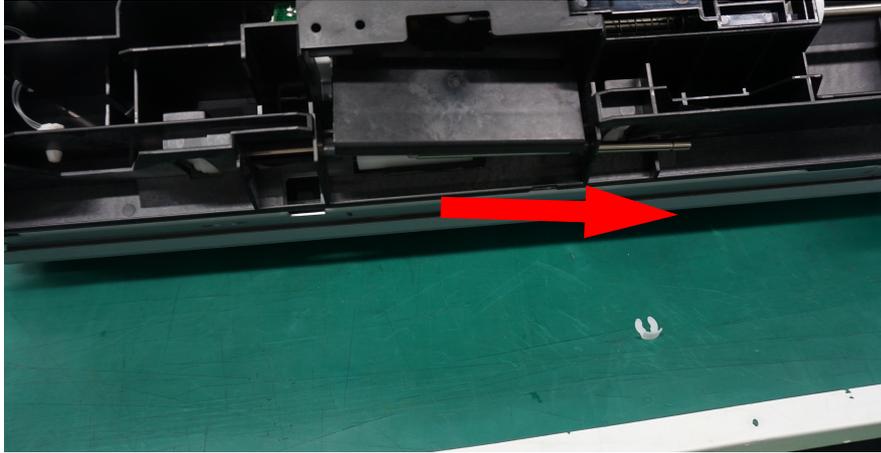
## 27 Move the lever on the front of horizontal conveying unit to the direction shown below to reduce the retard pressure.



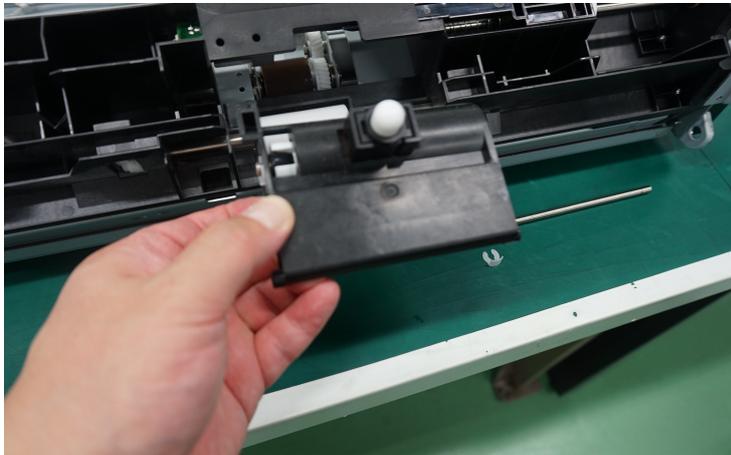
## 28 Remove the stop ring behind the horizontal conveying unit.



**29 Pull out the shaft in the direction of the arrow.**



**30 Remove the retard assy from the deck feed unit.**

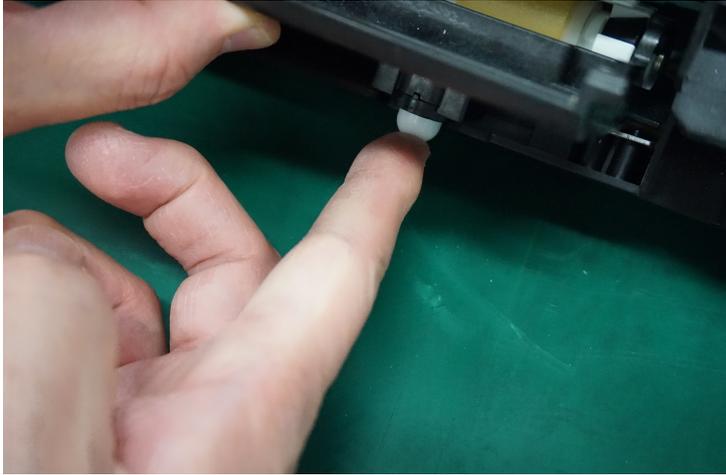


**31 Moisten the Kim towel with deionized water and wipe off paper dust from the retard roller.**

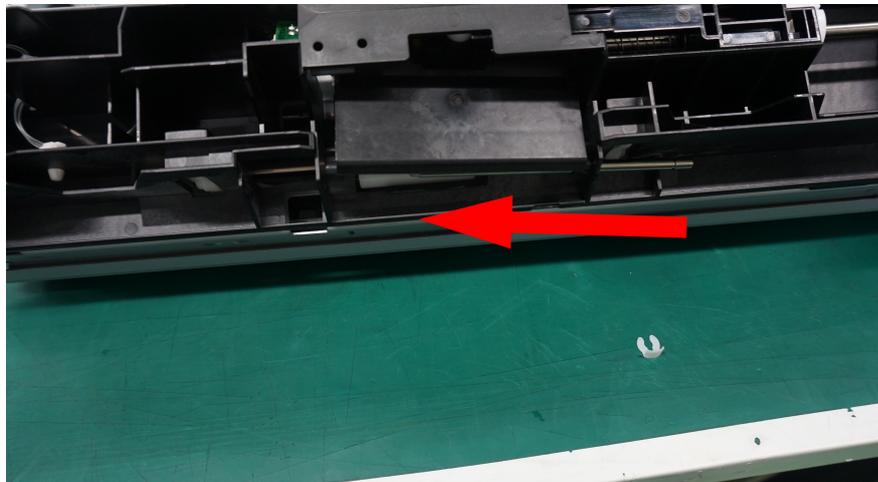
When wiping off, move the Kim towel in the same direction.



**32 Attach the retard assy as shown below.**



**33 Attach the shaft.**



✔ **IMPORTANT**

**Attach the assy so that the stop ring groove on the shaft is visible.**

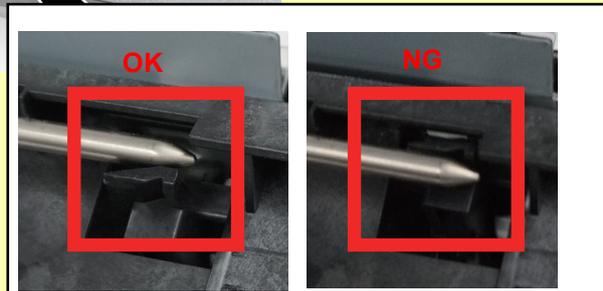
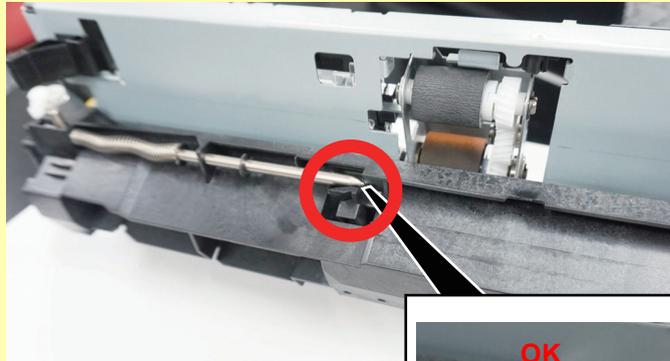


### 34 Attach the stop ring.



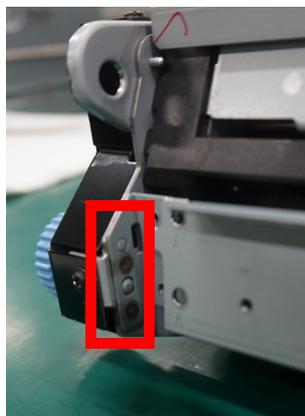
✔ IMPORTANT

Make sure that attached shaft is on the position shown below.



### 35 Move the lever for retard pressure to the original position.

### 36 Attach the right rail bracket, and fasten each two screws on right and left side of horizontal conveying upper guide..



**37 Attach the feed roller drive assy.**

Tilt the unit slightly to the right when viewed from the front of the main unit, and then hook it.

**38 Fasten a screw on each side of the rail of deck feed unit.**

**39 Move the deck feed unit to its original position.**

**40 Turn the lock lever to its original position.**

**41 Return the Cassette 2 and 3 to its original position, and close Front Covers 2 and 4.**

When attaching Cassette 3 or 4, accommodate the rails inside the main unit beforehand so that it does not slip from the rail.

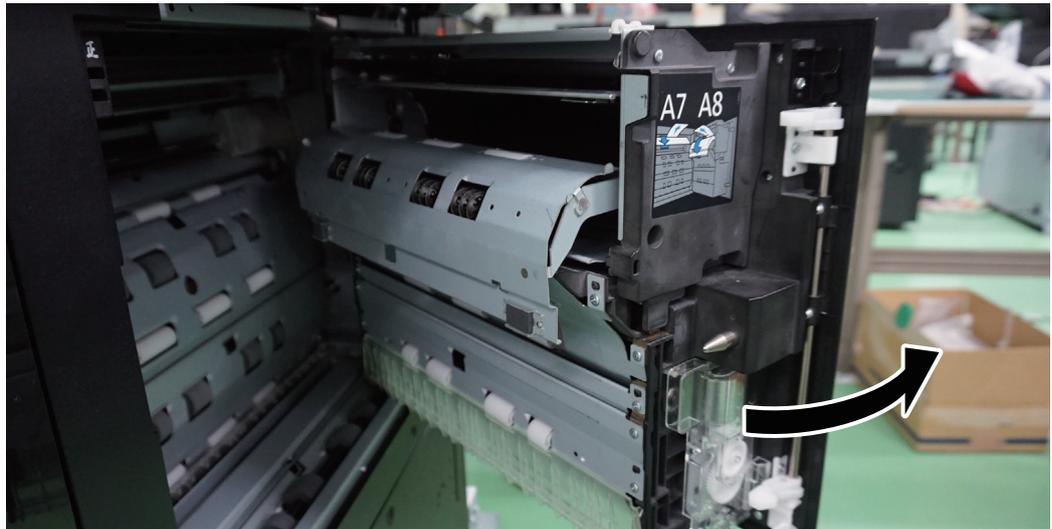
**Check the status after replacement**

Make a test print and check that there are no paper jams, double feed or no feed. If there is any problem, try again from step 1.

If the problem is not resolved, contact your service representative.

## Vertical Conveying Unit

### 1 Open Right Cover.



If the optional Paper Feeder is installed, open the front cover of the Bridge Kit for Main Unit to Paper Feeder, and then open Right Cover.

### 2 Moisten the Kim towel with deionized water and wipe off paper dust around the sensor unit.



### 3 Close Right Cover.

#### Check the status after cleaning

Make a test print and check that the print result is not soiled. If there is any problem, try again from step 1

If the problem is not resolved, contact your service representative.

# Replacement of Consumables

## Replacement of Waste Ink Tank

When the capacity of the waste ink tank is nearly full, the following message is displayed. Prepare the new waste ink tank.

"Waste Ink Box is almost full."

When the capacity of the waste ink tank is full, the following message is displayed. Replace the waste ink tank with a new one promptly.

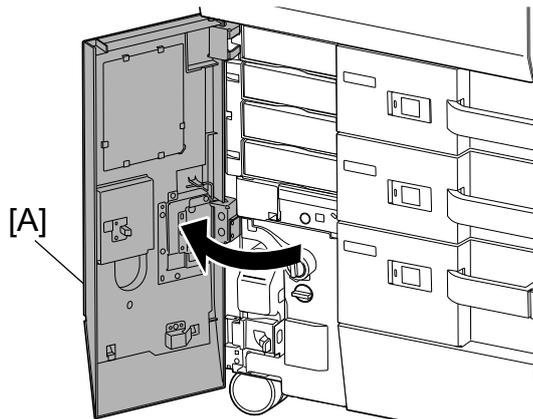
"Waste Ink Box is full."



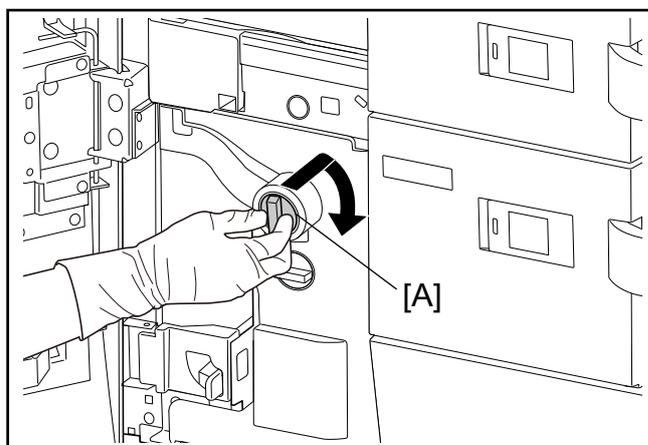
### CAUTION

- Before replacement work, confirm that the main power switch of this machine is turned off.
- Before replacing the waste ink tank, wear rubber gloves (powder free) to prevent liquid adhesion, and spread a vinyl sheet to prevent waste ink from spilling on the floor.

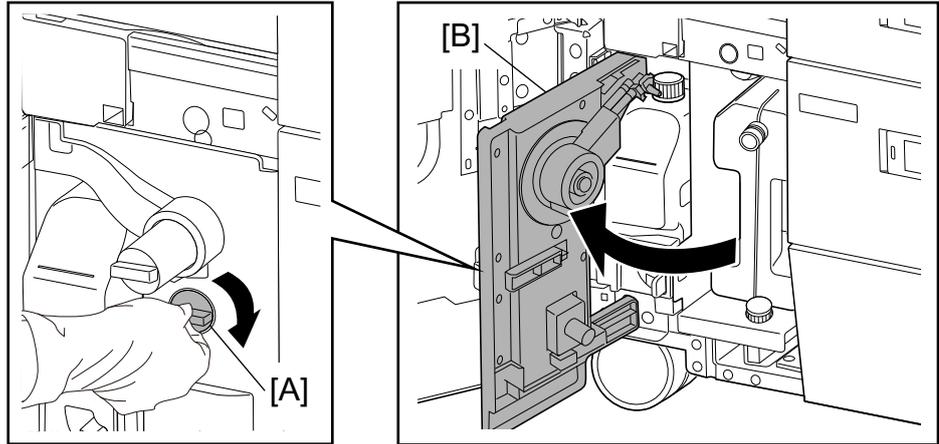
### 1 Open Front Cover 3 [A].



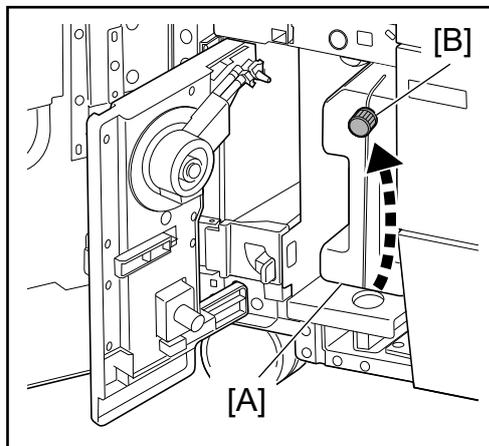
### 2 Push and rotate nozzle release dial [A] to release lock.



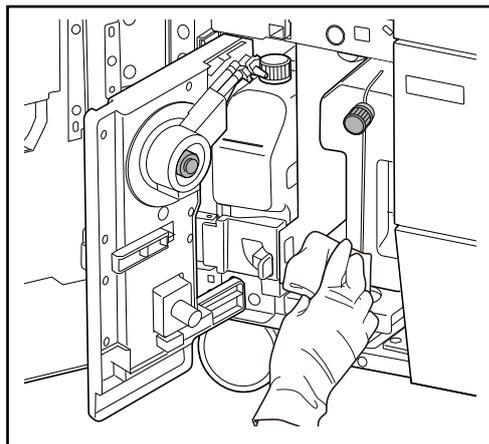
**3 Rotate lock dial [A] to clockwise and open waste ink cover [B].**



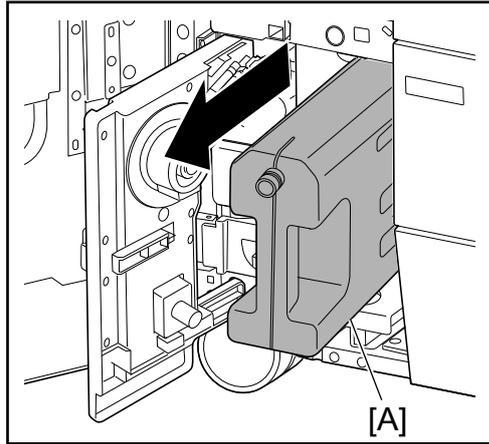
**4 Put cap [B] on waste ink tank [A].**



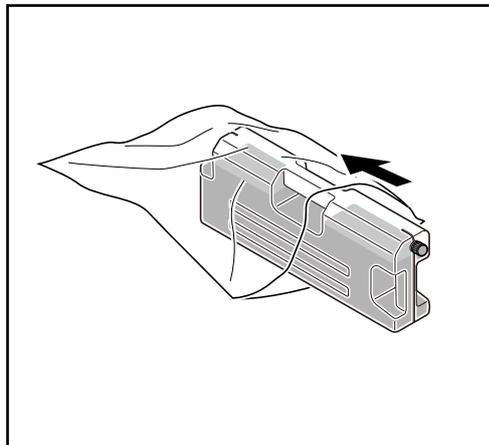
**5 Wipe off the ink with Kim Towel soaked with deionized water.**



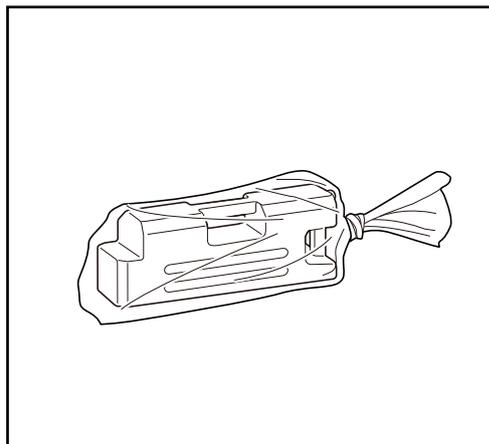
**6 Remove from main unit in the direction of the arrow.**



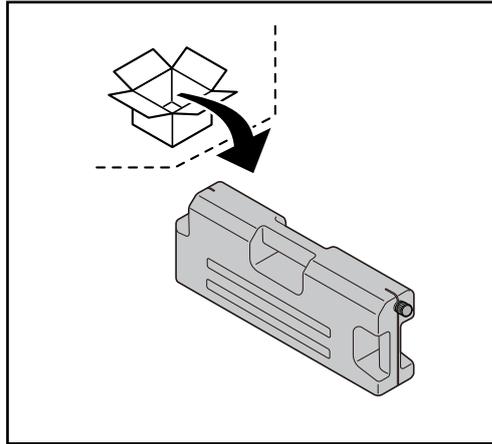
**7 Put used waste ink tank into the plastic waste bag.**



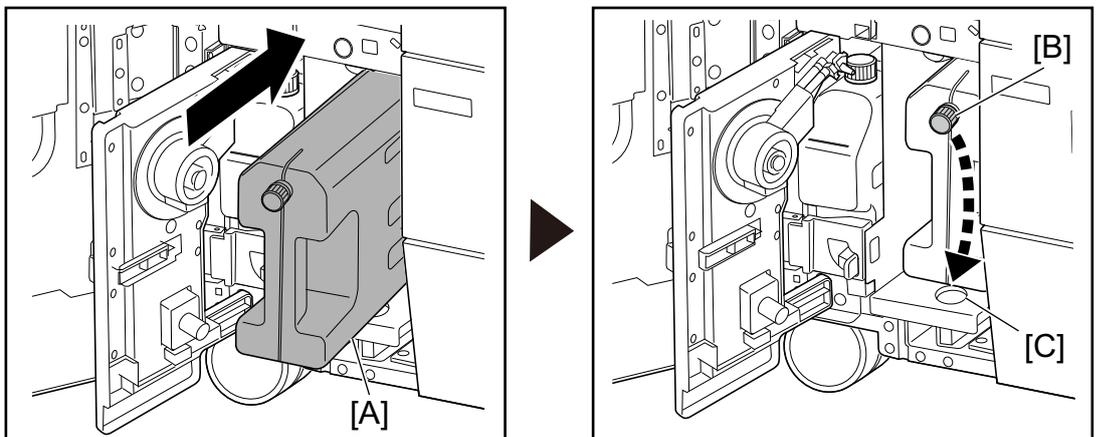
**8 Press air out of the plastic waste bag, and tie the opening in a knot.**



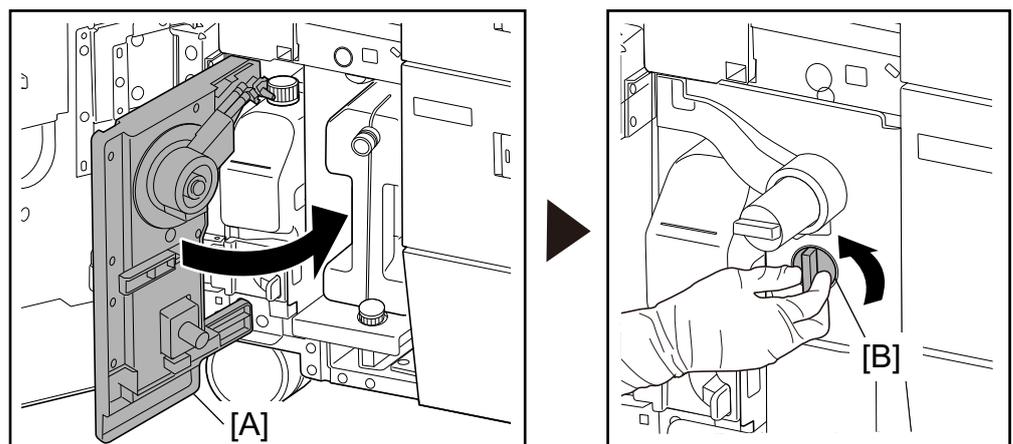
**9 Prepare the new waste ink tank.**



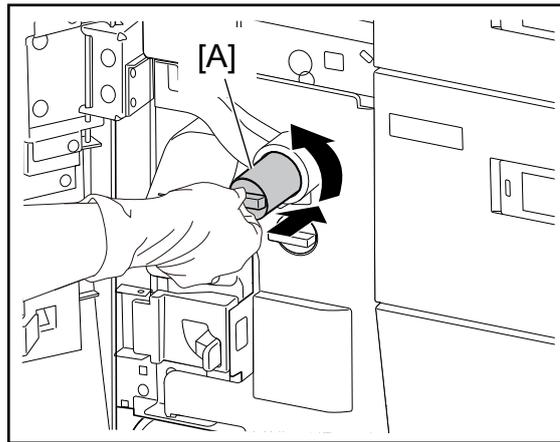
**10 After install the waste ink tank [A], remove cap [B] from waste ink tank and put it on store place [C].**



**11 Close waste ink tank cover [A] and lock by rotating the lock lever [B] in the direction of the arrow.**



## 12 Rotate waste ink tank nozzle release lever [A] in the direction of the arrow.



## 13 Close Front Cover 3.

### Check the status after replacement

Make sure that no message is displayed on the control panel. If a message prompting for replacement or a message indicating that the waste ink tank has not been installed is displayed, start from step 1 again.

If the problem is not resolved, contact your service representative.

## Replacement of Cleaning Liquid Tank

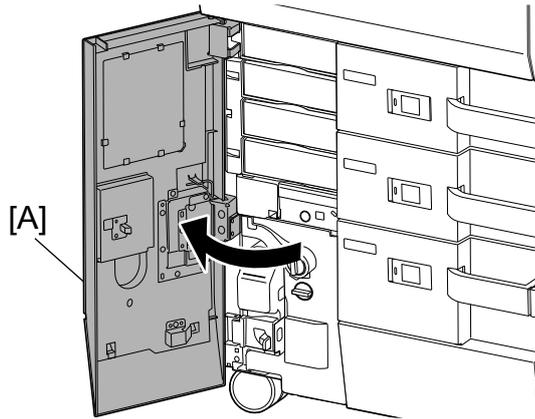
The head cleaning liquid tank is replaced when the number of printed images reaches 6,000,000 images, but the following message may be displayed before the number of printed images reaches 6,000,000 images depending on the printing conditions and image quality. In that case, replace the head cleaning liquid tank immediately.

"Head Cleaning Fluid is empty"

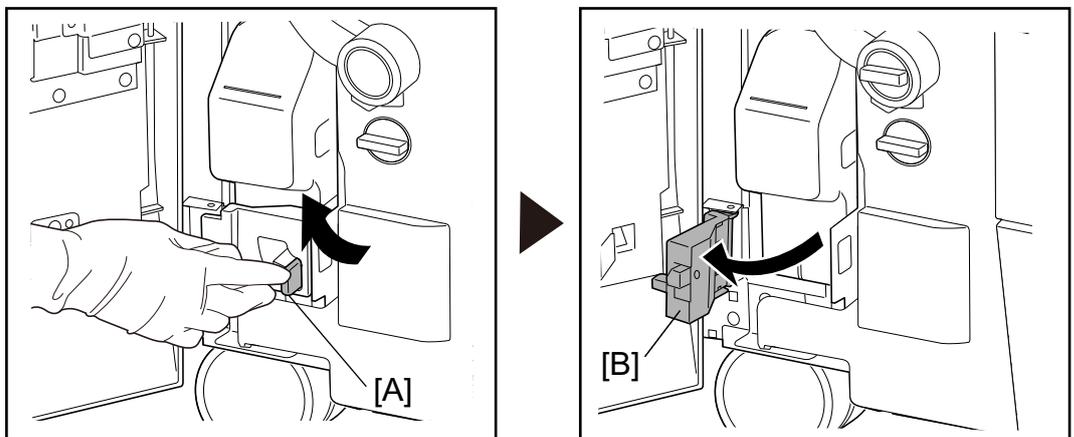
### CAUTION

- If the head cleaning liquid is used for purposes other than the intended purpose, the machine may be damaged.
- Before replacement work, confirm that the main power switch of this machine is turned off.
- Before replacing the cleaning liquid tank, wear rubber gloves (powder free) to prevent liquid adhesion, and spread a vinyl sheet to prevent head cleaning liquid from spilling on the floor.
- Even if a message prompting you to replace it is displayed, some cleaning liquid remains. Be careful not to spill when replacing.

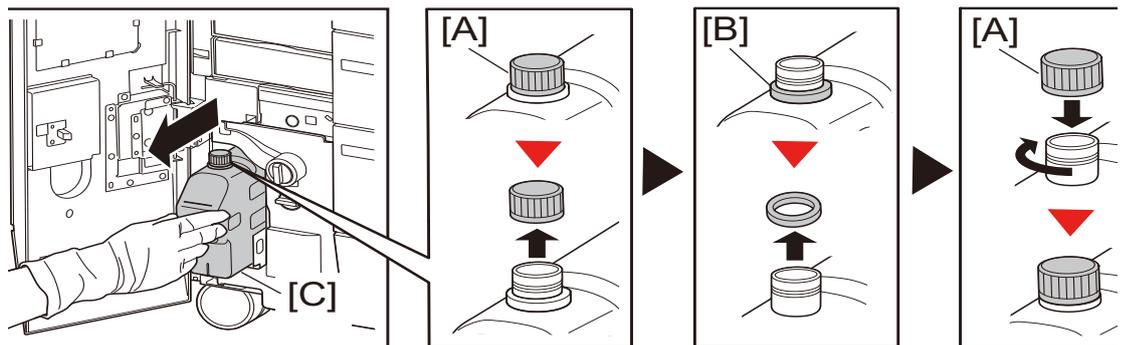
**1 Open Front Cover 3 [A].**



**2 Open cleaning liquid tank cover [B] by rotating lock lever [A] in the direction of the arrow.**



**3 Pull out the cleaning liquid tank until you can see the cap [A].**



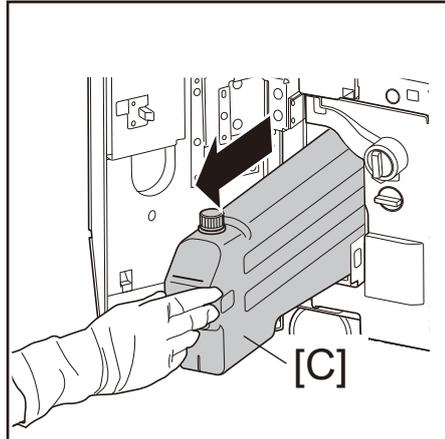
**⊙ IMPORTANT**

Do not pull out the cleaning liquid tank completely. Cleaning liquid may spill out.

**4 After removing the cap [A], and then remove the vent hole spacer [B].**

**5 Attach the cap [A].**

**6 Remove the cleaning tank [C] in the direction of the arrow.**

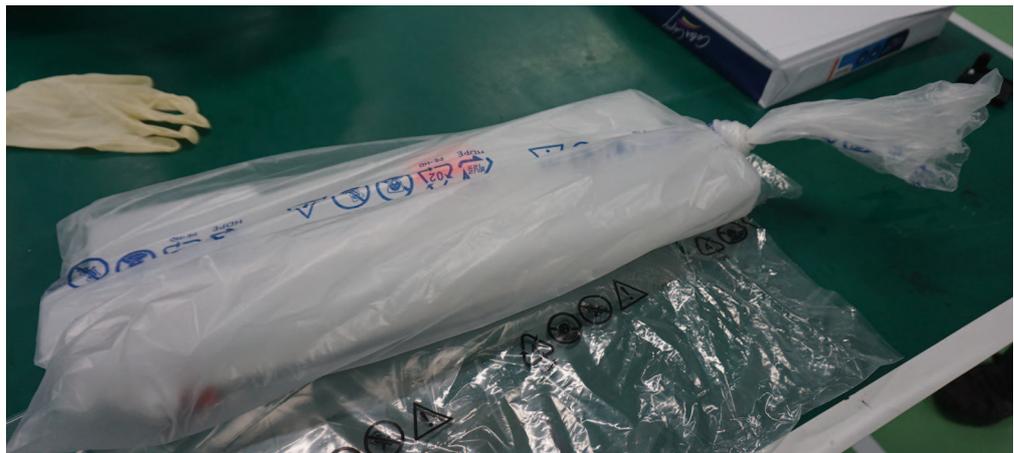


**✔ IMPORTANT**

The liquid may overflow by holding the tank on the side as handing it.

**7 Put used liquid tank into the plastic waste bag.**

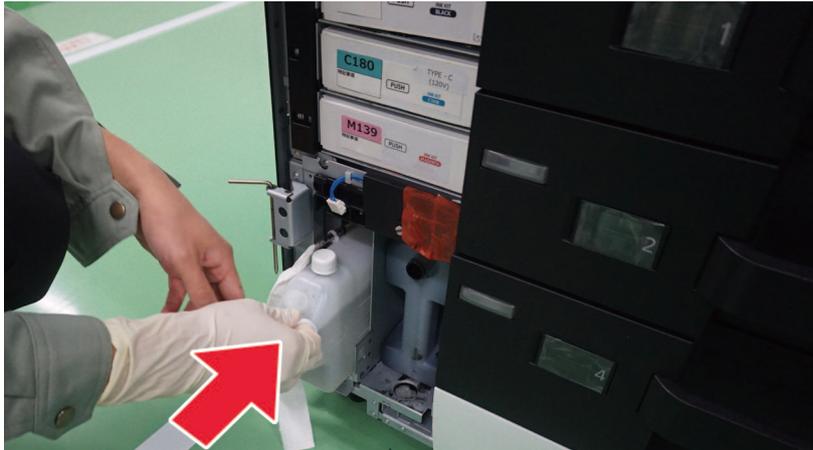
**8 Press air out of the plastic waste bag, and tie the opening in a knot.**



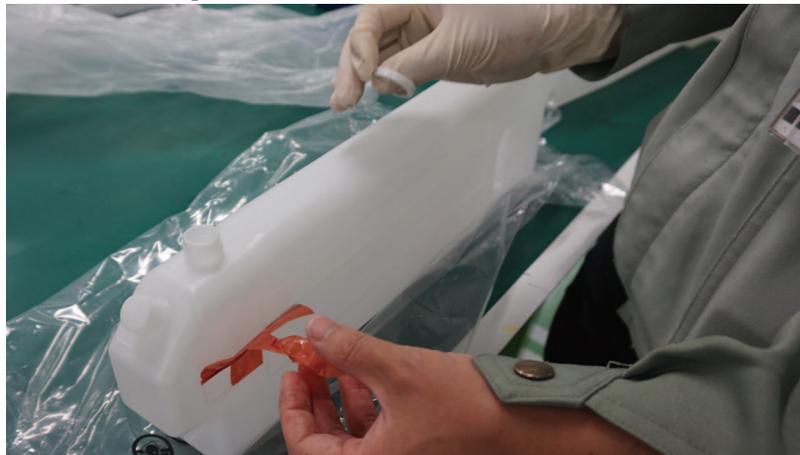
**9 Prepare the new cleaning liquid tank.**



- 10** Insert the cleaning liquid tank to the position shown in the figure.



- 11** Remove the tape on the side of the container and take out the vent hole spacer.



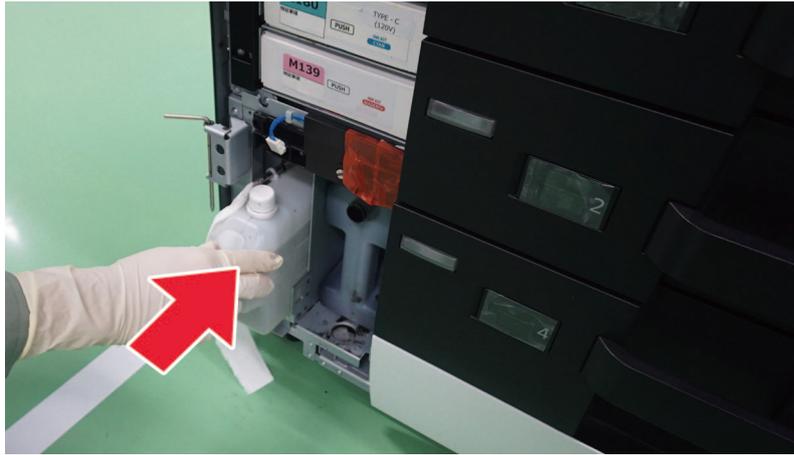
- 12** Remove the cap and attach the vent hole spacer to the cap mounting port.

- 13** Install cap.



✔ **IMPORTANT**  
Do not turn the cap left or right.

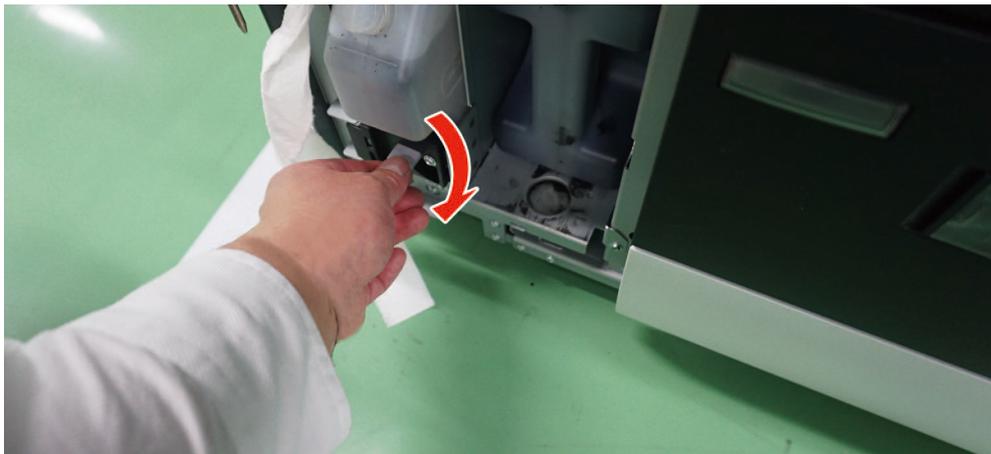
## 14 Lift the container a little and fit it securely.



### ✔ IMPORTANT

Holding the side of the cleaning liquid tank may cause the fluid to leak. Hold it as shown in step 14.

## 15 Close cleaning liquid tank cover by rotating lock lever in the direction of the arrow.



## 16 Close Front Cover 3.

### Check the status after replacement

Make sure that no message is displayed on the control panel. If a message prompting for replacement or a message indicating that the waste ink tank has not been installed is displayed, start from step 1 again.

If the problem is not resolved, contact your service representative.

# Parts Replacement

When each part approaches a certain number of uses, the following message is displayed. Prepare the target parts.

"Time for maintenance soon."

When each part exceeded a certain number of uses, the following message is displayed. Replace the target parts.

"Time for maintenance."

Professional user can replace the following parts:

Item	Life of parts	Amount of change
Cassette Feed Unit	600,000 images	"Cassette 1" or "Cassette 2"
Deck Feed Unit	600,000 images	"Cassette 3" or "Cassette 4"
Decurler Unit of the machine (printer)	3,000,000 images	"Decurler"
Decurler Unit of Inverter and Decurler Unit	3,000,000 images	"Decurler(option)"

**✔ IMPORTANT**

Even if the print image does not exceed a certain number of images, a message may be displayed prompting you to replace the parts.

## Cassette Feed Unit

This subsection describes the replacement procedure of Cassette Feed Unit for cassette 1 as an example.

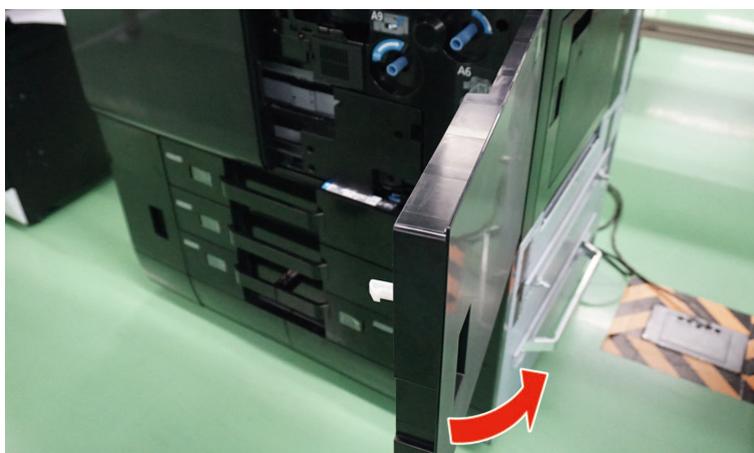
**⚠ CAUTION**

Before removing the parts, confirm that the main power switch of this machine is turned off.

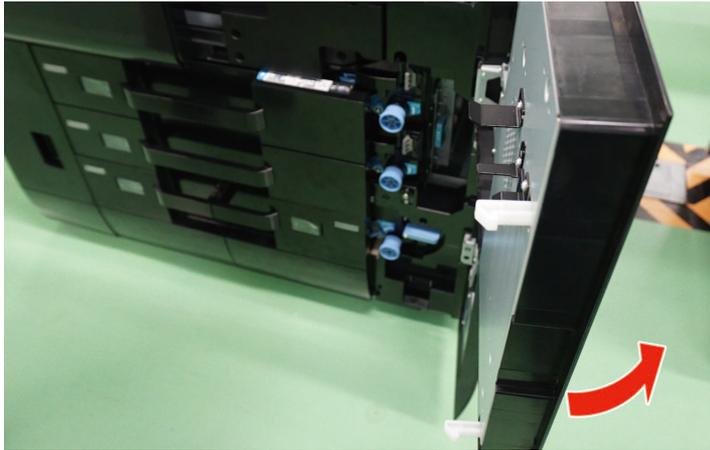
**✔ IMPORTANT**

Use the screw driver to replace the Cassette Feed Unit.

**1 Open the Front Cover 2.**



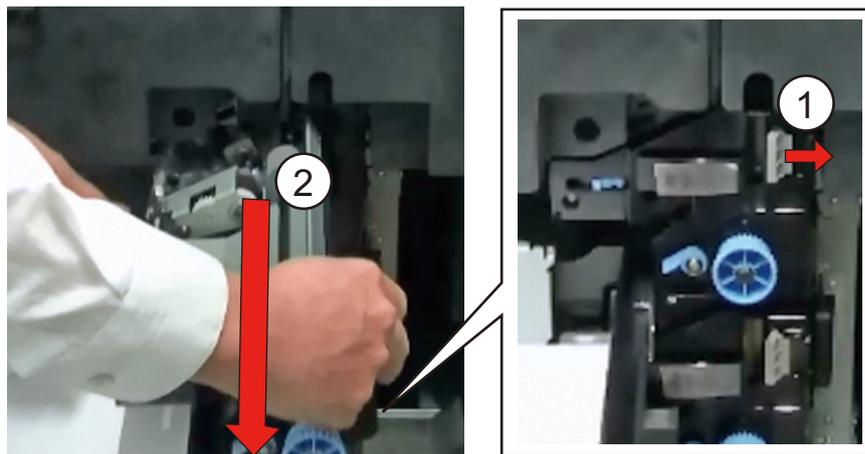
**2 Open the Front Cover 4.**



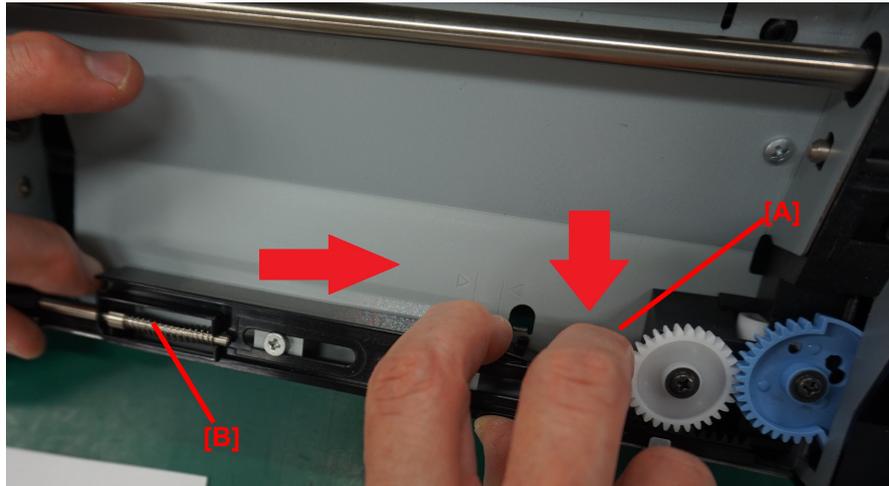
**3 Pull out the Cassette 1 as far as it will go.**



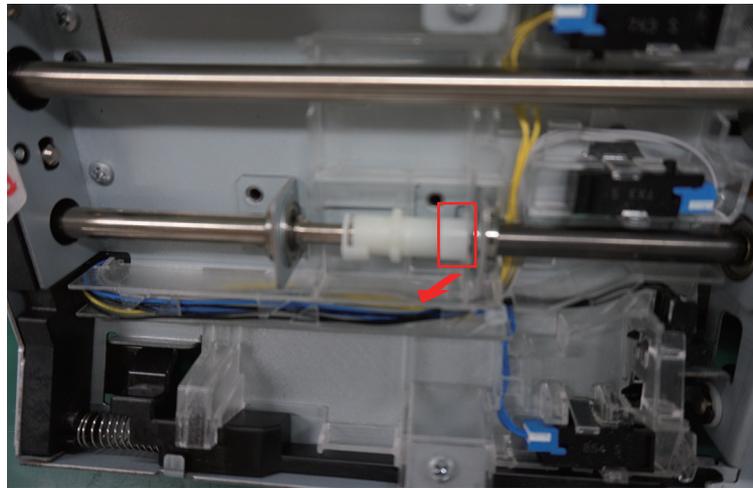
**4 Move the lock lever to the arrow direction to release it and pull out the cassette feed unit.**



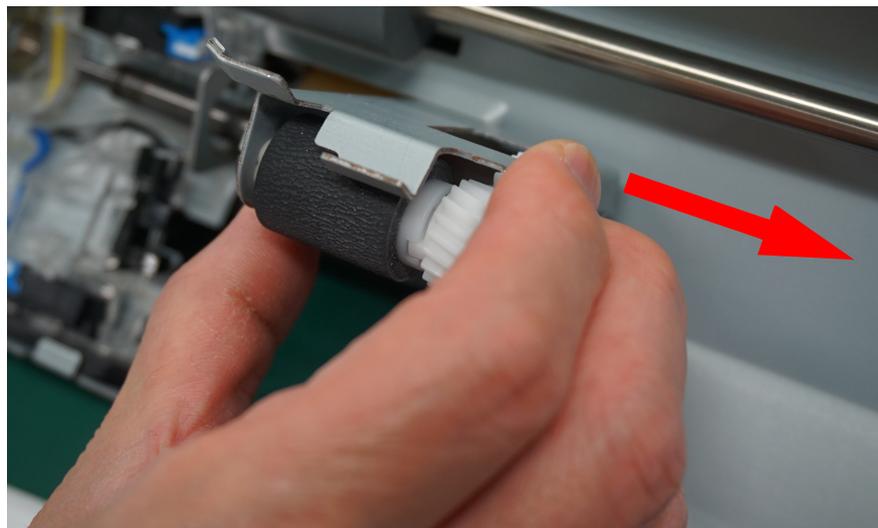
- 5 Push lock lever [A] and slide pickup adjustment lever [B] in the direction of the arrow.**



- 6 Remove a stop ring.**



- 7 Raise the feed roller drive assy upward, and remove it in the direction of the arrow.**

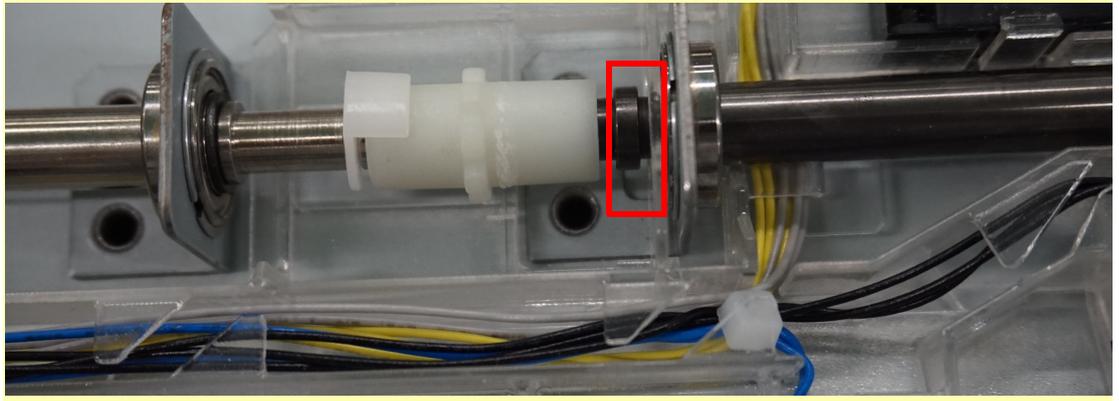


**8 Attach the new feed roller drive assy.**

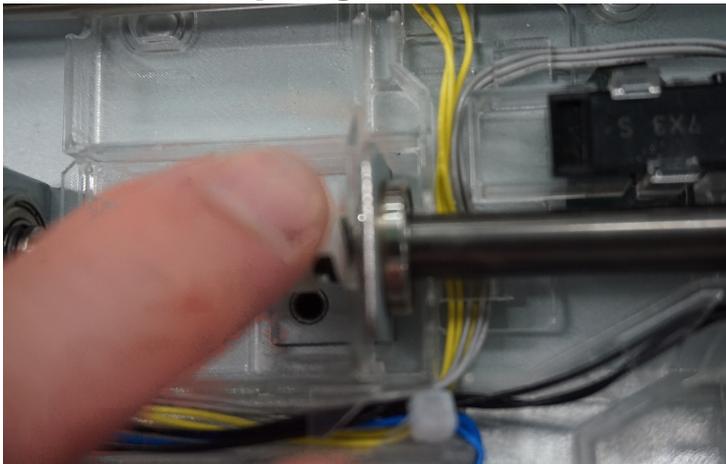


**✔ IMPORTANT**

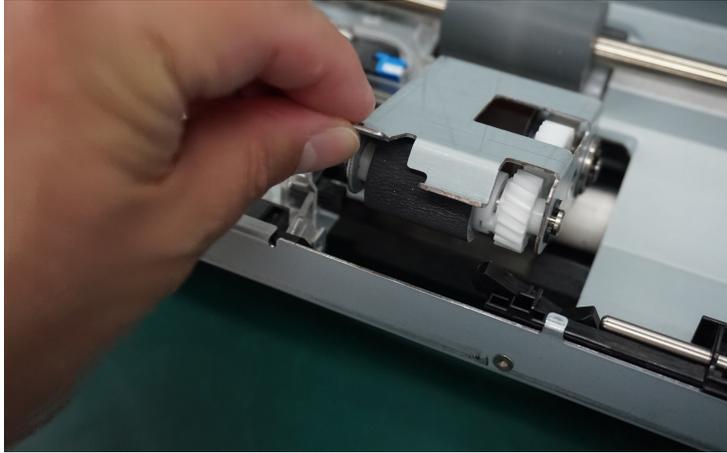
**Attach the assy so that the stop ring groove on the shaft is visible.**



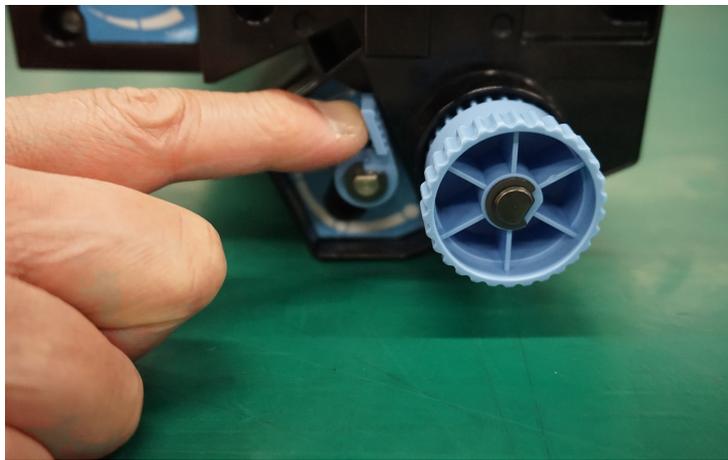
**9 Attach the stop ring.**



**10 Move the feed roller drive assy to its original position.**



**11 Move the lever on the front of cassette feed unit to the direction shown below to reduce the retard pressure.**



**12 Remove the stop ring behind the cassette feed unit.**



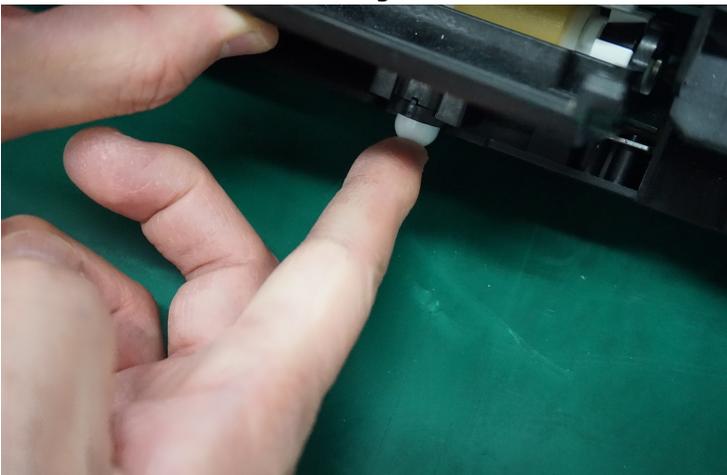
**13** Pull out the shaft in the direction of the arrow.



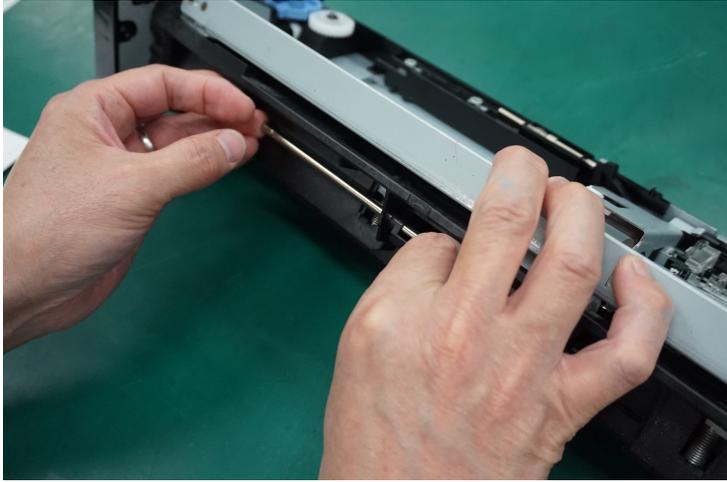
**14** Remove the retard assy from the cassette feed unit.



**15** Attach the retard assy as shown below.

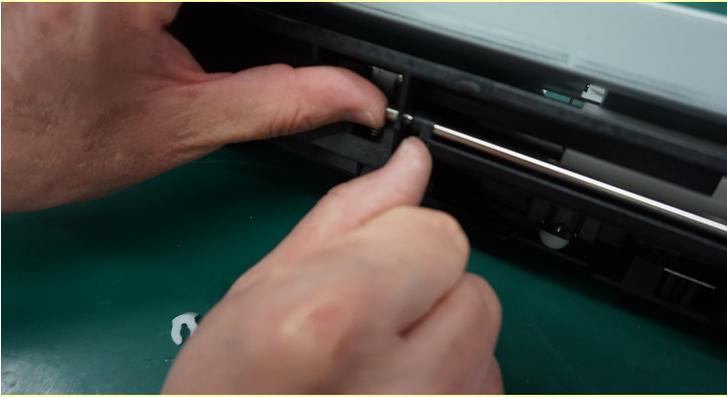


## 16 Attach the shaft.



### ✔ IMPORTANT

Attach the assy so that the stop ring groove on the shaft is visible.

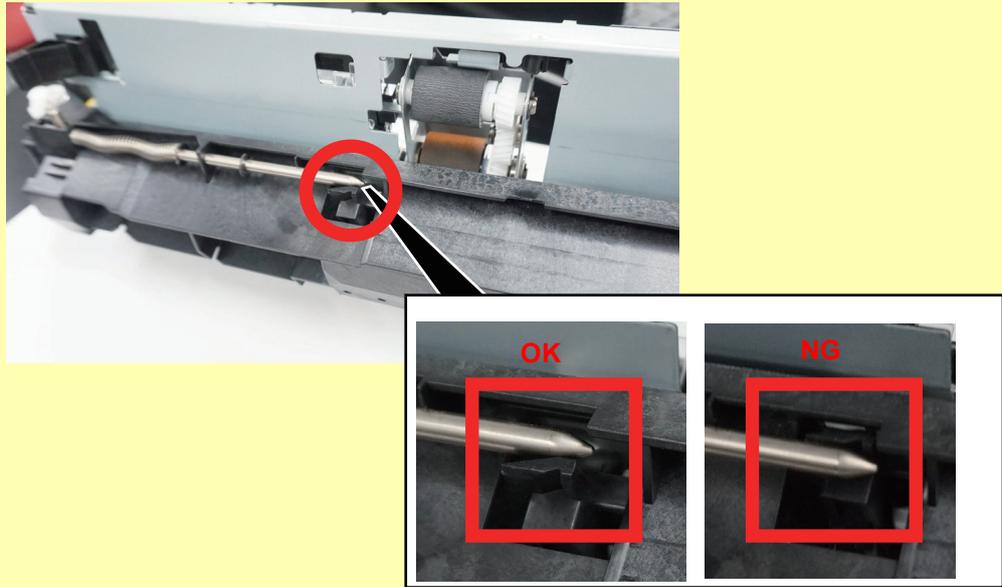


## 17 Attach the stop ring.



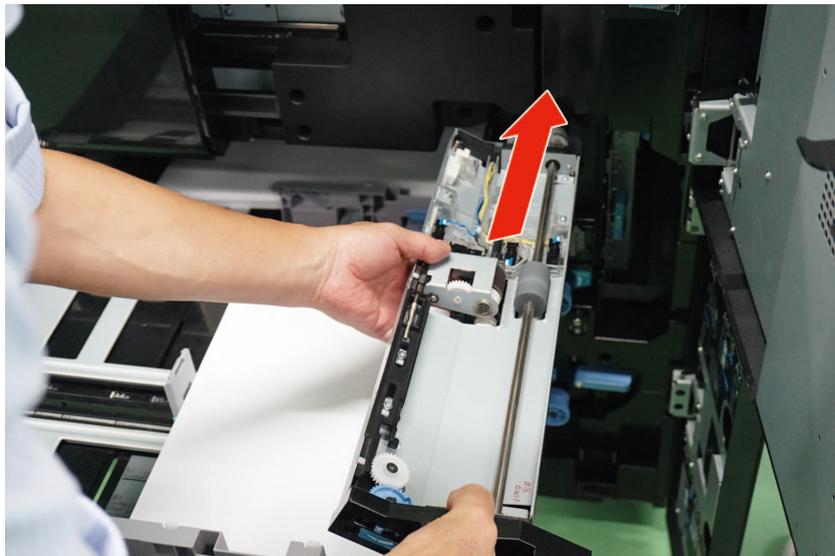
✔ IMPORTANT

Make sure that attached shaft is on the position shown below.



**18** Move the lever for retard pressure to the original position.

**19** Attach the cassette feed unit to cassette 1.



**20** Return the Cassette 1 to its original position, and close Front Covers 2 and 4.

**21** [Home] key > [...] > [Professional Settings] > [U251 Clear Maintenance Counter].

**22** Select [01 Cassette 1] or [02 Cassette 2] > [Start] key.

The counter for replaced part is cleared.

## Check the status after replacement

Make a test print and check that there are no paper jams, double feed or no feed. If there is any problem, try again from step 1.

If the problem is not resolved, contact your service representative.

## Deck Feed Unit

This subsection describes the replacement procedure of Deck Feed Unit for cassette 3 as an example.



### CAUTION

Before removing the parts, confirm that the main power switch of this machine is turned off.



### IMPORTANT

Use the screw driver to replace the Deck Feed Unit.

#### 1 Open the Front Cover 2.



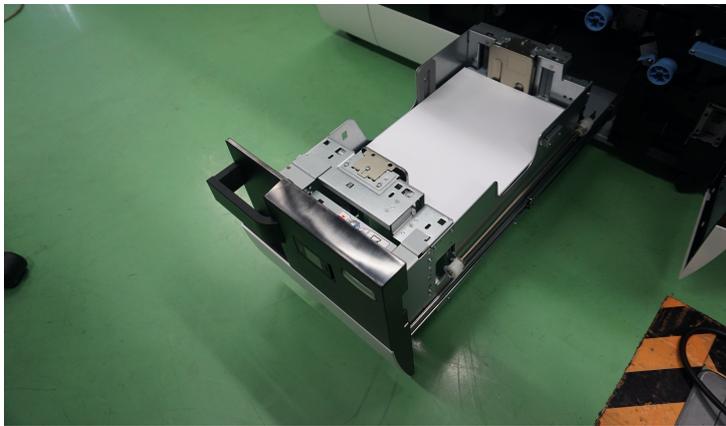
#### 2 Open the Front Cover 4.



**3 Pull out and remove the Cassette 2.**



**4 Pull out the Cassette 3.**



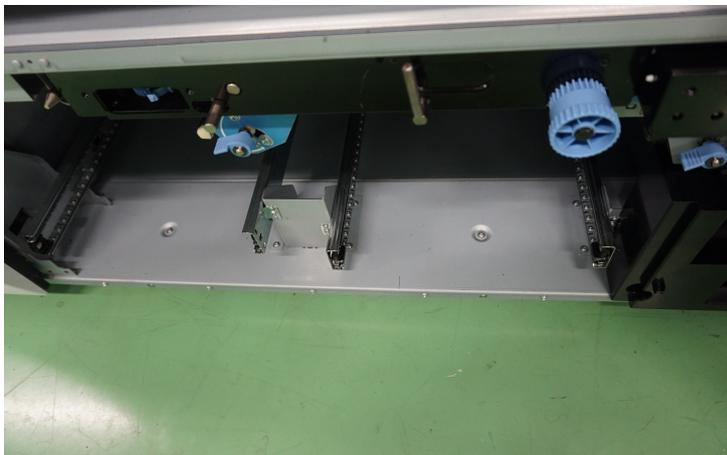
**5 Push both slider lock levers to release lock and pull out cassette 3.**



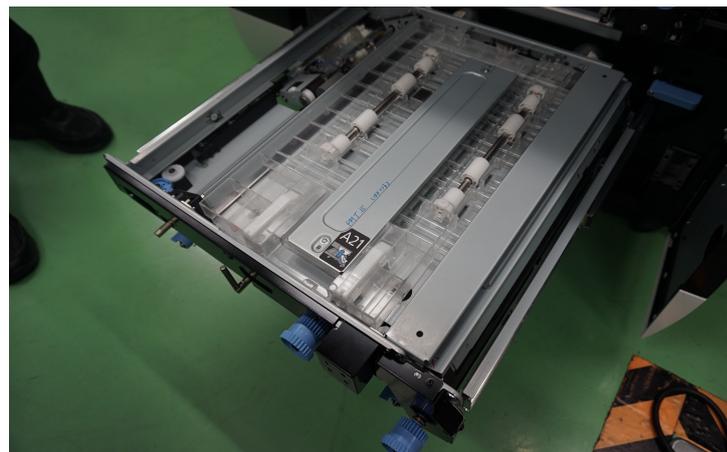
**6 Pull out the Cassette 4.**



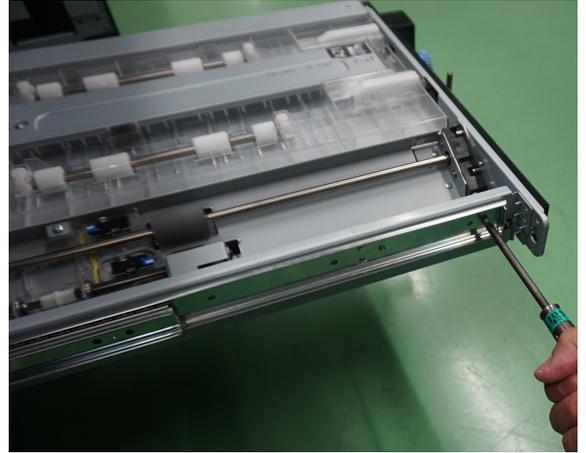
**7 Turn the lever until it stops to release the lock.**



**8 Pull out the deck feed unit.**



**9 Remove a screw on each side of the rail of deck feed unit.**

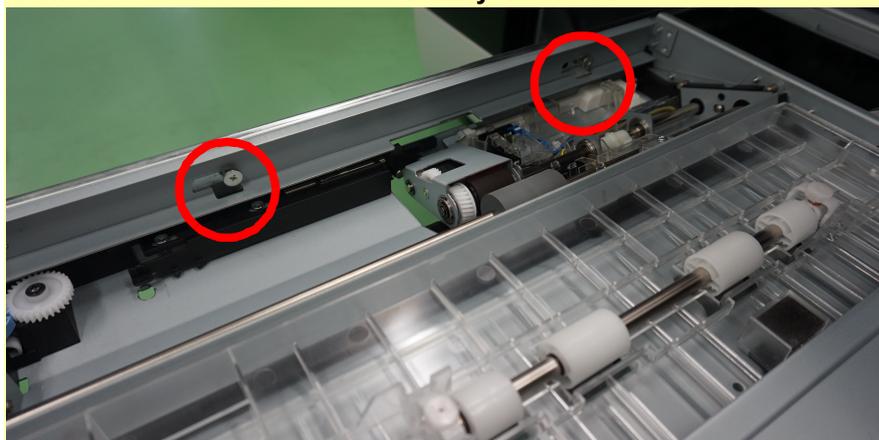


**10 Remove the deck feed unit in the direction of the arrow.**

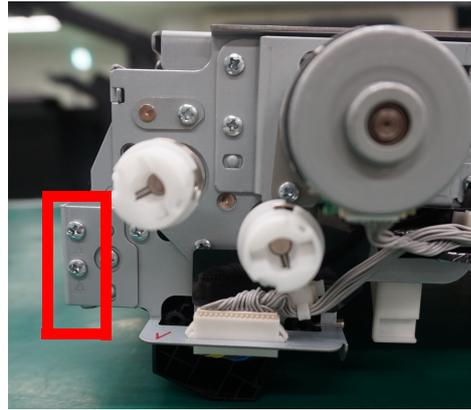
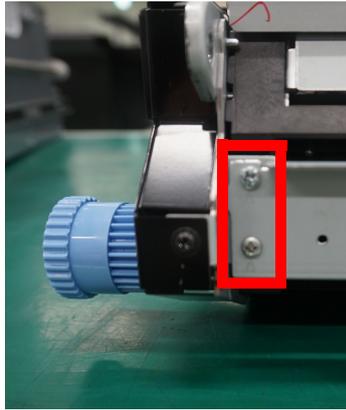


**✔ IMPORTANT**

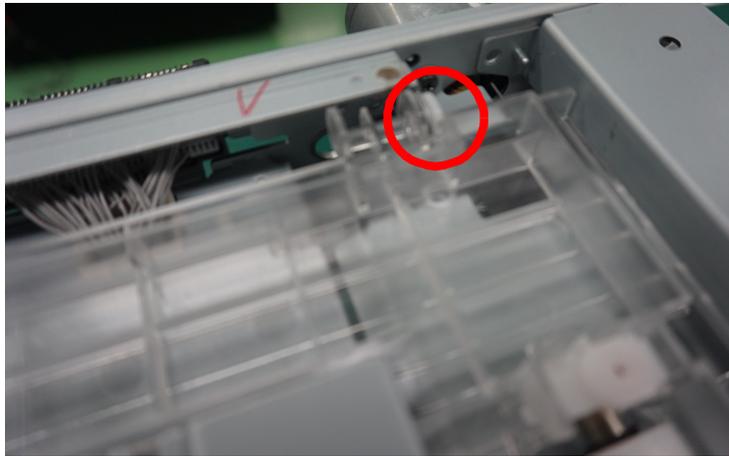
Tilt the unit slightly to the right when viewed from the front of the main unit, and then remove it so that it does not catch by the hook.



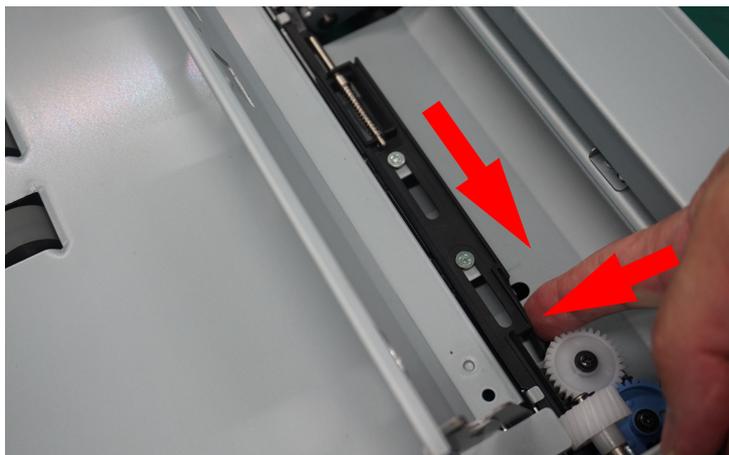
- 11 Remove each two screws on right and left side of horizontal conveying upper guide to remove the right rail bracket.**



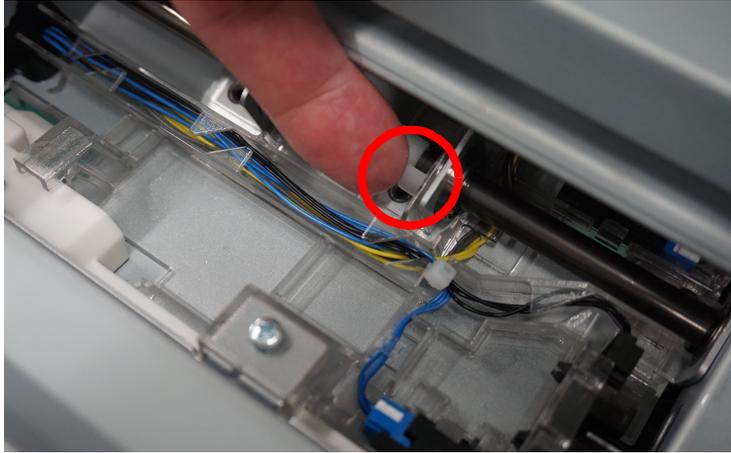
- 12 Remove a stop ring of horizontal conveying upper guide to remove the guide.**



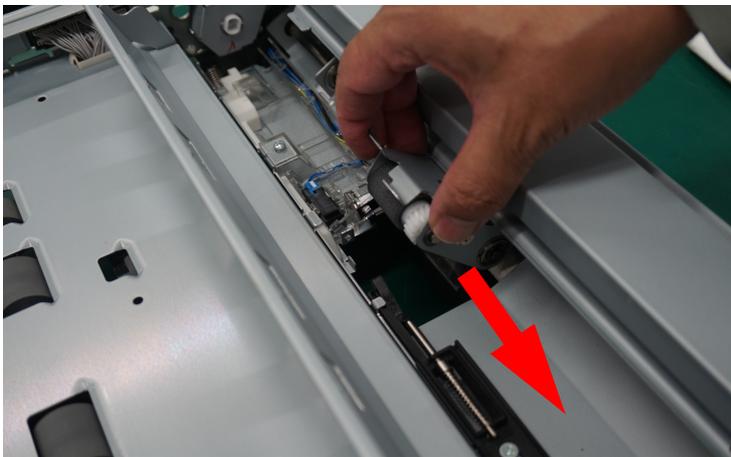
- 13 Push lock lever and slide pickup adjustment lever in the direction of the arrow.**



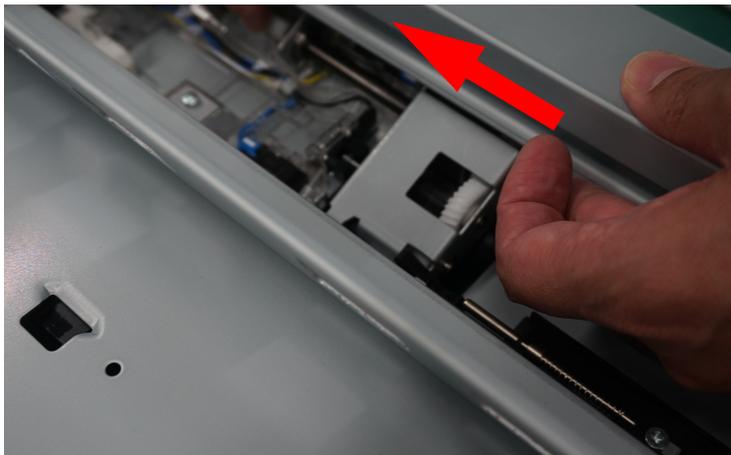
**14 Remove a stop ring.**



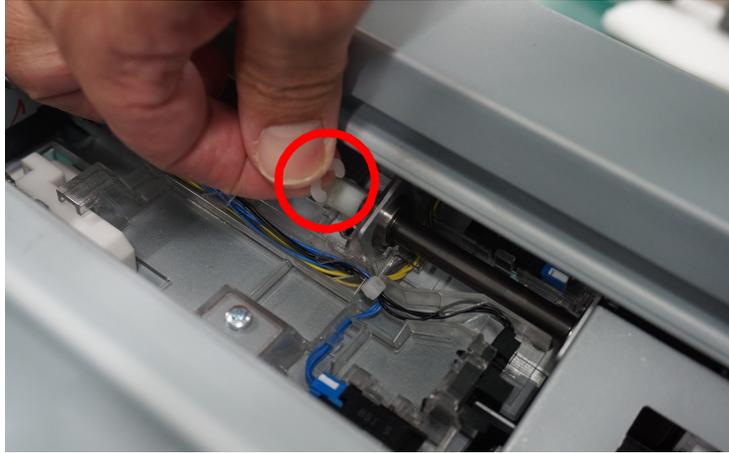
**15 Remove the feed roller drive assy in the direction of the arrow.**



**16 Attach the new feed roller drive assy.**



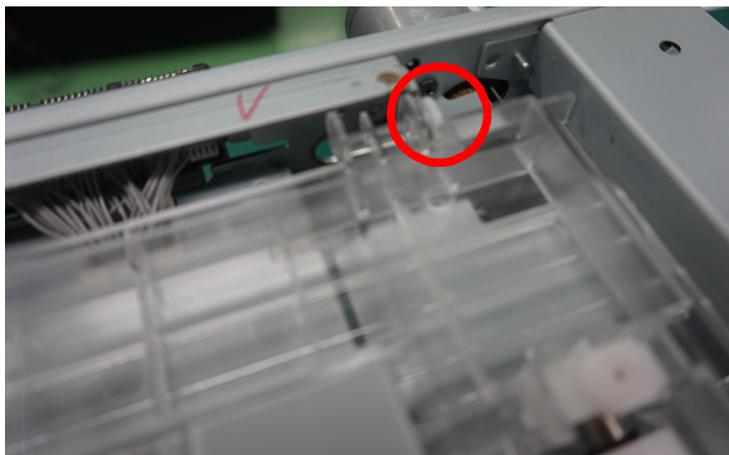
**17 Attach the stop ring.**



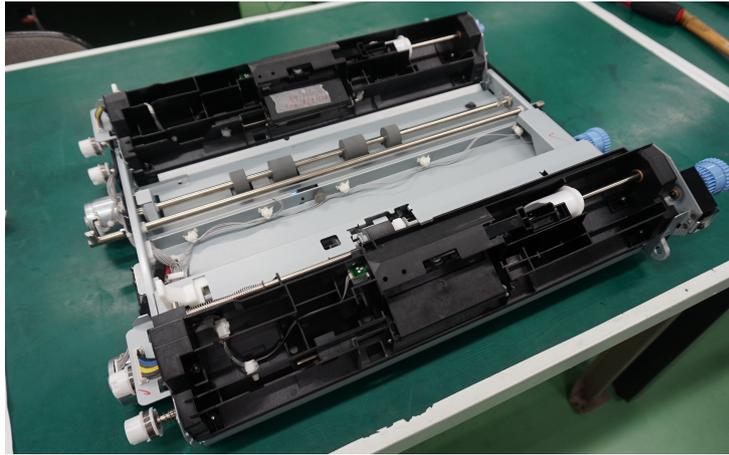
**18 Move the pickup adjustment lever to its original position.**



**19 Attach the horizontal conveying upper guide, and then the stop ring.**



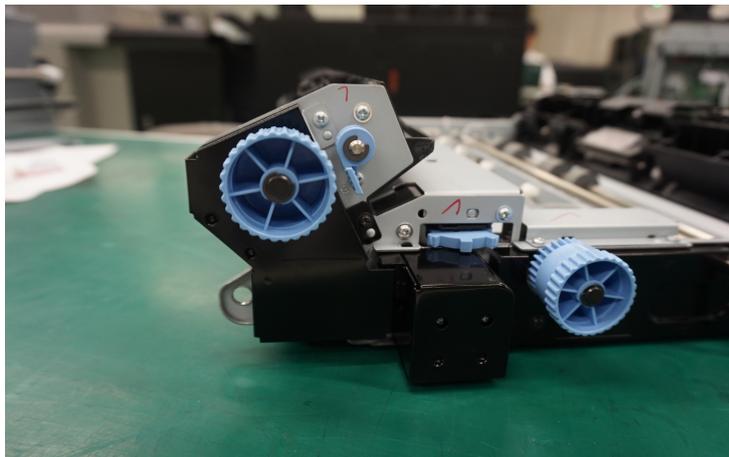
## 20 Turn the deck feed unit upside down.



### ✔ IMPORTANT

Hold the horizontal conveying upper guide with your hand so that it does not open.

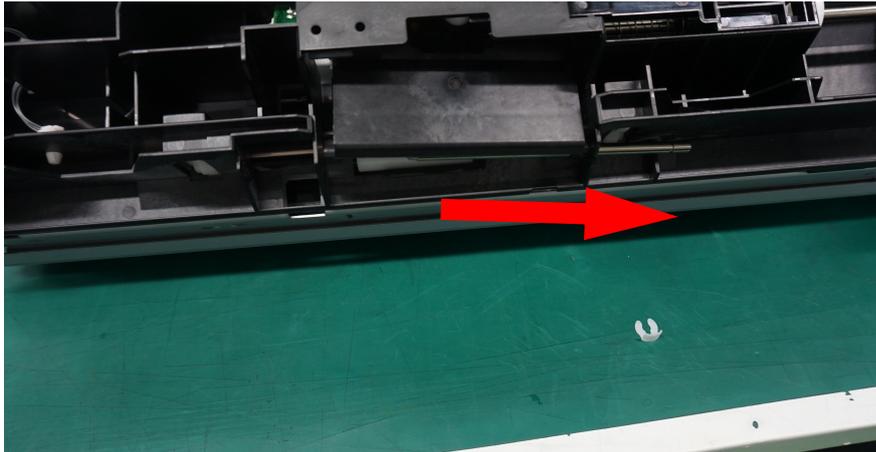
## 21 Move the lever on the front of horizontal conveying unit to the direction shown below to reduce the retard pressure.



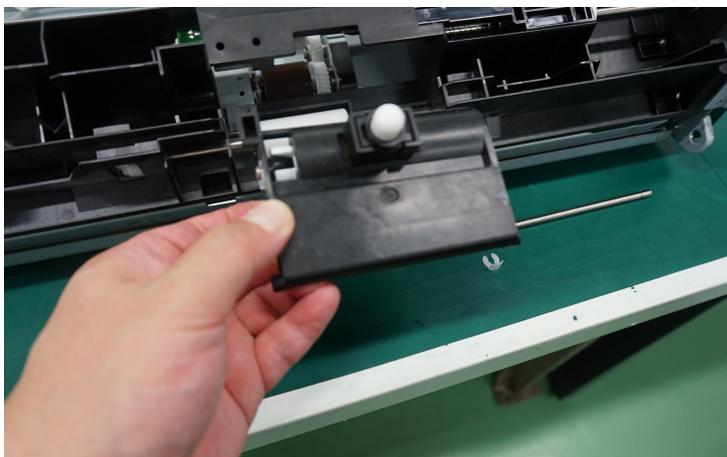
## 22 Remove the stop ring behind the horizontal conveying unit.



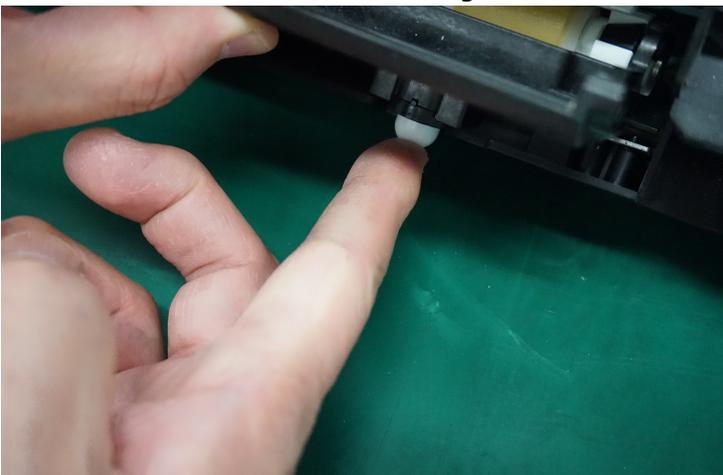
**23** Pull out the shaft in the direction of the arrow.



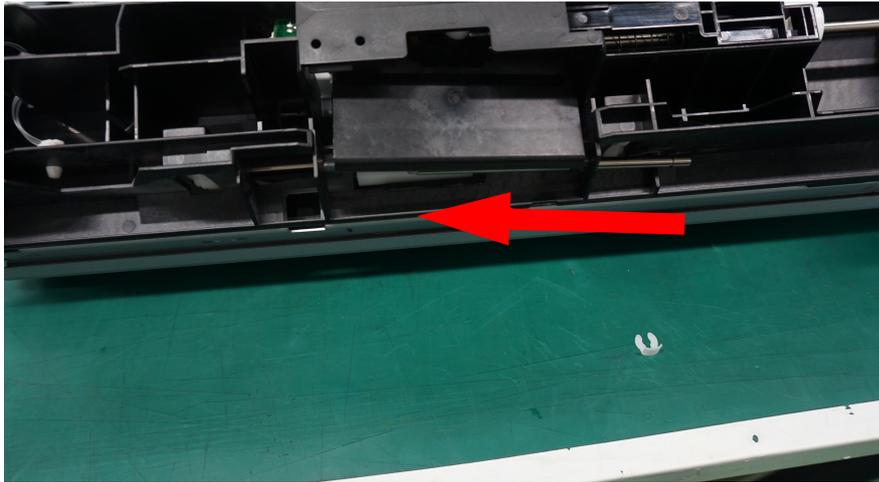
**24** Remove the retard assy from the deck feed unit.



**25** Attach the new retard assy as shown below.



## 26 Attach the shaft.



### ✔ IMPORTANT

Attach the assy so that the stop ring groove on the shaft is visible.

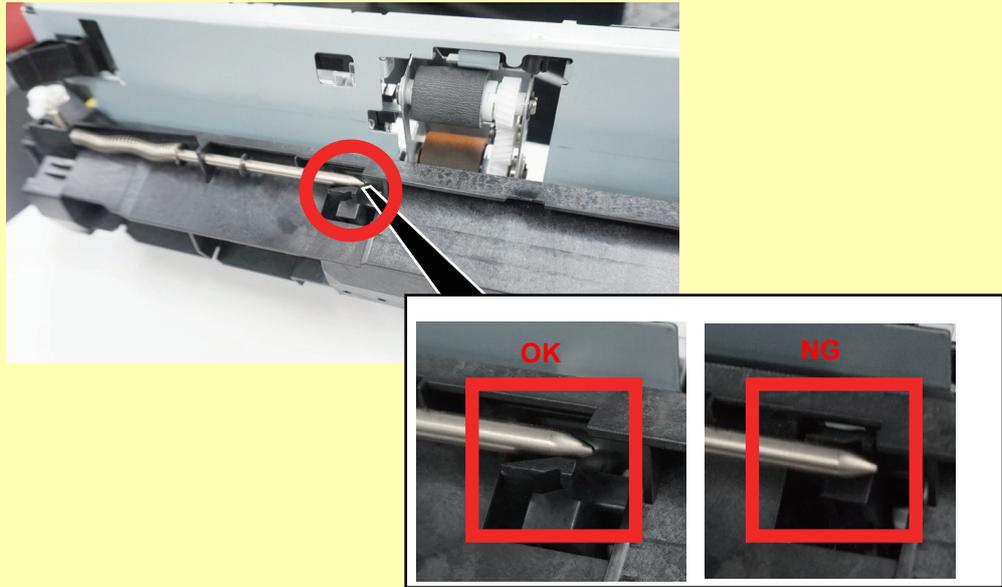


## 27 Attach the stop ring.



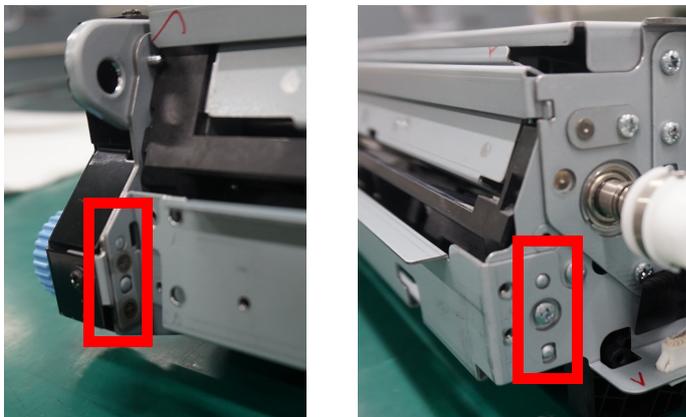
✔ IMPORTANT

Make sure that attached shaft is on the position shown below.



**28** Move the lever for retard pressure to the original position.

**29** Attach the right rail bracket, and fasten each two screws on right and left side of horizontal conveying upper guide..



**30** Attach the feed roller drive assy.

Tilt the unit slightly to the right when viewed from the front of the main unit, and then hook it.

**31** Fasten a screw on each side of the rail of deck feed unit.

**32** Move the deck feed unit to its original position.

**33** Turn the lock lever to its original position.

**34** Return the Cassette 2 and 3 to its original position, and close Front Covers 2 and 4.

When attaching Cassette 3 or 4, accommodate the rails inside the main unit beforehand so that it does not slip from the rail.

**35** [Home] key > [...] > [Professional Settings] > [U251 Clear Maintenance Counter].

**36** Select [03 Cassette 3] or [04 Cassette 4] > [Start] key.

The counter for replaced part is cleared.

### **Check the status after replacement**

Make a test print and check that there are no paper jams, double feed or no feed. If there is any problem, try again from step 1.

If the problem is not resolved, contact your service representative.

## Decurl Unit (Main Unit)

The Decurl Unit is a replacement part for the machine.



### CAUTION

Before removing the parts, confirm that the main power switch of this machine is turned off.

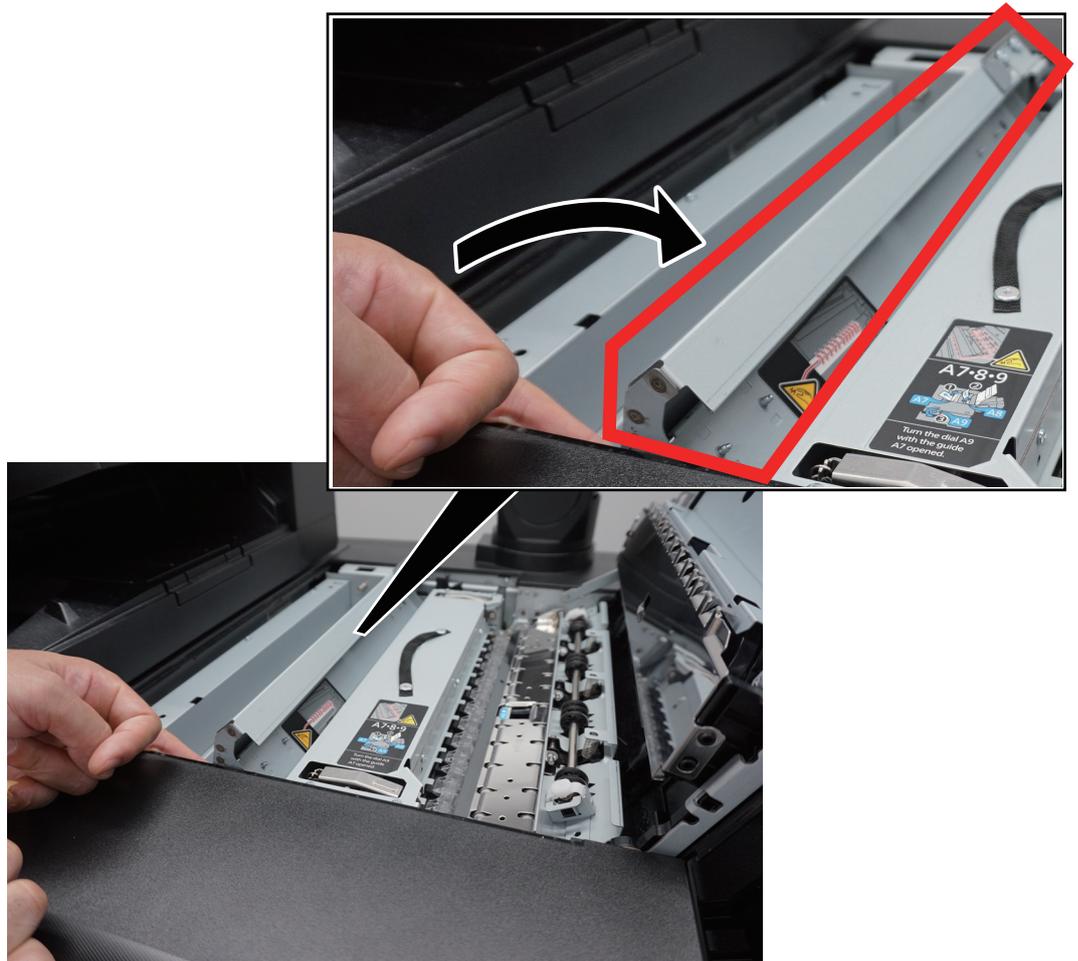
- 1 Rotate operation panel shown below.**



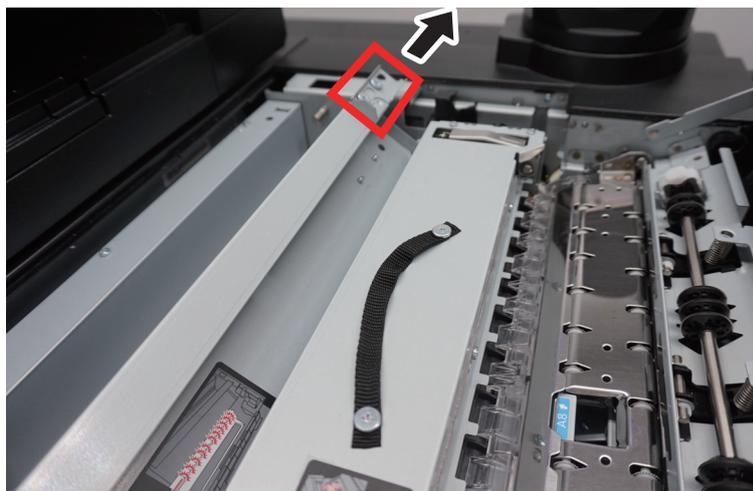
- 2 Open exit upper cover.**



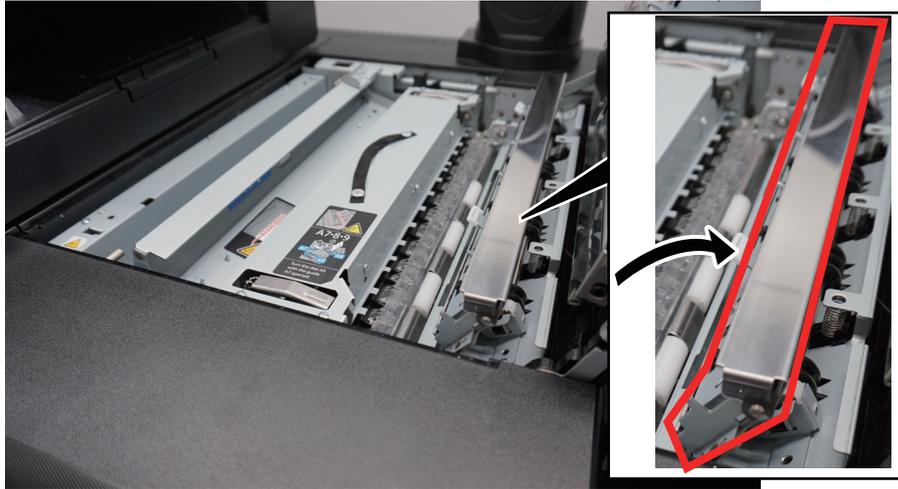
**3 Rotate decurl left guide to the direction of arrow.**



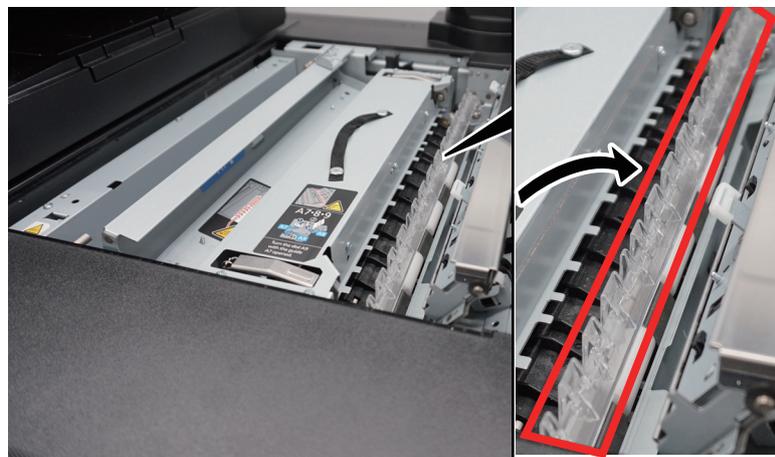
**4 Pull out the lock plate onto the side plate.**



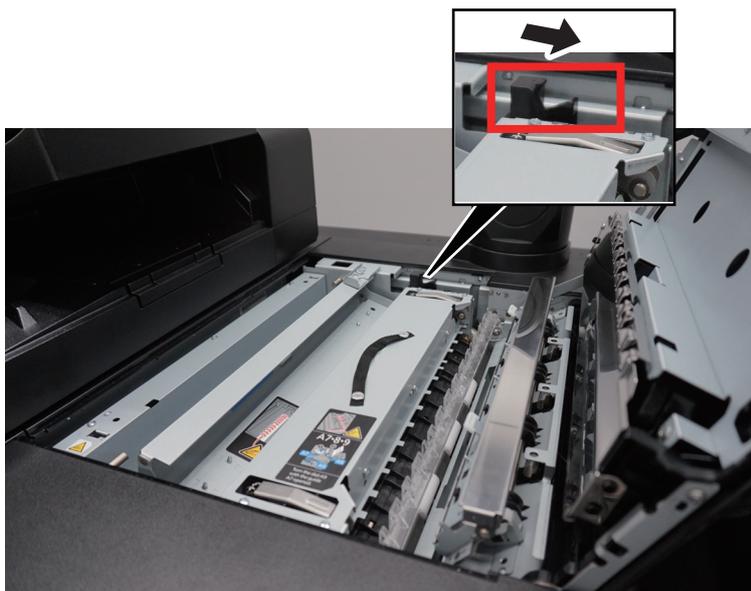
**5 Open duplex guide.**



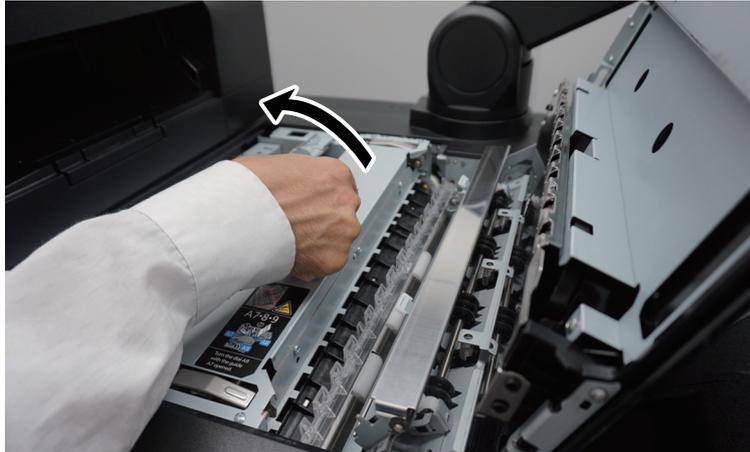
**6 Open right branch guide .**



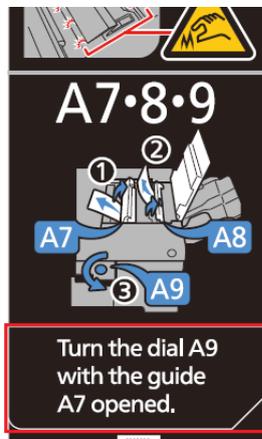
**7 Release decurl lock plate in the direction of the arrow.**



- 8 Hold handle and take out decurl unit in the direction of arrow.**



- 9 Replace the label (squared in red) that comes with the new decurler unit according to the region of use, if necessary.**



- 10 Attach the new unit in the reverse step of removing the decurl unit.**
- 11 [Home] key > [...] > [Professional Settings] > [U251 Clear Maintenance Counter].**
- 12 Select [05 Decurl] > [Start] key.**

The counter for replaced part is cleared.

### Check the status after replacement

Make a test print and check that there are no paper jams, double feed or no feed. If there is any problem, try again from step 1.

If the problem is not resolved, contact your service representative.

## Decurl Unit (Inverter and Decurler Unit)

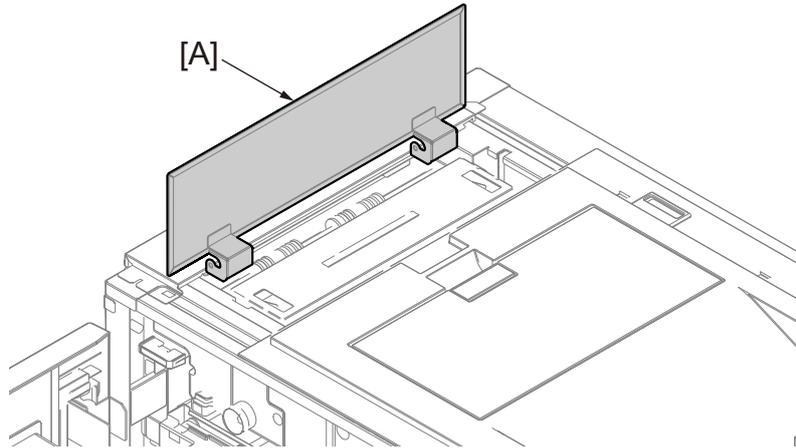
The Decurl Unit is a replacement part for the optional Inverter and Decurler Unit.



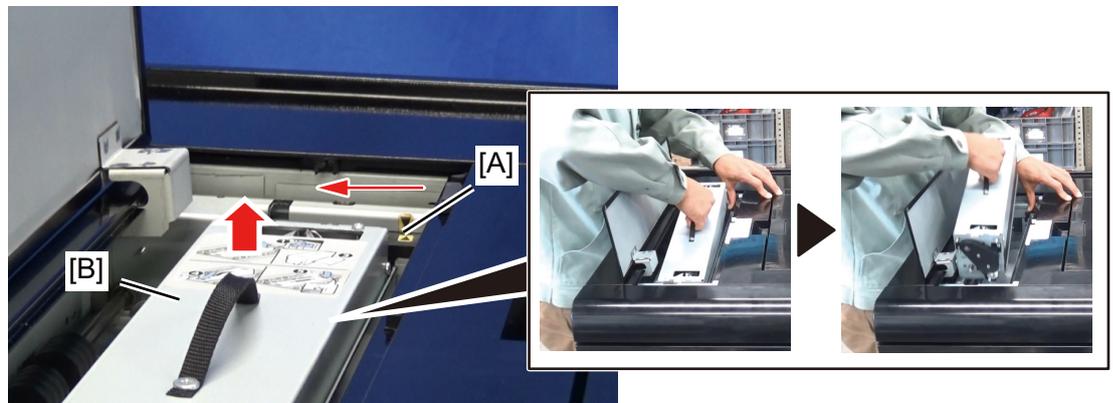
### CAUTION

Before removing the parts, confirm that the main power switch of this machine is turned off.

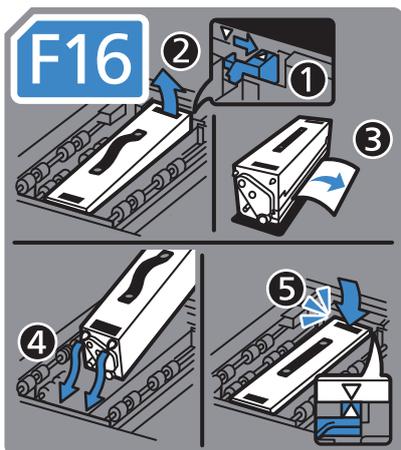
#### 1 Open decurler cover [A].



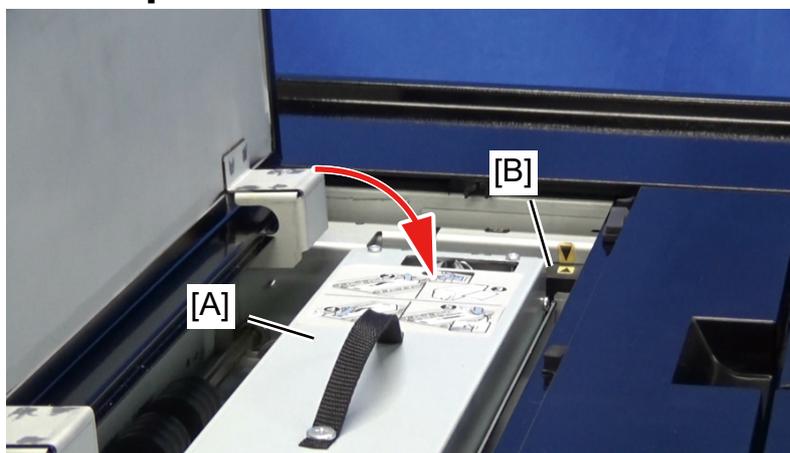
#### 2 Unlock with release lever [A] and remove decurl unit in the direction of the arrow.



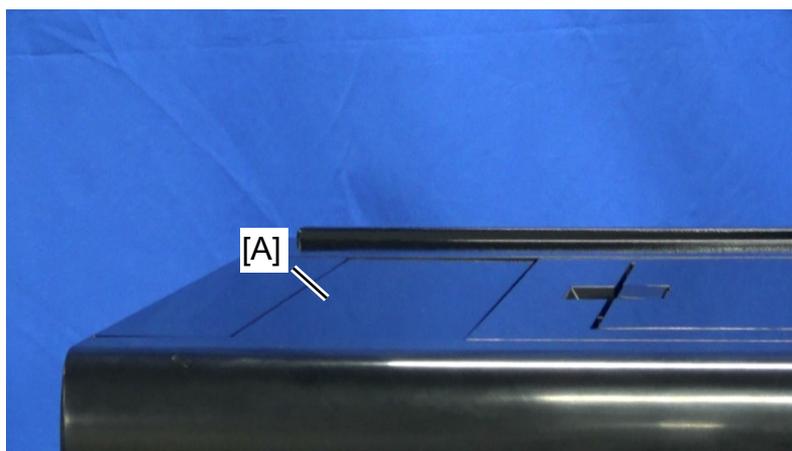
- 3 Replace the label that comes with the new decurler unit, if necessary.**



- 4 Attach decurler unit [A]. Confirm if both triangle marks [B] are at same position.**



- 5 Close the decurler cover [A].**



- 6 [Home] key > [...] > [Professional Settings] > [U251 Clear Maintenance Counter].**

- 7 Select [06 Decurl(Op)] > [Start] key.**

The counter for replaced part is cleared.

### **Check the status after replacement**

Make a test print and check that there are no paper jams, double feed or no feed. If there is any problem, try again from step 1.

If the problem is not resolved, contact your service representative.

# 4 Troubleshooting

This chapter explains the following topics:

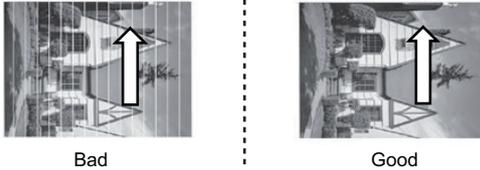
Troubleshooting When Printing Image .....	4-2
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The staple position is misaligned .....	4-85
The paper is discharged without the edges being aligned .....	4-86
The edge of a stack papers is misaligned .....	4-88
Paper cannot be conveyed to the stacker .....	4-90

# Troubleshooting When Printing Image

If there is a problem with the print image, refer to "Troubleshooting When Printing or Copying Image" in Chapter 19 Troubleshooting of the Operation Guide and take action according to the problem.

If the problem is not solved, refer to following information of the this guide.

## Vertical void line (Clogged up nozzle)



### 1 Check ink

➔ "Troubleshooting When Printing Image" > "Vertical void line, band or stripes" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 2 Configure print head cleaning operation according to paper width

Use this setting when white streaks occur at the leading edge of the paper after changing to a print job with a different paper width.

1 [Home] key > [...] > [Professional Settings] > [U730 Set Head Cleaning] > [03 Purge(Width)]

2 Select [02 On] or [03 On(Width>SRA3)].

When selecting [02 On], if the paper width is larger than that of the previous job (but smaller than SRA3), the machine determines whether to perform automatic head cleaning.

When selecting [03 On(Width>SRA3)], if the paper width is larger than that of the previous job (and larger than SRA3), the machine determines whether to perform automatic head cleaning.

3 [Start] > [Stop] key > [04 Interval(Width)]

4 Select the time interval > [Start] key.

You can select [10min], [20min], and [30min] as the time interval.

If the mode is [Quality] and the problem is not solved, go to the next step.

### 3 Check print head temperature

When [U735 Set Ink Temperature Control] is selected as the print priority mode, printing is possible even in a low-temperature environment (up to 22°C/71.6°F), so the nozzles may become clogged due to an increase in ink viscosity.

1 [Home] key > [...] > [Professional Settings] > [U735 Set Ink Temperature Control]

2 Confirm that [01 Mode] is set to [Printing].

- 3 If so, change the mode to [Quality] > [Start] > [Stop] key.

 **NOTE**

If [Quality] is selected, printing will not start until the print head temperature is 26.1 ° C/ 78.98°F or higher.

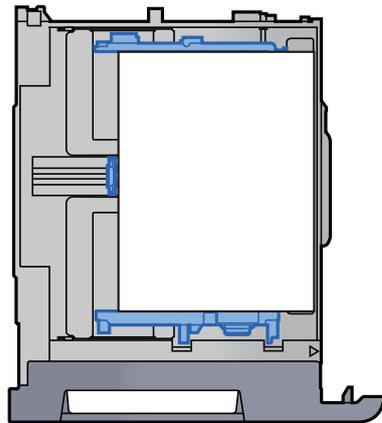
If the mode is [Quality] and the problem is not solved, go to the next step.

## 4 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

- 1 Load paper.



### CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

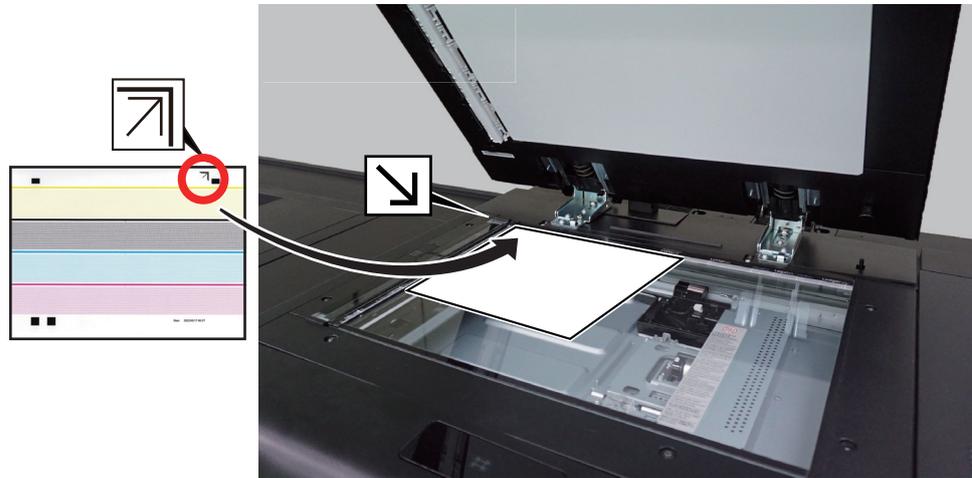
### IMPORTANT

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

- 2 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- 3 When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 4 Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

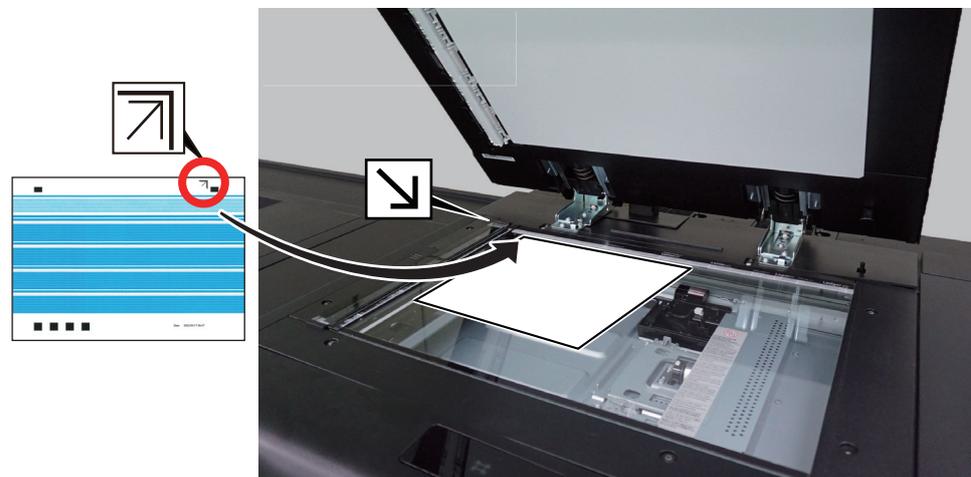
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- 5 As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [**Start**] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.  
➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

## 5 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

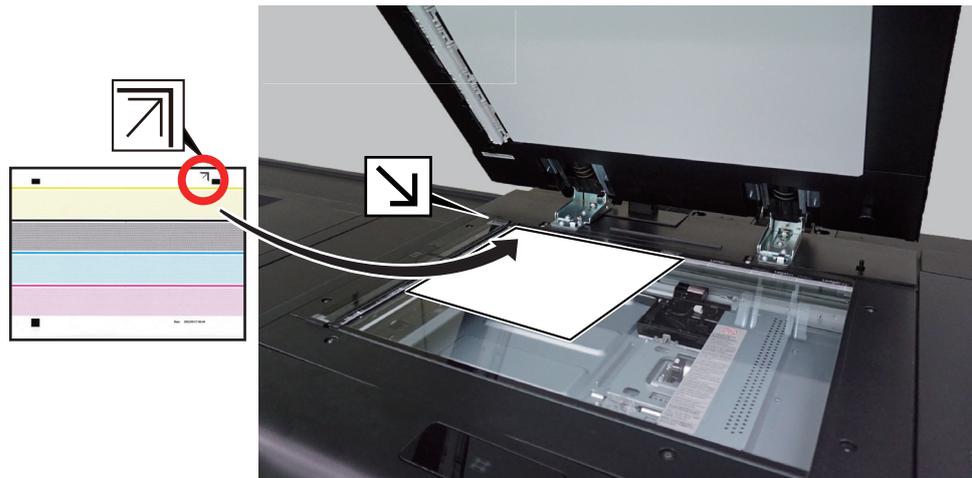
## 6 Clog up nozzle correction

Correct the clogged nozzles.

Each nozzle detection requires five sheets of paper (for clogged nozzle correction: 1 sheet; for nozzle correction for ink drop mis-landing: 4 sheets).

- 1 [Stop] key > [03 Adjust].  
A chart for nozzle check is printed.

- When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle recovery may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- Select [**Start**].

Correction of the clogged nozzle begins.

 **IMPORTANT**

- If the number of clogged nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ▶ [List of Error Code on U744 \(page 5-7\)](#)

After the correction is completed, a chart for nozzle recovery (cyan, magenta, yellow, black) will be printed to correct the nozzles where ink is not landing correctly. Go to the next step.

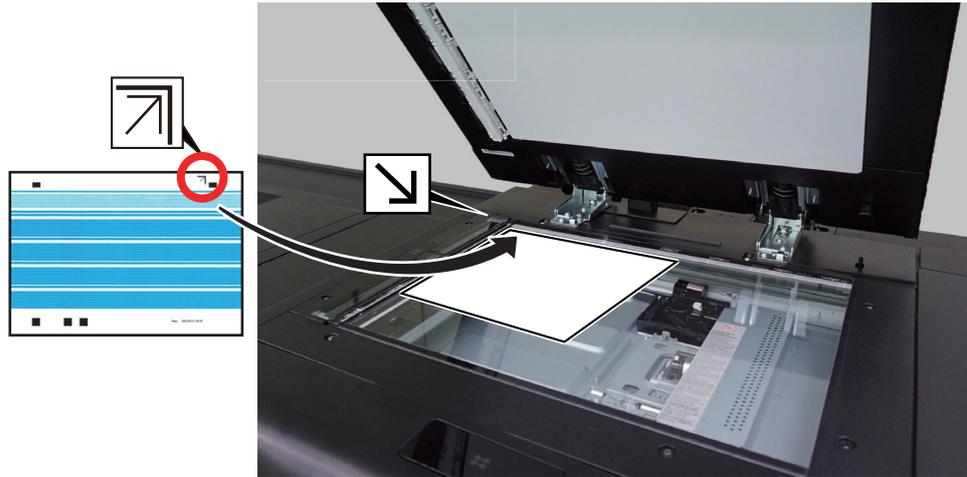
 **NOTE**

Select the [Stop] key to cancel the nozzle correction with ink drop mis-landing. Clogged nozzle correction is enabled.

## 7 Correct nozzles with ink drop mis-landing

Use the nozzle recovery chart to correct nozzles where ink is not landing correctly. At first, use a cyan chart to correct nozzles.

- 1 When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



**NOTE**

The printed position of the arrows in the chart for nozzle recovery may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 2 Select [Start] to scan the chart.

**IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ▶ [List of Error Code on U744 \(page 5-7\)](#)

- 3 Repeat steps 7-1 to 7-2 to scan the chart in the order of magenta, yellow, and black.

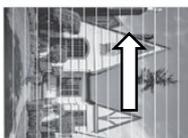
**IMPORTANT**

**Scan all four charts. If you cancel scanning in the middle, the nozzle correction for ink drop mis-landing will not be completed.**

When all the charts have been scanned, “Complete” is displayed in “02 Phase” and the nozzle correction with ink drop mis-landing is completed.

In case that no improvement is observed, contact your dealer or service representative.

## Vertical void line (Ink drops are mis-landing)



Bad



Good

## 1 Check media setting

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

When using paper with slow infiltration, configure the unsupported paper mode.



### NOTE

This mode does not support printing from the Fiery controller.

1 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [04 Config] > [05 UnsupportPpr Mode]

2 Select [On] > [Start] key.

In case that no improvement is observed, then go to next step.

## 2 Adjust the ink density for each nozzle

Discharge is disturbed by its low velocity since the head drive voltage is set as less 1.

1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient]

2 Check if there is any head drive voltage set as less 1.

3 Change the head voltage to 1, using [+] if it is not > [Start] key > [Stop] key.

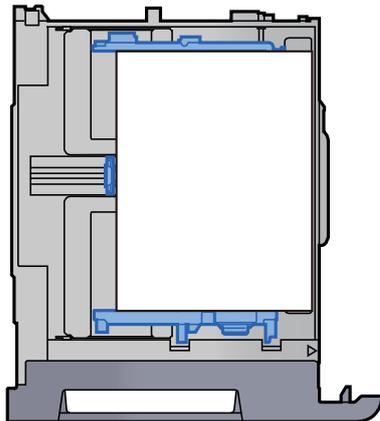
4 If the problem is not solved, go to the next step.

## 3 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

1 Load paper.



**! CAUTION**

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

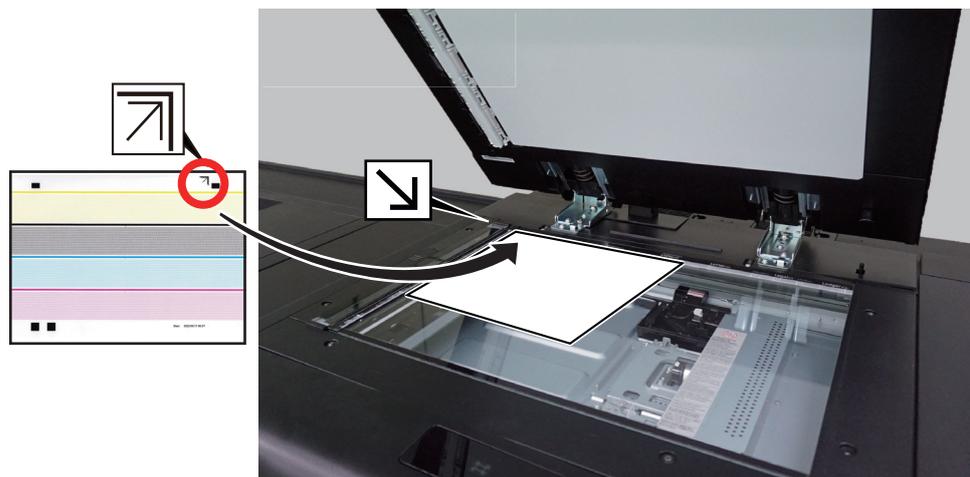
**✓ IMPORTANT**

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

**2** [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

**3** When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



**💡 NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

**4** Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

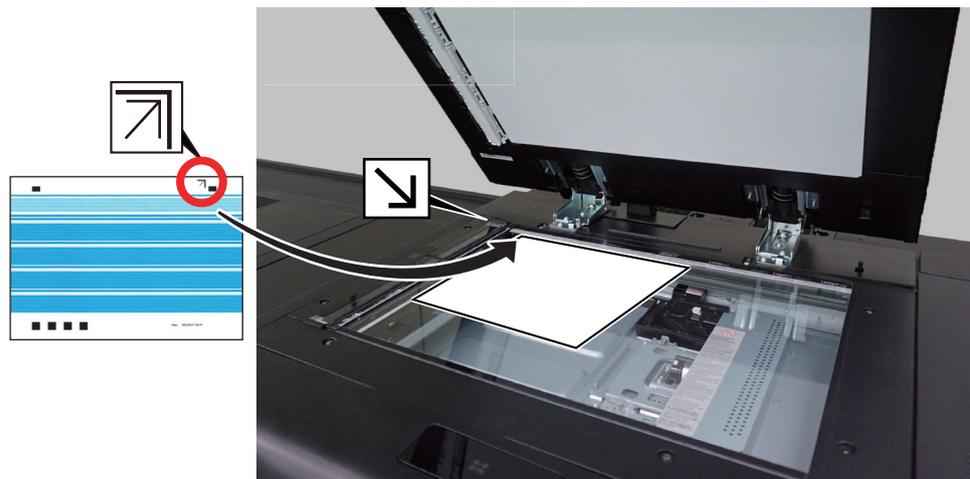
**IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

**5** As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



**NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

**6** Select [Start] to scan the chart.

**IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

**7** Repeat steps 3-5 and 3-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

**4 Execute print head cleaning**

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.  
You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and "Complete" is displayed when it is completed.

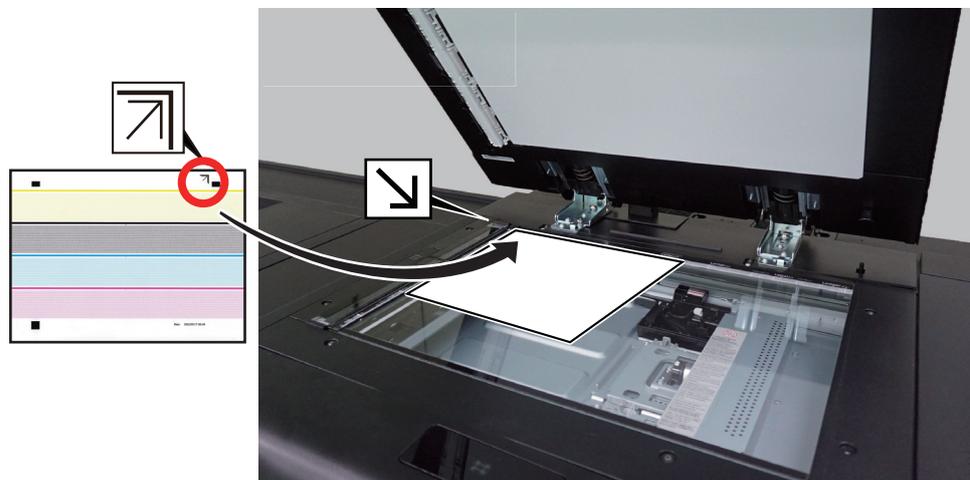
- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.  
If the nozzle clog is not solved, go to the next step.

## 5 Clog up nozzle correction

Correct the clogged nozzles.

Each nozzle detection requires five sheets of paper (for clogged nozzle correction: 1 sheet; for nozzle correction for ink drop mis-landing: 4 sheets).

- 1 [Stop] key > [03 Adjust].  
A chart for nozzle check is printed.
- 2 When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle recovery may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

**3** Select **[Start]**.

Correction of the clogged nozzle begins.

**IMPORTANT**

- If the number of clogged nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

After the correction is completed, a chart for nozzle recovery (cyan, magenta, yellow, black) will be printed to correct the nozzles where ink is not landing correctly. Go to the next step.

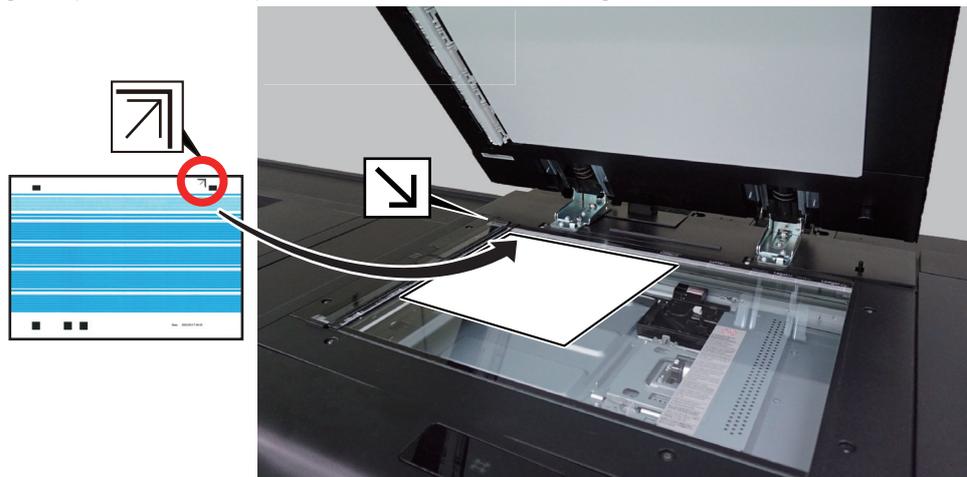
**NOTE**

Select the **[Stop]** key to cancel the nozzle correction with ink drop mis-landing. Clogged nozzle correction is enabled.

**6 Correct nozzles with ink drop mis-landing**

Use the nozzle recovery chart to correct nozzles where ink is not landing correctly. At first, use a cyan chart to correct nozzles.

- 1** When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



**NOTE**

The printed position of the arrows in the chart for nozzle recovery may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 2 Select [Start] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message "Cannot correct a part of the nozzle." is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.  
 ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 3 Repeat steps 6-1 to 6-2 to scan the chart in the order of magenta, yellow, and black.

 **IMPORTANT**

**Scan all four charts. If you cancel scanning in the middle, the nozzle correction for ink drop mis-landing will not be completed.**

When all the charts have been scanned, "Complete" is displayed in "02 Phase" and the nozzle correction with ink drop mis-landing is completed.

In case that no improvement is observed, go to the next step.

## 7 Check print head temperature

When [U735 Set Ink Temperature Control] is selected as the print priority mode, printing is possible even in a low-temperature environment (up to 22°C/71.6°F), so the nozzles may become clogged due to an increase in ink viscosity.

- 1 [Home] key > [...] > [Professional Settings] > [U735 Set Ink Temperature Control]
- 2 Confirm that [01 Mode] is set to [Printing].
- 3 If so, change the mode to [Quality] > [Start] > [Stop] key.

 **NOTE**

If [Quality] is selected, printing will not start until the print head temperature is 26.1 ° C / 78.98°F or higher.

- 4 If the mode is [Quality] and the problem is not solved, go to the next step.

## 8 Check print head temperature

➔ "Troubleshooting When Printing Image" > "Vertical void line, band or stripes" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

## 9 Adjust the ink density for each nozzle (Auto Correction)

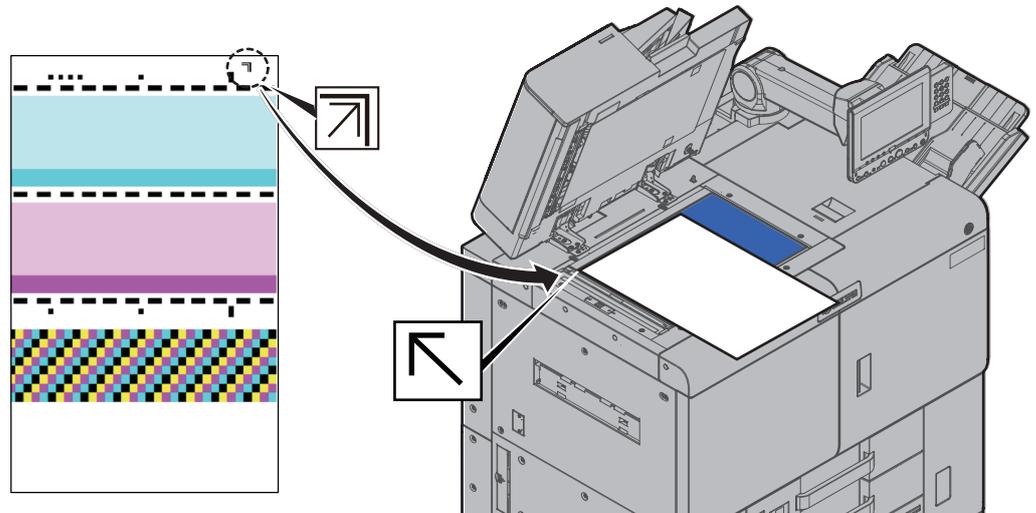
Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]

- 2 Select [01 M/C] or [02 K/Y].

After cleaning the print head, the check chart for uneven density is printed.

- 3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.  
As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

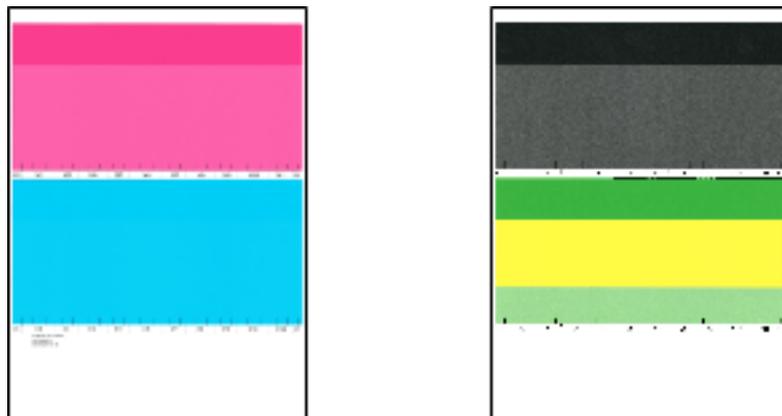
The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

- 4 Press the [Start] key.  
The chart is scanned and the Head drive voltage is automatically adjusted.  
In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

## 10 Adjust the ink density for each nozzle (Manual Correction)

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

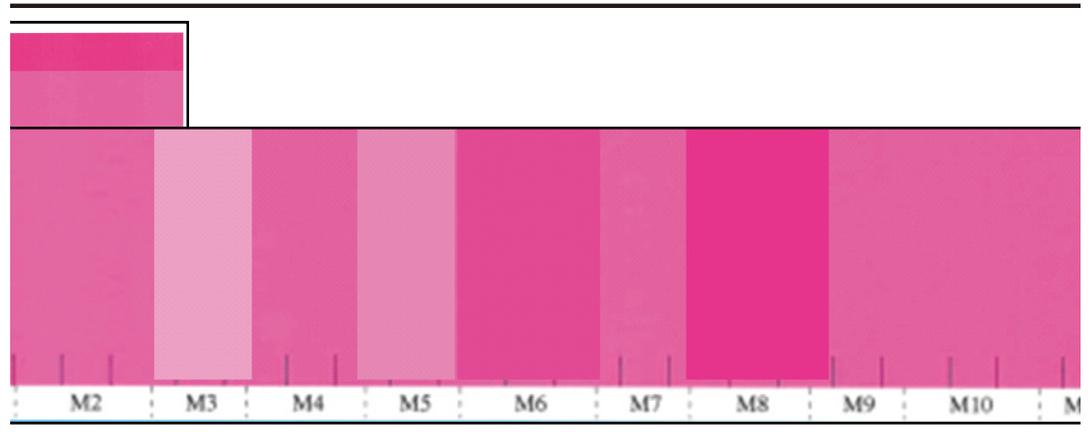
The check chart for uneven density is printed.



- 2 Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



- 3 Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.

 **NOTE**

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

In case that no improvement is observed, then go to next step.

## 11 Clog up nozzle correction

- ➔ Nozzle Correction (Chapter 18) in Operation Guide

In case that no improvement is observed, contact your dealer or service representative.

## Vertical band (Clogged up nozzle)



Bad



Good

## 1 Check ink

➔ "Troubleshooting When Printing Image" > "Vertical void line, band or stripes" (Chapter 19) in Operation Guide

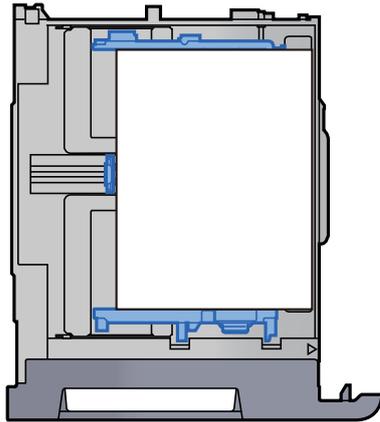
In case that no improvement is observed, then go to next step.

## 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

1 Load paper.



### ⚠ CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

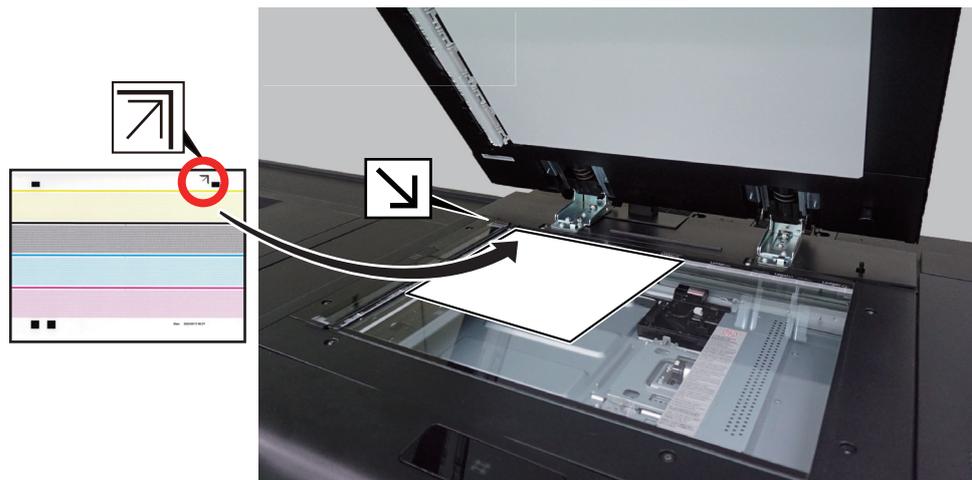
### ✔ IMPORTANT

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

2 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

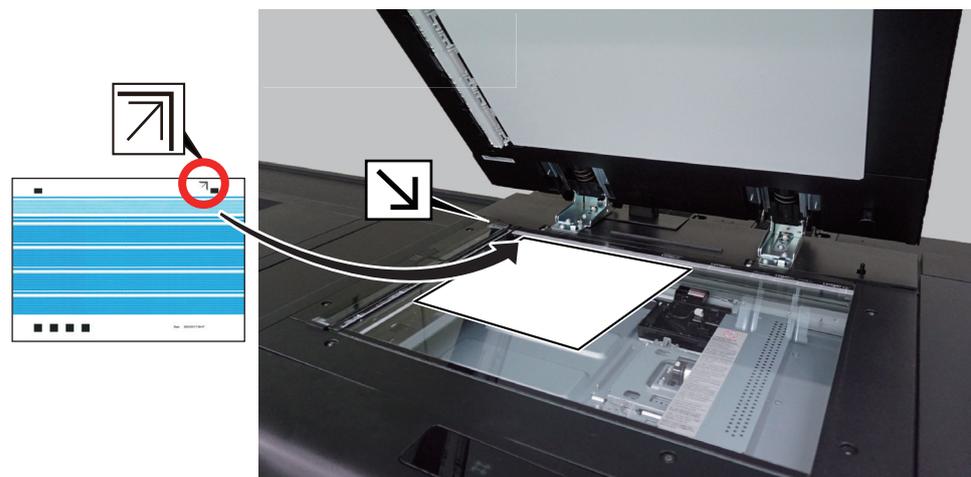
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [**Start**] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

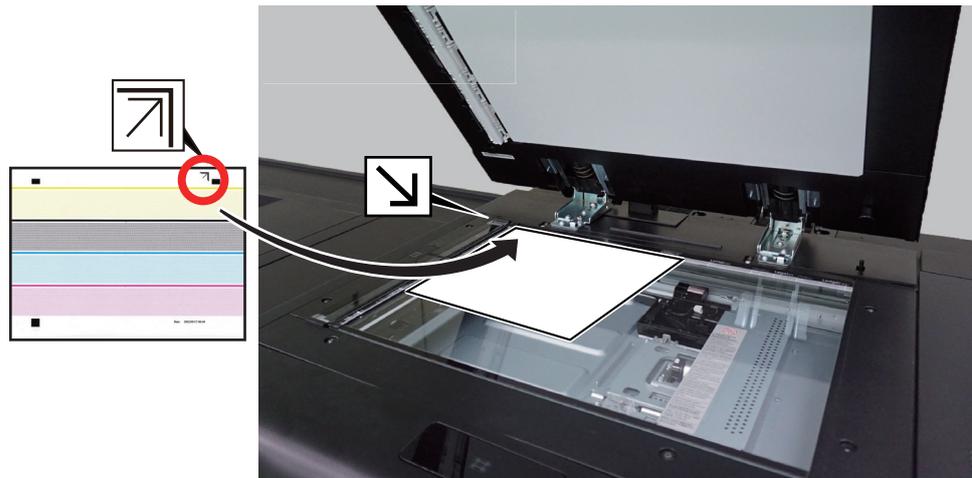
### 4 Clog up nozzle correction

Correct the clogged nozzles.

Each nozzle detection requires five sheets of paper (for clogged nozzle correction: 1 sheet; for nozzle correction for ink drop mis-landing: 4 sheets).

- 1 [Stop] key > [03 Adjust].
  - A chart for nozzle check is printed.

- When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle recovery may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- Select [Start].

Correction of the clogged nozzle begins.

 **IMPORTANT**

- If the number of clogged nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ▶ [List of Error Code on U744 \(page 5-7\)](#)

After the correction is completed, a chart for nozzle recovery (cyan, magenta, yellow, black) will be printed to correct the nozzles where ink is not landing correctly. Go to the next step.

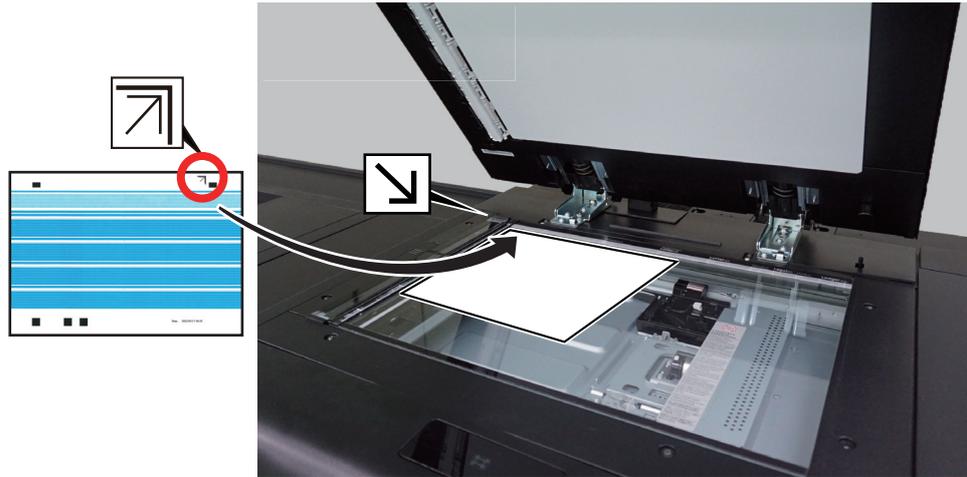
 **NOTE**

Select the [Stop] key to cancel the nozzle correction with ink drop mis-landing. Clogged nozzle correction is enabled.

## 5 Correct nozzles with ink drop mis-landing

Use the nozzle recovery chart to correct nozzles where ink is not landing correctly. At first, use a cyan chart to correct nozzles.

- 1 When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



**NOTE**

The printed position of the arrows in the chart for nozzle recovery may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 2 Select [Start] to scan the chart.

**IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message "Cannot correct a part of the nozzle." is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ▶ [List of Error Code on U744 \(page 5-7\)](#)

- 3 Repeat steps 7-1 to 7-2 to scan the chart in the order of magenta, yellow, and black.

**IMPORTANT**

**Scan all four charts. If you cancel scanning in the middle, the nozzle correction for ink drop mis-landing will not be completed.**

When all the charts have been scanned, "Complete" is displayed in "02 Phase" and the nozzle correction with ink drop mis-landing is completed.

In case that no improvement is observed, go to the next step.

## 6 Check print head temperature

When [U735 Set Ink Temperature Control] is selected as the print priority mode, printing is possible even in a low-temperature environment (up to 22°C/71.6°F), so the nozzles may become clogged due to an increase in ink viscosity.

- 1 [Home] key > [...] > [Professional Settings] > [U735 Set Ink Temperature Control]
- 2 Confirm that [01 Mode] is set to [Printing].

- 3 If so, change the mode to [Quality] > [Start] > [Stop] key.



#### NOTE

If [Quality] is selected, printing will not start until the print head temperature is 26.1 ° C/ 78.98°F or higher.

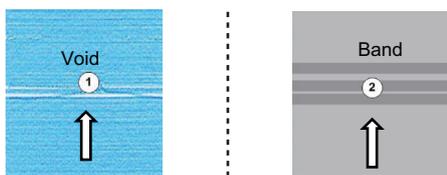
If the mode is [Quality] and the problem is not solved, go to the next step.

## 7 Clog up nozzle correction

- ➔ Nozzle Correction (Chapter 18) in Operation Guide

In case that no improvement is observed, contact your dealer or service representative.

## Horizontal band



Hindering the path by jammed paper

### 1 Check if the jammed paper is still on the paper path and remove it if it is found

To remove the jammed paper under the print head, refer to following.

- ➔ [Clearing Paper Jam under Print Head \(page 4-71\)](#)

#### CAUTION

Do not to touch the print head when clearing paper jams inside the machine. It may cause image problems or damage of the print head. If paper jam is not solved, contact our service representative.

In case that no improvement is observed, contact our service representative.

## Vertical stripes

### 1 Check ink

- ➔ "Troubleshooting When Printing Image" > "Vertical void line, band or stripes" (Chapter 19) in Operation Guide

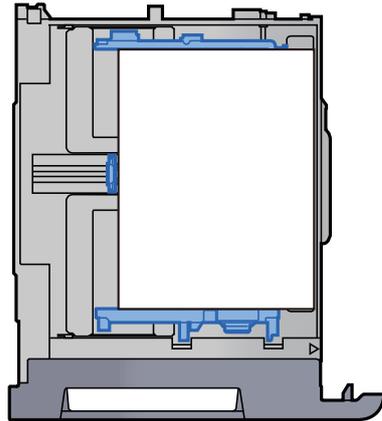
In case that no improvement is observed, then go to next step.

### 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

**1** Load paper.



**! CAUTION**

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

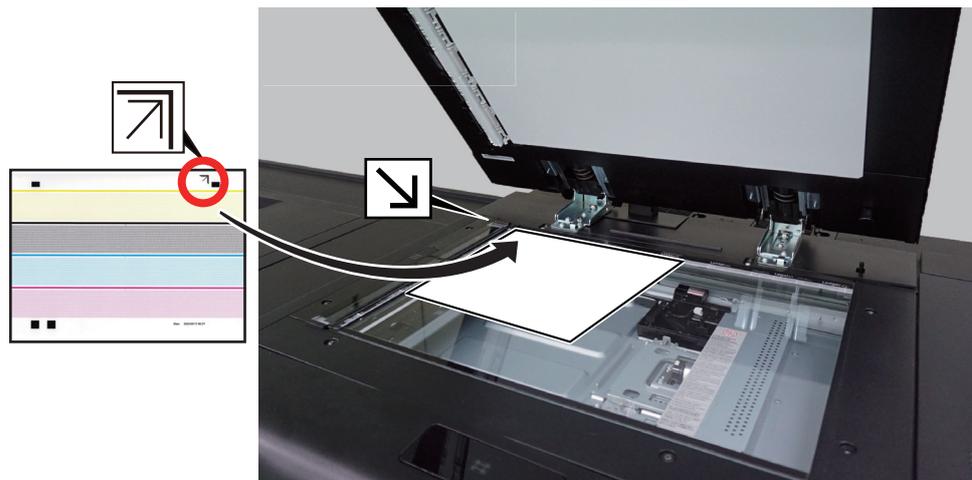
**✓ IMPORTANT**

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

**2** [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

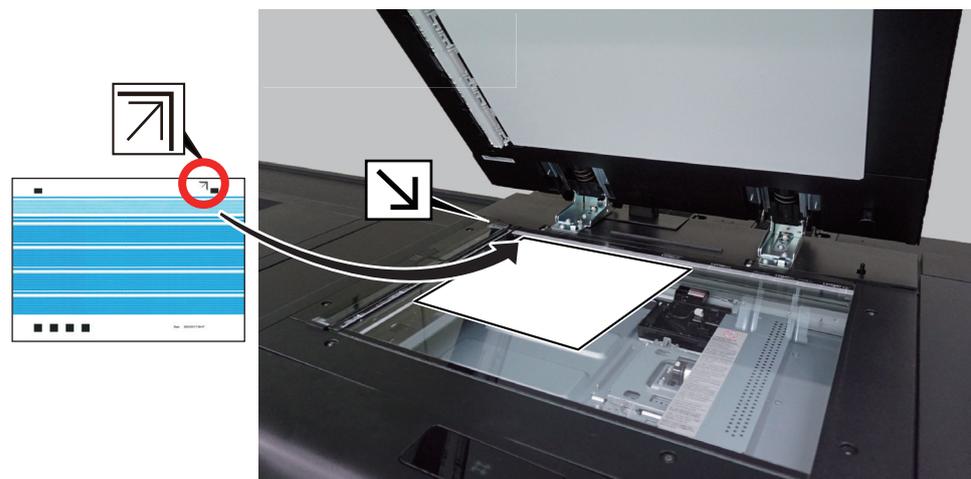
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [Start] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.  
 ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

### 4 Adjust the ink density for each nozzle (Auto Correction)

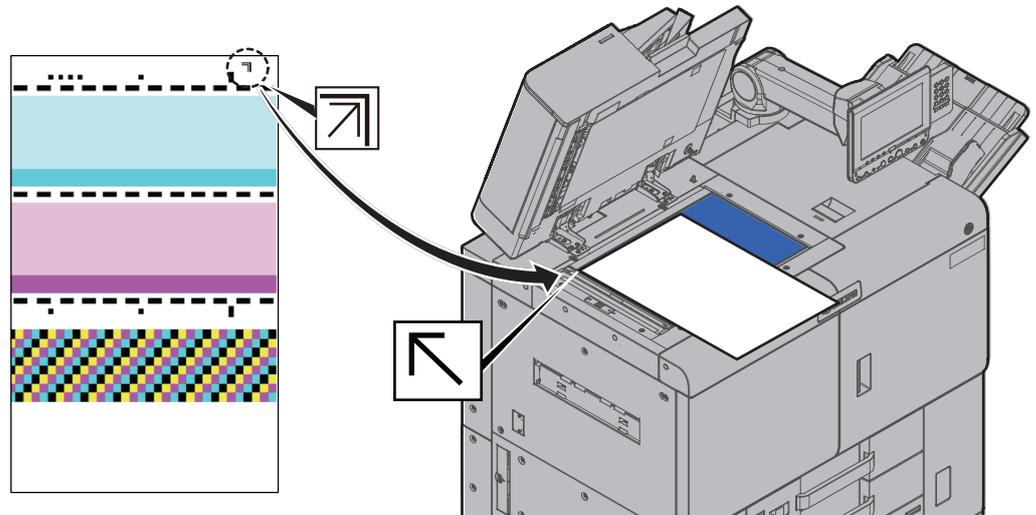
Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]

- 2 Select [01 M/C] or [02 K/Y].

After cleaning the print head, the check chart for uneven density is printed.

- 3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.  
As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

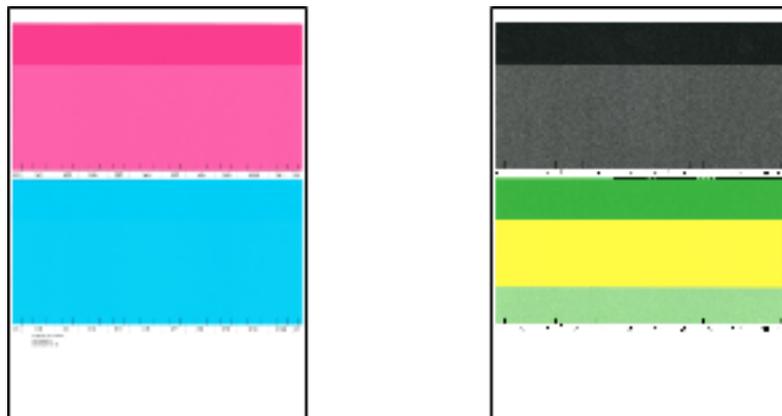
The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

- 4 Press the [Start] key.  
The chart is scanned and the Head drive voltage is automatically adjusted.  
In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

## 5 Adjust the ink density for each nozzle (Manual Correction)

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

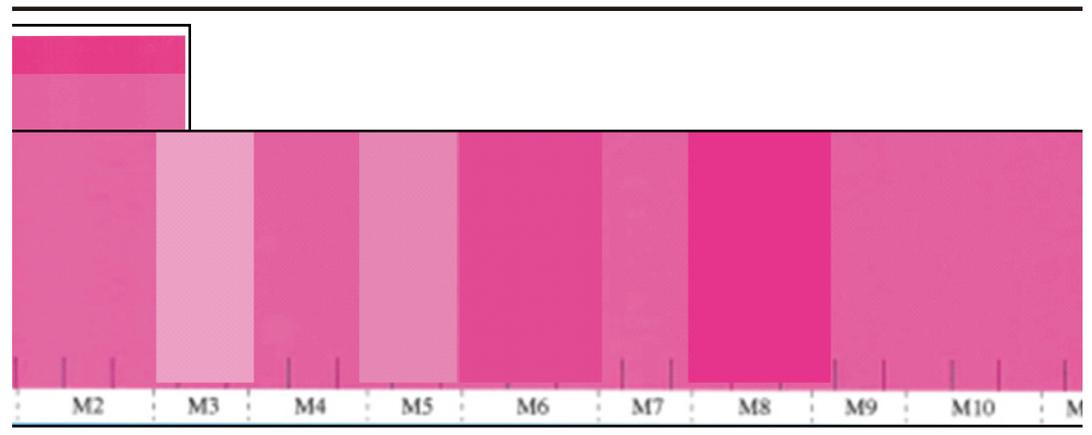
The check chart for uneven density is printed.



- 2 Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



- 3 Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.

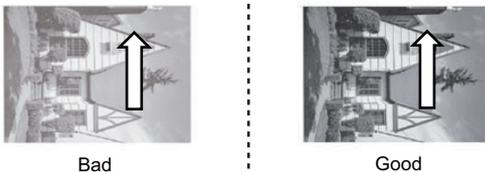
 **NOTE**

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

If the problem is not solved, contact to our service representative.

## Light image (low image density)



### 1 Check ink

- ➔ "Troubleshooting When Printing Image" > "Light image (low image density)" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

## 2 Check print mode

➔ "Troubleshooting When Printing Image" > "Light image (low image density)" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

## 3 Check media setting

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

In case that no improvement is observed, then go to next step.

## 4 Change paper

➔ "Troubleshooting When Printing Image" > "Light image (low image density)" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

## 5 Adjust the ink density for each nozzle

Discharge is disturbed by its low velocity since the head drive voltage is set as less 1.

1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient]

2 Check if there is any head drive voltage set as less 1.

3 Change the head voltage to 1, using [+] if it is not > [Start] key > [Stop] key.

If the problem is not solved, go to the next step.

## 6 Check print head temperature

When [U735 Set Ink Temperature Control] is selected as the print priority mode, printing is possible even in a low-temperature environment (up to 22°C/71.6°F), so the nozzles may become clogged due to an increase in ink viscosity.

1 [Home] key > [...] > [Professional Settings] > [U735 Set Ink Temperature Control]

2 Confirm that [01 Mode] is set to [Printing].

3 If so, change the mode to [Quality] > [Start] > [Stop] key.

### NOTE

If [Quality] is selected, printing will not start until the print head temperature is 26.1 ° C/ 78.98°F or higher.

If the mode is [Quality] and the problem is not solved, go to the next step.

## 7 Adjust the ink density for each nozzle (Auto Correction)

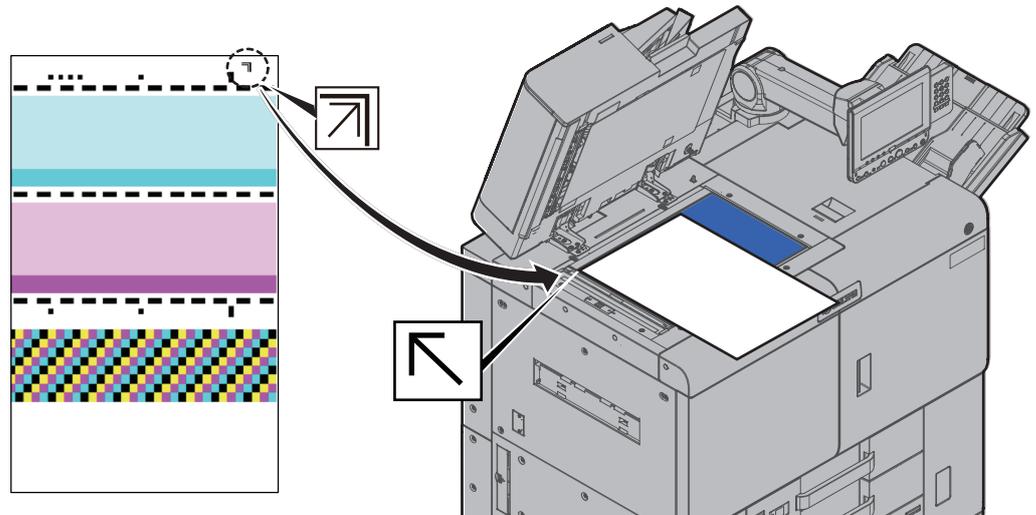
Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]

2 Select [01 M/C] or [02 K/Y].

After cleaning the print head, the check chart for uneven density is printed.

- 3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.  
As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

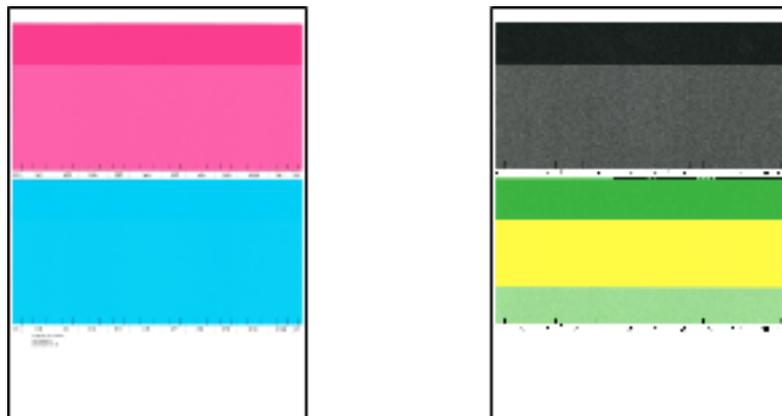
The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

- 4 Press the [Start] key.  
The chart is scanned and the Head drive voltage is automatically adjusted.  
In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

## 8 Adjust the ink density for each nozzle (Manual Correction)

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

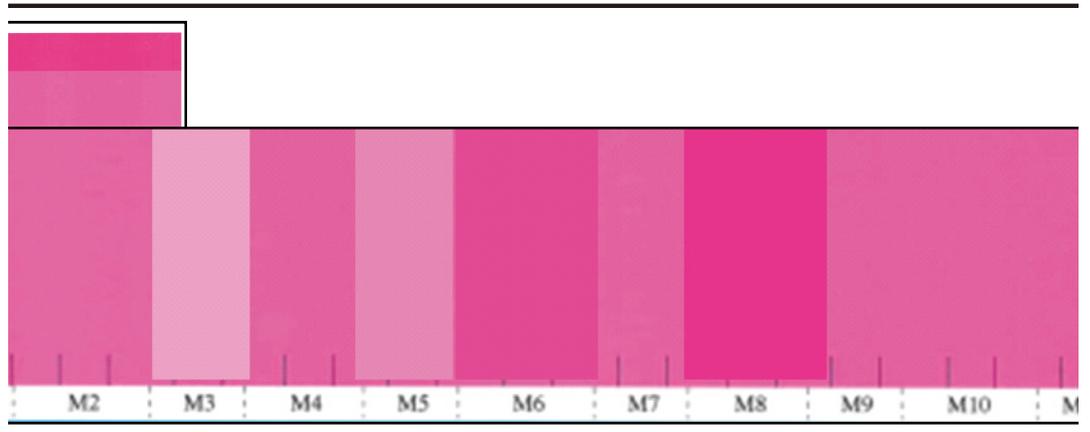
The check chart for uneven density is printed.



- 2 Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



- 3 Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.



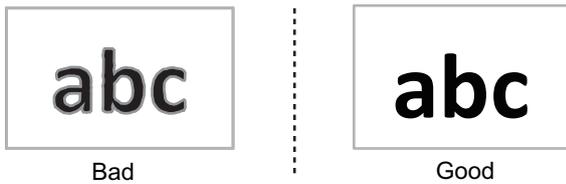
**NOTE**

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

In case that no improvement is observed, contact our service representative.

## Blurred image



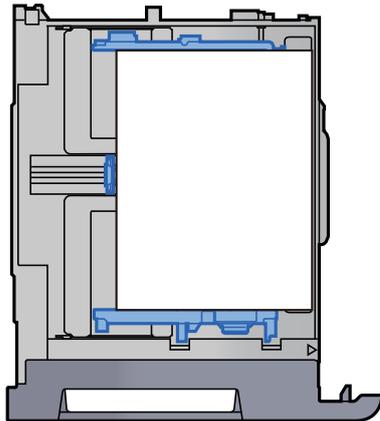
### 1 Check media setting

- ➔ Media Type and Media Weight (Chapter 15) in Operation Guide  
In case that no improvement is observed, then go to next step.

### 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.  
Each nozzle detection requires five sheets of paper.

- 1 Load paper.



### CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

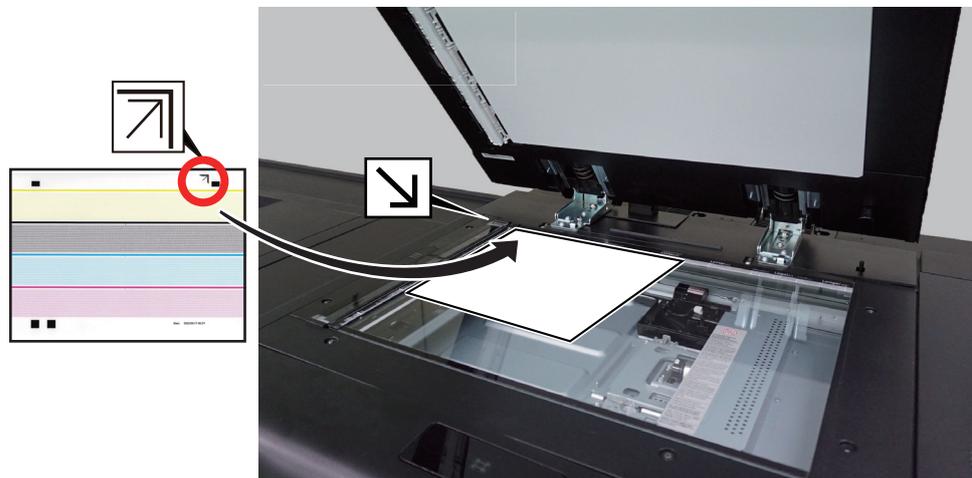
 **IMPORTANT**

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

- 2** [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- 3** When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 4** Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

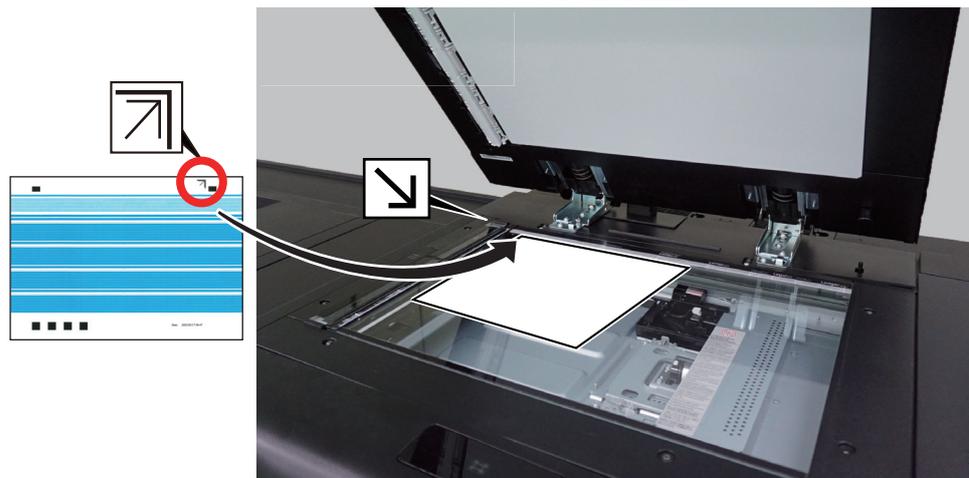
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- 5 As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select **[Start]** to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 2-5 and 2-6 to scan the chart in the order of magenta, yellow, and black. Nozzles where ink is not landing correctly are detected.
 

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 **[Stop]** key > select **[01 Cleaning]**.
- 2 Select the color which has clogged nozzles > select **[Strong]** as the strength of cleaning > **[Start]** key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and "Complete" is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

## 4 Check and change paper

- ➔ "Troubleshooting When Printing Image" > "Blurred image" (Chapter 19) in Operation Guide

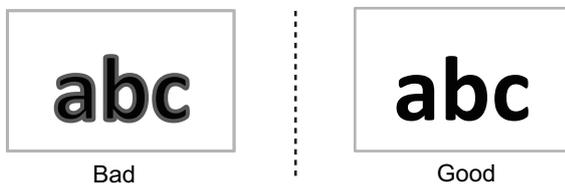
In case that no improvement is observed, then go to next step.

## 5 Check ink

- ➔ "Troubleshooting When Printing Image" > "Blurred image" (Chapter 19) in Operation Guide

If the problem is not solved, contact to our service representative.

## Thick fine lines



### 1 Check media setting

- ➔ Media Type and Media Weight (Chapter 15) in Operation Guide

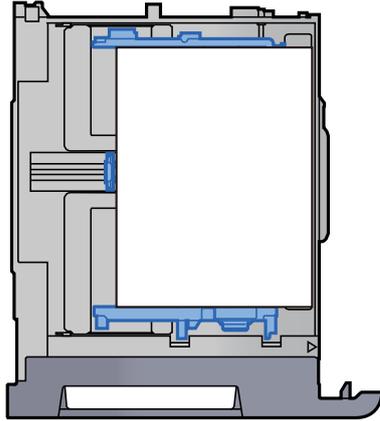
In case that no improvement is observed, then go to next step.

### 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

**1** Load paper.



**! CAUTION**

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

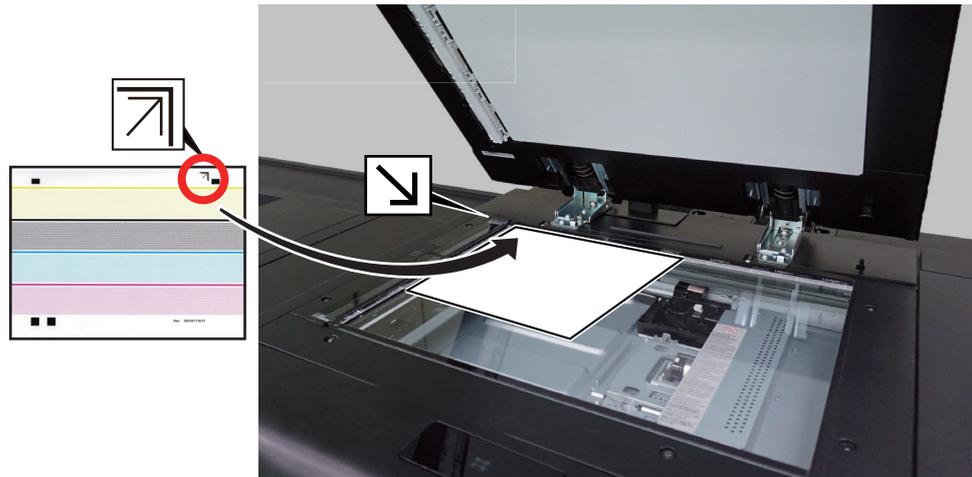
**✓ IMPORTANT**

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

**2** [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- 3 When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 4 Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

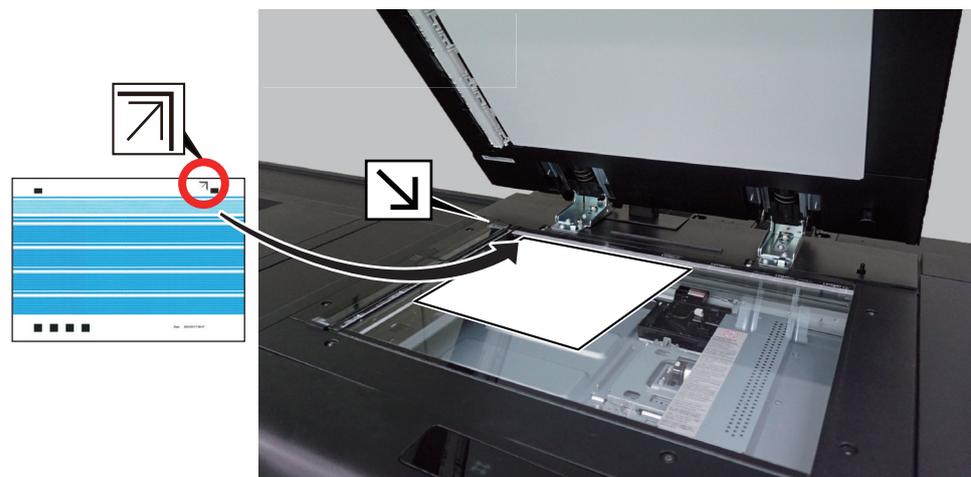
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- 5 As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [**Start**] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [**Stop**] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [**Strong**] as the strength of cleaning > [**Start**] key.

You can also select the strength of cleaning with the [+], [-] keys > [**Start**] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

### 4 Check paper

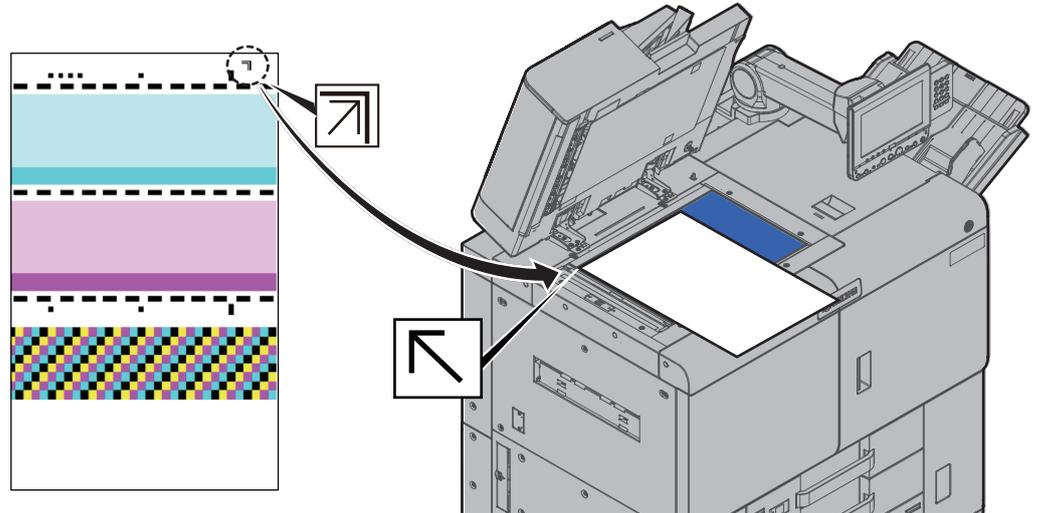
- ➔ "Troubleshooting When Printing Image" > "Thick fine lines" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 5 Adjust the ink density for each nozzle (Auto Correction)

Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]
- 2 Select [01 M/C] or [02 K/Y].  
After cleaning the print head, the check chart for uneven density is printed.
- 3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.  
As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

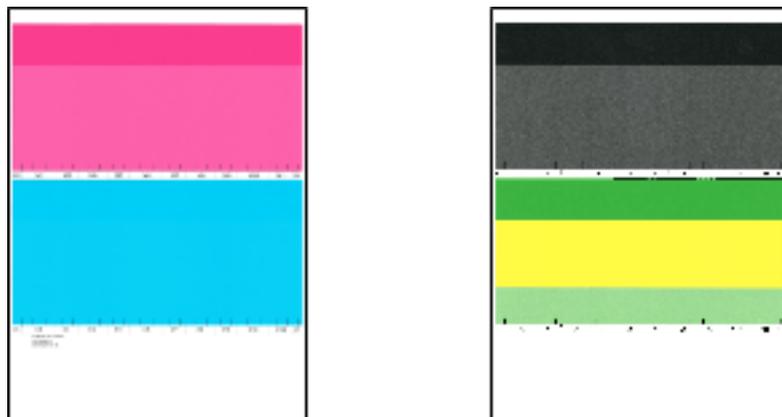
The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

- 4 Press the [Start] key.  
The chart is scanned and the Head drive voltage is automatically adjusted.  
In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

## 6 Adjust the ink density for each nozzle (Manual Correction)

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

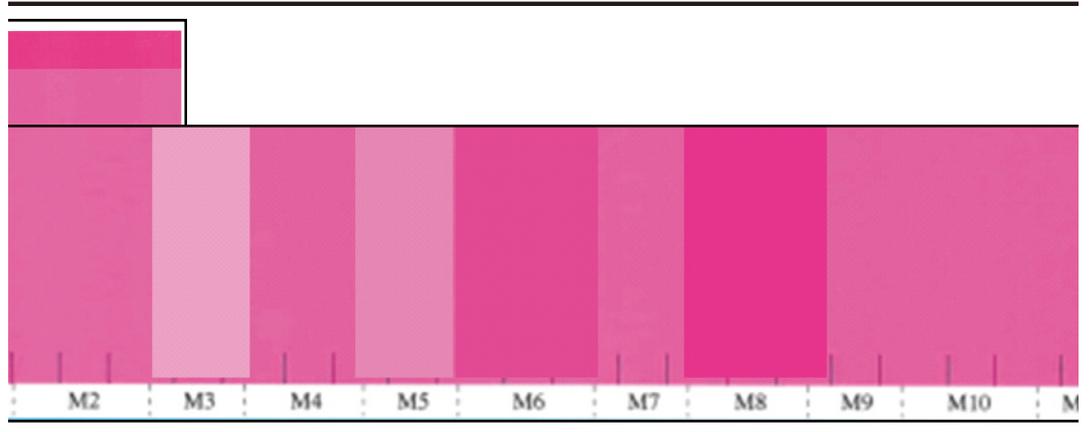
The check chart for uneven density is printed.



- 2 Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



- 3 Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.

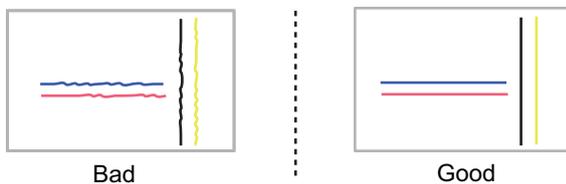
 **NOTE**

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

In case that no improvement is observed, contact our service representative.

## Distorted line



- 1 **Check media setting**

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

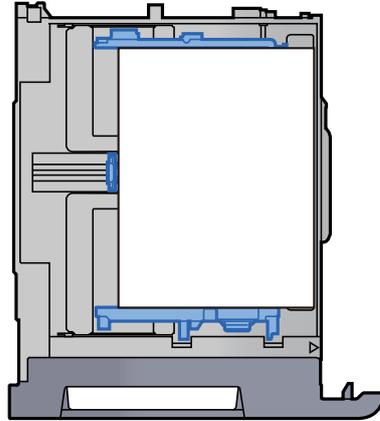
In case that no improvement is observed, then go to next step.

## 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

- 1 Load paper.



### CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

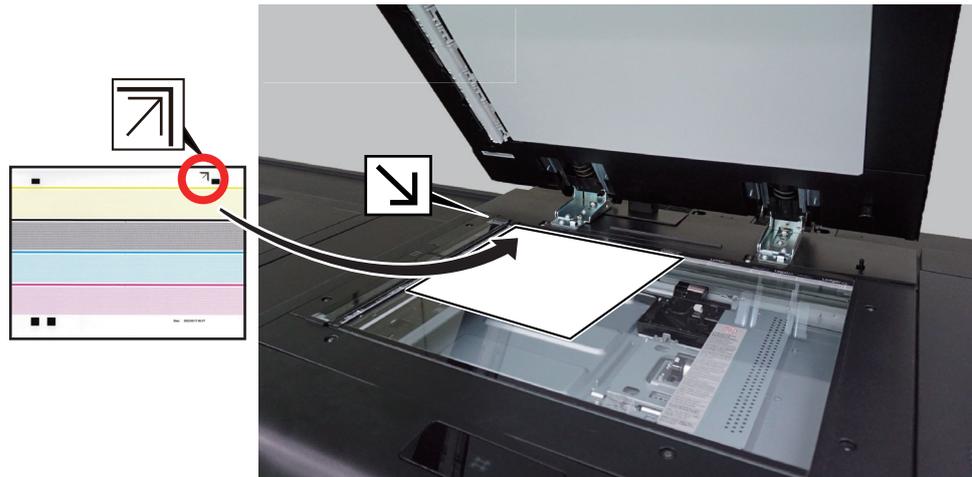
### IMPORTANT

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

- 2 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

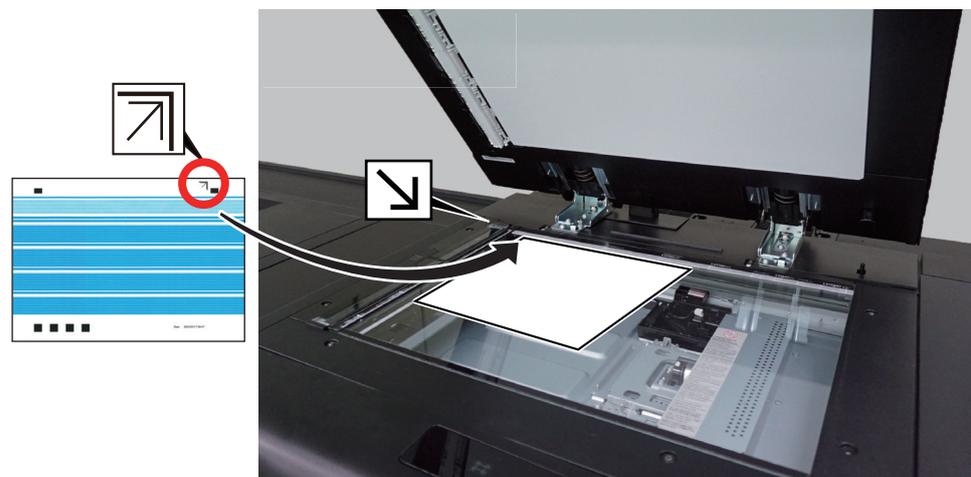
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select **[Start]** to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 **[Stop]** key > select **[01 Cleaning]**.
- 2 Select the color which has clogged nozzles > select **[Strong]** as the strength of cleaning > **[Start]** key.

You can also select the strength of cleaning with the **[+]**, **[-]** keys > **[Start]** key.

 **NOTE**

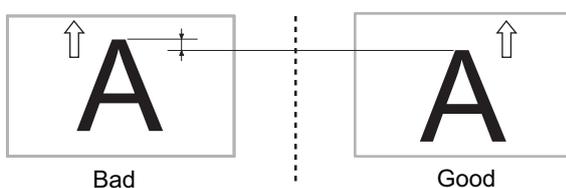
There are four types of cleaning strength: **[Light]**, **[Normal]**, **[Strong]**, and **[Ex Strong]**. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to **[Ex Strong]** and execute cleaning three times.

In case that no improvement is observed, contact our service representative.

## Image shift

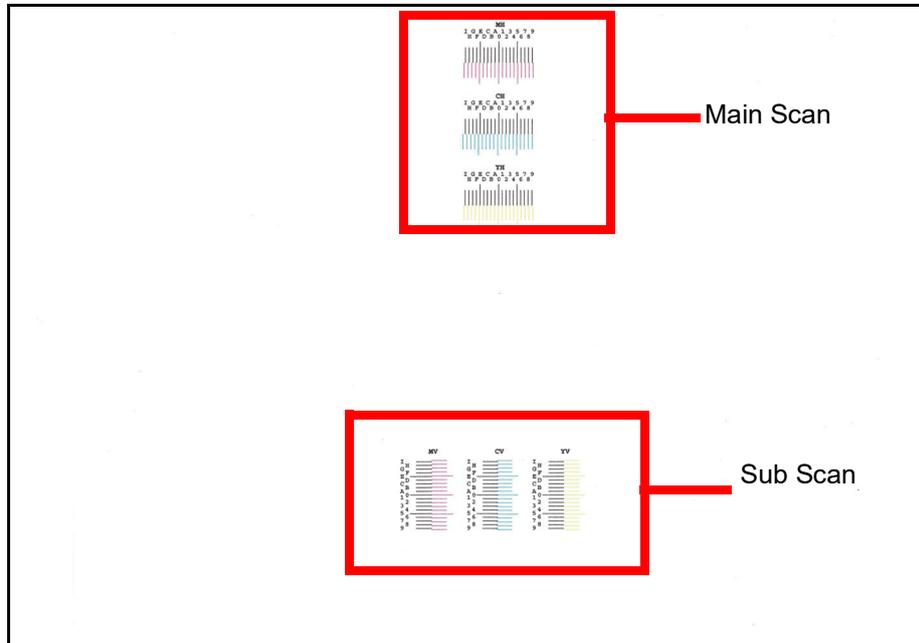


# 1 Print position adjustment

Inappropriate image adjustment

- 1 Load paper of A4 size or larger in cassette 1
- 2 [Home] key > [...] > [Professional Settings] > [U468 Color Regist Adj. Data] > [08 Print] > [02 Color Reg] > [Start] key

The chart for adjustment is printed.

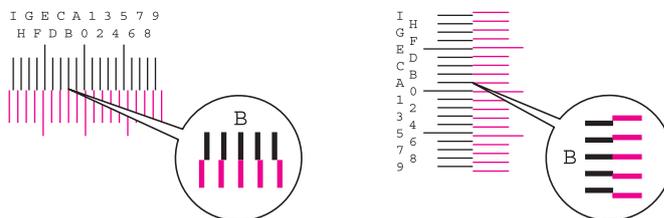


The main scan direction means the direction perpendicular to the output direction of printing.

The sub scan direction means the direction parallel to the output direction of printing.

- 3 Find the location on each chart where 2 lines most closely match.

This example explains the correction method when there is a misalignment in the main scan direction of magenta. If the point where the magenta line and the black line overlap the straight line is the "0" position, no correction is required. For the illustration, B is the appropriate value.



- 4 [Home] key > [...] > [Professional Settings] > [U468 Color Regist Adj. Data]

- 5 Select the color to be corrected.

The items to adjust are as follows.

Item	Description
<b>05 Color Reg(C)</b>	If the cyan print head is misaligned in the sub-scanning direction (Direction parallel to the output direction of the printing), adjust the position of the print head.
<b>06 Color Reg(M)</b>	If the magenta print head is misaligned in the sub-scanning direction (Direction parallel to the output direction of the printing), adjust the position of the print head.
<b>07 Color Reg(Y)</b>	If the yellow print head is misaligned in the sub-scanning direction (Direction parallel to the output direction of the printing), adjust the position of the print head.

- 6** Select an item.  
Select [01 Main Scan] or [02 Sub Scan].
- 7** Change the value using the [+], [-] keys or the numeric keypad.  
Select the values (0-9, A-I) read from the chart, enter the appropriate value.
- 8** Press the [Start] key > [Stop] key.  
The entered value is reflected.  
In case that no improvement is observed, then go to next step.

## 2 Paper load check

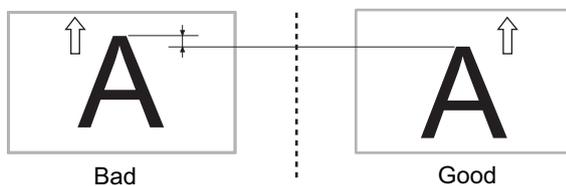
- ➔ Loading Paper (Chapter 7) in Operation Guide
- In case that no improvement is observed, then go to next step.

## 3 Clean the feed roller or retard roller

Slip with dirty roller.

- 1** Check dirt on the rollers and clean up dirty parts.  
➔ [Parts Cleaning \(page 3-2\)](#)  
In case that no improvement is observed, contact our service representative.

## Front/Back position shift



### 1 Check paper

- ➔ "Troubleshooting When Printing Image" > "Front/Back position shift" (Chapter 19) in Operation Guide
- In case that no improvement is observed, then go to next step.

## 2 Paper load check

➔ Loading Paper (Chapter 7) in Operation Guide

In case that no improvement is observed, then go to next step.

## 3 Check the print zoom.

1 If you are using Fiery Controller, adjust the print zoom of the second side (back side) in increments of 0.1%.

➔ Printing System 50 user guides

You can download the user guide from the URL below.

<https://services.efi.com/support/vfigs/3784295173/default.aspx>



### NOTE

In a job that consists of multiple pages, the enlargement/reduction percentage cannot be adjusted on individual pages.

2 In case that no improvement is observed, then go to next step.

## 4 Clean the image sensor

➔ Maintenance (Chapter 17) in Operation Guide

In case that no improvement is observed, then go to next step.

## 5 Clean the feed roller or retard roller

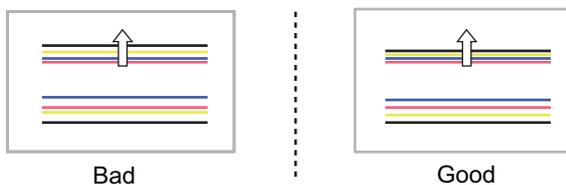
Slip with dirty roller.

1 Check dirt on the rollers and clean up dirty parts.

➔ [Parts Cleaning \(page 3-2\)](#)

In case that no improvement is observed, contact our service representative.

## Color/Dot shift



## 1 Check media setting

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

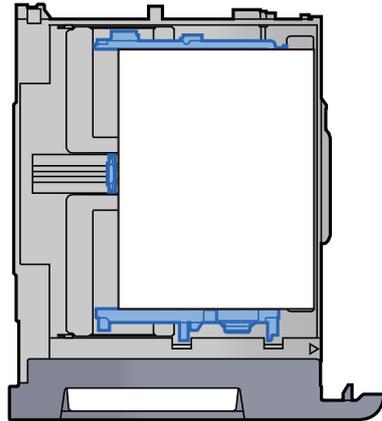
In case that no improvement is observed, then go to next step.

## 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

**1** Load paper.



**! CAUTION**

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

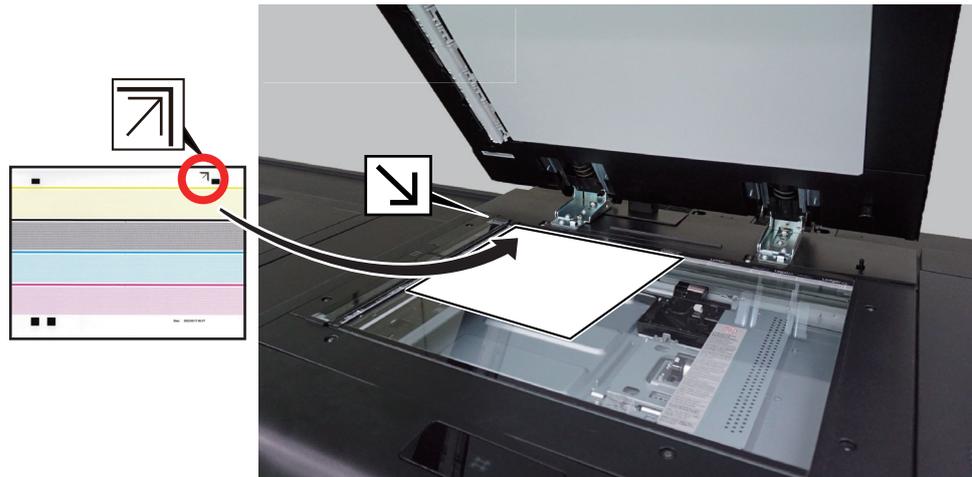
**✓ IMPORTANT**

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

**2** [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

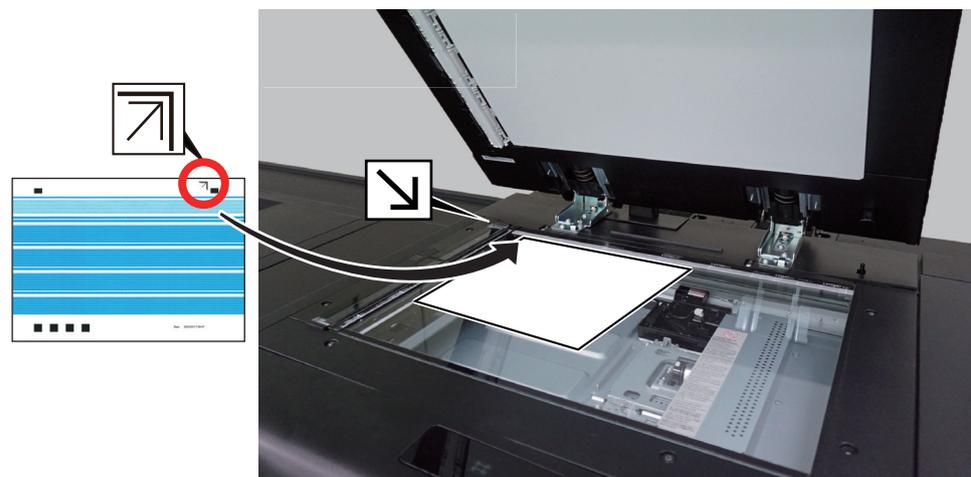
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [**Start**] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

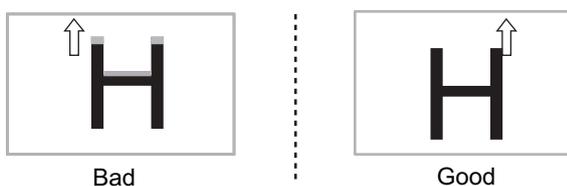
There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

In case that no improvement is observed, contact our service representative.

## Faint at the leading edge



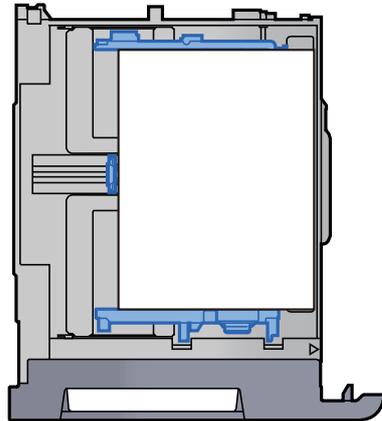
The ink in the nozzle that has not been discharged for a while has increased in viscosity due to evaporation of moisture, etc., making it difficult to discharge.

## 1 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

- 1 Load paper.



### CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

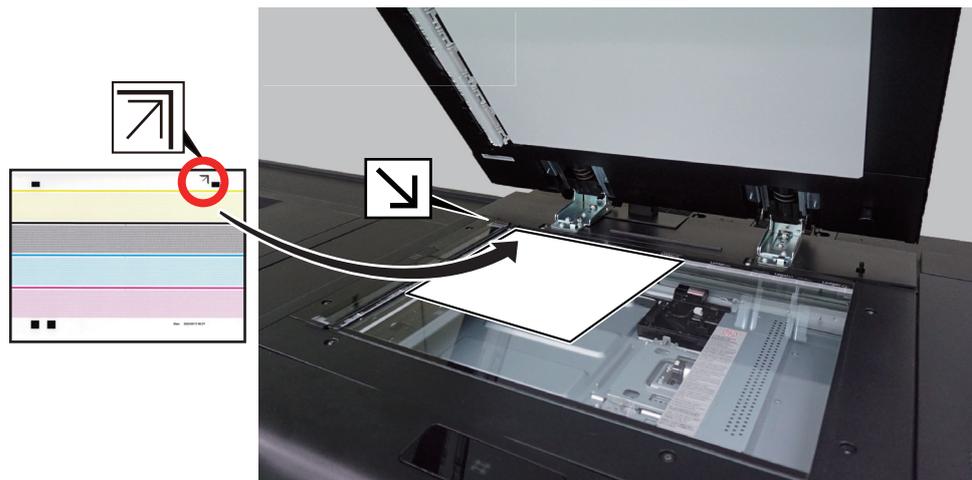
### IMPORTANT

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

- 2 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- 3 When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 4 Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

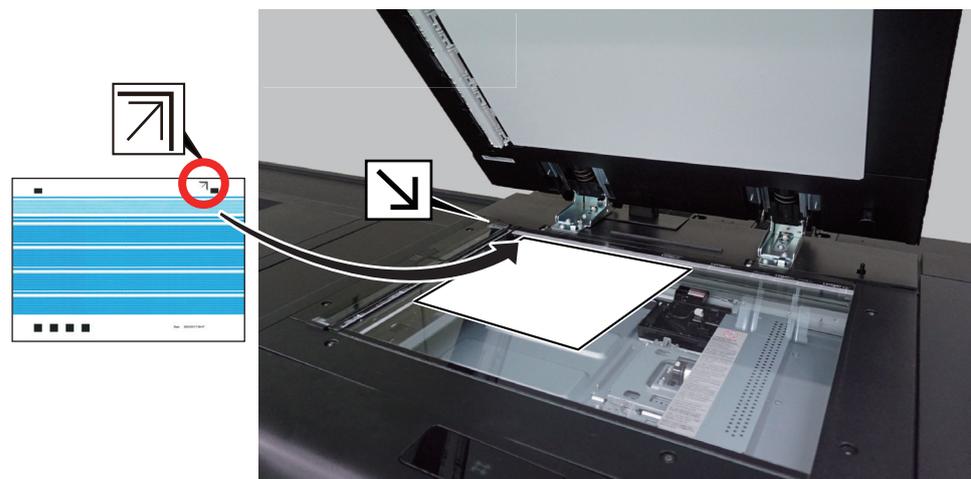
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- 5 As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [**Start**] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.  
 ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 1-5 and 1-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

## 2 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

### 3 Depending on the usage environment, set discharge mode and waste paper.

- 1 Select a setting number that is applicable to usage conditions.

Print Speed	Images per job	Paper Size	Action
Full speed 600 dpi mode	200 images and more	Larger than A4/Letter	Setting 1
		Smaller than A4☐/Letter☐ or A4/Letter	Setting 2
	199 images and less	All size	Setting 3
Half speed 1200 dpi mode 600 dpi (Inkjet matte paper, High quality mode)	200 images and more	Larger than A4/Letter	Setting 4
		Smaller than A4☐/Letter☐ or A4/Letter	Setting 5
	199 images and less	All size	Setting 6

- 2 [Home] key > [...] > [Professional Settings] > [U734 Set Paper Discharge Mode] > [CMK] or [K] > [On] or [Off] > [Start] key

The settings are configured.

- 3 [Stop] key > [Close]

The screen returns to Professional settings menu.

- 4 [U736 Set Waste Paper] > [01 Ink Discharge] > [02 Job Start], [03 Specific Interval] or [04 All]

When selecting [02 Job Start], ink is discharged as print starts.

When selecting [03 Specific Interval], select [Mode 2] (160) to [Mode 5] (1600). (The numbers in parentheses are the number of intervals (print images) for ink discharge)

The interval varies depending on the usage conditions. Refer the table below for details.

Settings	Temperature	U734	U736
Setting 1	Normal	On*1	Ink discharge: Off
	Low		Ink discharge > Specific Interval > Mode3 (400)
	High		Ink discharge > Specific Interval > Mode5 (1600)
Setting 2	Normal	On*1	Ink discharge > Specific Interval > Mode5 (1600)
	Low		Ink discharge > Specific Interval > Mode4 (800)
	High		Ink discharge > Specific Interval > Mode4 (800)
Setting 3	Normal	On*1	Ink discharge > Job Start
	Low		
	High		
Setting 4*2	Normal	Off	Ink discharge > Specific Interval > Mode4 (800)
	Low		Ink discharge > Specific Interval > Mode3 (400)
	High		Ink discharge > Specific Interval > Mode4 (800)
Setting 5*3	Normal	Off	Ink discharge > Specific Interval > Mode3 (400)
	Low	On	Ink discharge > Specific Interval > Mode2 (160)
	High	On	Ink discharge > Specific Interval > Mode3 (400)
Setting 6*4	Normal	Off	Ink discharge > Job Start and Specific Interval > Mode2 (160)
	Low		
	High		

\*1 When U734 is set to [Off], configure the settings of U736 as below.

In case of temperature is normal or high:

U736 > Ink discharge > Job start and Specific Interval > Mode3 (400)

In case of temperature is low:

U736 > Ink discharge > Job start and Specific Interval > Mode5 (160)

\*2 When Void area at the leading edge is observed, configure the settings of U736 as below.

In case of temperature is normal or high:

U736 > Ink discharge > Job start and Specific Interval > Mode4 (800)

In case of temperature is low:

U736 > Ink discharge > Job start and Specific Interval > Mode3 (400)

\*3 When Void area at the leading edge is observed, configure the settings of U736 as below.

In case of temperature is normal or high:

U736 > Ink discharge > Job start and Specific Interval > Mode4 (800)

In case of temperature is low:

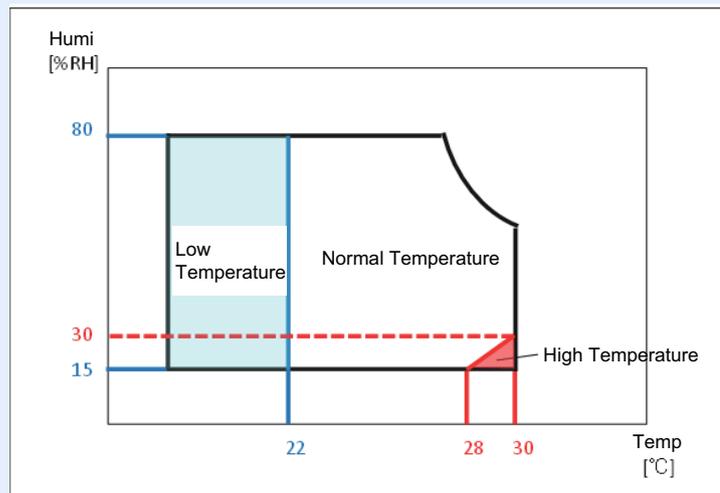
U736 > Ink discharge > Job start and Specific Interval > Mode2 (160)

\*4 If the faint image at the leading edge section occurs right after executing the setting 6, set U734 to [Off], and configure the settings of U736 as below.

U736 > Ink discharge > Job start and Specific interval > Mode2 (160)

 **NOTE**

Settings are set by the environment showed in the chart below.



When selecting [04 All], waste paper is printed every job printout.

**5** [Start] key > [03 Feeder]

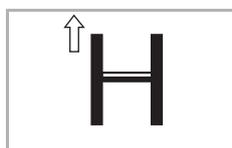
Select the paper source of waste paper.

**6** [Start] key > [Stop] key > [Close]

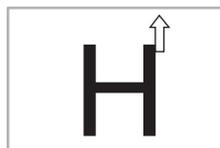
The settings are configured and the screen returns to Professional settings menu.

In case that no improvement is observed, contact our service representative.

## Void area at the leading edge



Bad



Good

The ink in the nozzles that have not been discharged for a while has become transparent due to material separation caused by evaporation of moisture, etc.

### **1** Configure print head cleaning operation according to paper width

Use this setting when there is any void area at the leading edge of the paper after changing to a print job with a different paper width.

- 1 [Home] key > [...] > [Professional Settings] > [U730 Set Head Cleaning] > [03 Purge(Width)]
- 2 Select [02 On] or [03 On(Width>SRA3)].  
 When selecting [02 On], if the paper width is larger than that of the previous job (but SRA3 width or less), the machine determines whether to perform automatic head cleaning.  
 When selecting [03 On(Width>SRA3)], if the paper width is larger than that of the previous job (and larger than SRA3 width), the machine determines whether to perform automatic head cleaning.
- 3 [Start] > [Stop] key > [04 Interval(Width)]
- 4 Select the time interval > [Start] key.  
 You can select [10min], [20min], and [30min] as the time interval.  
 If the mode is [Quality] and the problem is not solved, go to the next step.

## 2 When white bands occur when starting the first print of a job, configure the ink discharge timing

- 1 [Home] key > [...] > [Professional Settings] > [U736 Set Waste Paper] > [01 Ink Discharge] > [02 Job Start] > [Start] key.

## 3 When white bands occur in the middle of a print job, confirm whether any color is set to [On] in [U734 Set Paper Discharge Mode]

- 1 [Home] key > [...] > [Professional Settings] > [U734 Set Paper Discharge Mode] > [01 CMY] or [02 K] > [On] > [Start] key

## 4 In case that no improvement is observed, configure the ink discharge timing

- 1 [Home] key > [...] > [Professional Settings] > [U736 Set Waste Paper] > [01 Ink Discharge] > [02 Job Start] > [Start] key > [Stop] key.
- 2 Select [02 Specific Interval].
- 3 Select the interval any one of the [01 Mode1] (40) to [03 Mode3] (400)  
 The number in parentheses is the interval (images) at which ink ejection starts.  
 In case that no improvement is observed, contact our service representative.

## Dirty print out

### 1 Adjust print margin

- 1 [Home] key > [...] > [Professional Settings] > [U402 Adjust Print Margin]
- 2 Adjust the setting value using [+], [-] key and numeric keypad, within the range of 2 to 4 mm.
- 3 Press the [Start] key > [Stop] key.  
 In case that no improvement is observed, then go to next step.

## 2 Check media setting

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

In case that no improvement is observed, then go to next step.

## 3 Check the paper path

Jammed paper under print head gets ink.

Remove the jammed paper under the print head.

➔ [Clearing Paper Jam under Print Head \(page 4-71\)](#)

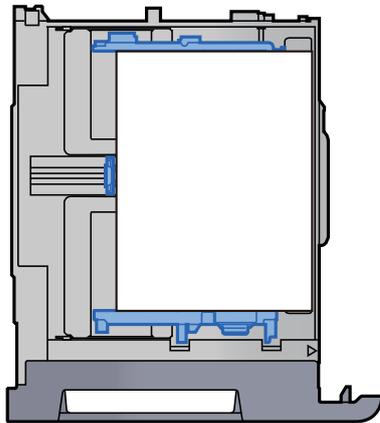
In case that no improvement is observed, then go to next step.

## 4 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

1 Load paper.



### CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

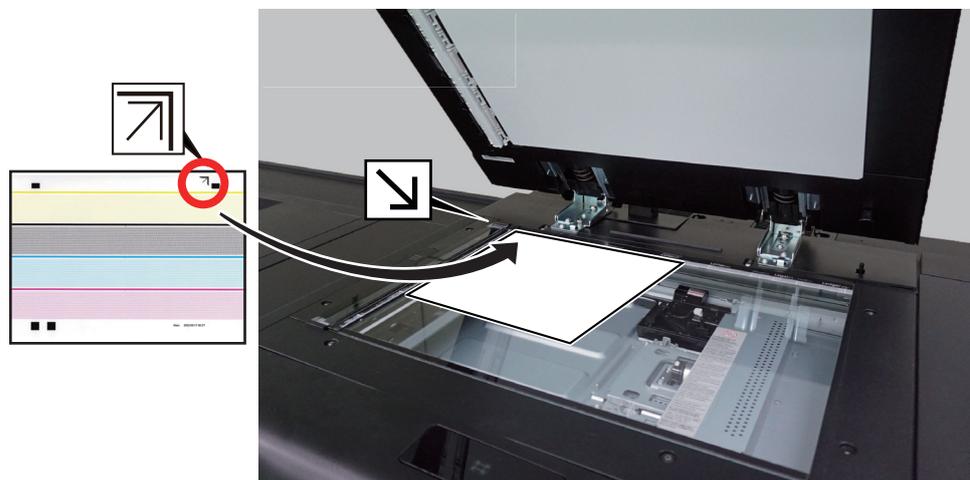
 **IMPORTANT**

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

- 2 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- 3 When “Scan” is displayed in “01 Action”, as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 4 Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

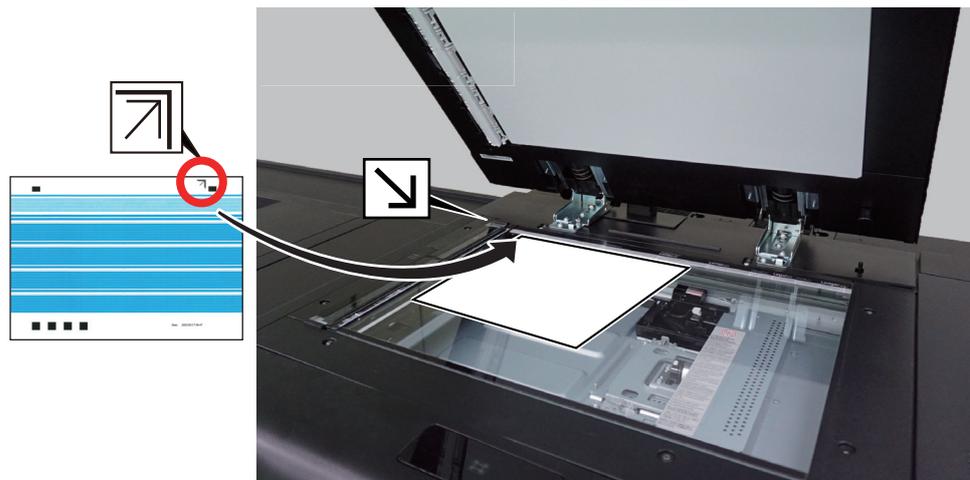
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- 5 As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select **[Start]** to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 4-5 and 4-6 to scan the chart in the order of magenta, yellow, and black. Nozzles where ink is not landing correctly are detected. After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color. If there is even one defective nozzle, go to the next step.

## 5 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 **[Stop]** key > select **[01 Cleaning]**.
- 2 Select the color which has clogged nozzles > select **[Strong]** as the strength of cleaning > **[Start]** key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.



**NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and "Complete" is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

In case that no improvement is observed, contact our service representative.

## Smudge or Dirty paper edge

### 1 Change paper

- ➔ "Troubleshooting When Printing Image" > "Smudge or Dirty paper edge" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 2 Check media setting

- ➔ Media Type and Media Weight (Chapter 15) in Operation Guide

In case that no improvement is observed, then go to next step.

### 3 Paper load check

- ➔ Loading Paper (Chapter 7) in Operation Guide

In case that no improvement is observed, then go to next step.

### 4 Check paper

- ➔ "Troubleshooting When Printing Image" > "Smudge or Dirty paper edge" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 5 Check usage environment

- ➔ "Troubleshooting When Printing Image" > "Smudge or Dirty paper edge" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 6 Check printouts

High coverage or high ink consumption.

- 1 Reduce ink consumption with image processing using Fiery Controller.

- ➔ Printing System 50 user guides

You can download the user guide from the URL below.

<https://services.efi.com/support/vfigs/3784295173/default.aspx>

In case that no improvement is observed, contact our service representative.

## Ink bleed

### 1 Check media setting

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

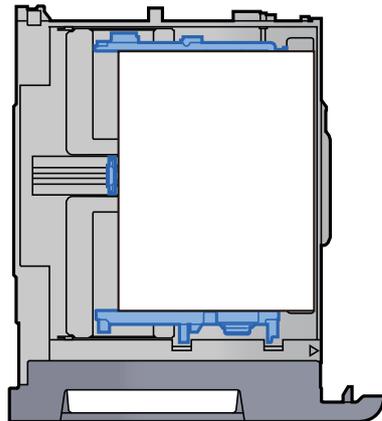
In case that no improvement is observed, then go to next step.

### 2 Detect the defective nozzles

Detect whether there are clogged nozzles or nozzles with ink drop mis-landing.

Each nozzle detection requires five sheets of paper.

1 Load paper.



#### CAUTION

- The top/bottom and sides of the paper must be even when loading the paper. Any part of the paper that is out of place may fold, contact the print head, and cause failure or a paper jam.
- Before loading the paper, be sure that it is not curled or folded. The fold or curl may damage the print head or cause a paper jam.
- Adjust the paper length guide and paper width guide so that there are no gaps between the guides and the paper. Any part of the paper that is out of place may fold, contact the print head, and cause print head damage, skewed feeding, or a paper jam.

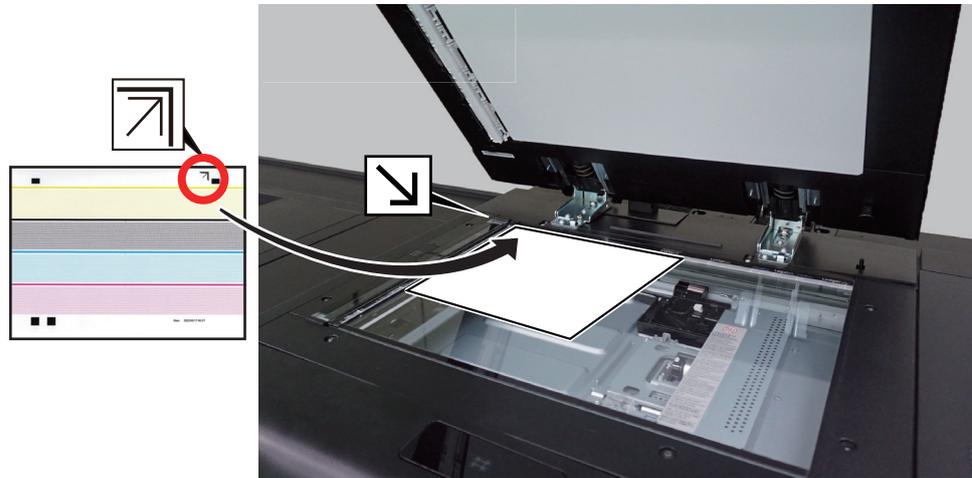
#### IMPORTANT

- The largest size of paper loaded in the paper sources is automatically selected. Load the paper whose size is A4/Letter or larger.
- After removing new paper from its packaging, fan the paper before loading it in the cassette.
- Load the paper with the print side facing down.
- To print a chart from Cassette 5 to 8, the Multipurpose Tray, or the 550-sheet Multipurpose Tray, load the paper with the print side up.
- Align the edges of the paper before loading it.
- Ensure that the loaded paper does not exceed the level indicator (see illustration above).

- 2 [Home] key > [...] > [Professional Settings] > [U744 Head Cleaning] > [02 Check]

A chart for nozzle check is printed.

- 3 When "Scan" is displayed in "01 Action", as shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 4 Select [Start].

After the chart is scanned, the number of clogged nozzles of each color is displayed.

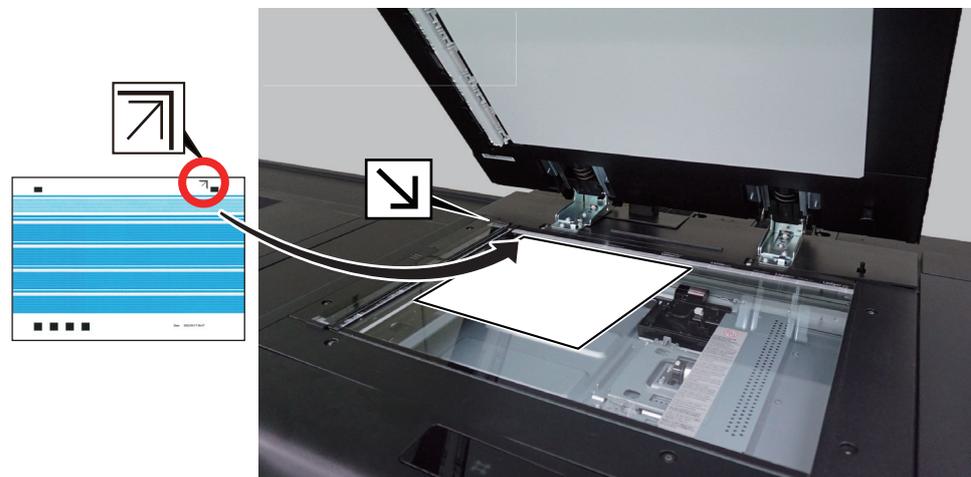
 **IMPORTANT**

Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.

➔ [List of Error Code on U744 \(page 5-7\)](#)

Subsequently, a chart for nozzle check (cyan, magenta, yellow, black) is printed to detect the nozzles where ink is not landing correctly.

- 5 As shown in the illustration, place the chart on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the chart for nozzle check may be in from the edge, depending on the size of the chart. Regardless of the position of the arrows, place the chart in the upper left corner of the glass platen.

- 6 Select [Start] to scan the chart.

 **IMPORTANT**

- If there are lots of nozzles with ink drop mis-landing, it may take some time to detect.
- If the number of ink drop mis-landing nozzles exceeds 40, correction is interrupted and the message “Cannot correct a part of the nozzle.” is displayed.
- Depending on the condition of the machine, other errors may occur during processing. For details on error codes and their remedies, refer to the following.
  - ➔ [List of Error Code on U744 \(page 5-7\)](#)

- 7 Repeat steps 2-5 and 2-6 to scan the chart in the order of magenta, yellow, and black.

Nozzles where ink is not landing correctly are detected.

After scanning all the charts, “Complete” is displayed in “02 Phase” and the number of ejection defects will be displayed for each color.

If there is even one defective nozzle, go to the next step.

### 3 Execute print head cleaning

If there is even one defective nozzle, execute print head cleaning.

- 1 [Stop] key > select [01 Cleaning].
- 2 Select the color which has clogged nozzles > select [Strong] as the strength of cleaning > [Start] key.

You can also select the strength of cleaning with the [+], [-] keys > [Start] key.

 **NOTE**

There are four types of cleaning strength: [Light], [Normal], [Strong], and [Ex Strong]. The higher the strength, the more ink is consumed during cleaning.

The head cleaning begins. The time required is displayed while cleaning is in progress, and “Complete” is displayed when it is completed.

- 3 If the nozzle clog is not solved using head cleaning three times, change the strength of cleaning to [Ex Strong] and execute cleaning three times.

If the nozzle clog is not solved, go to the next step.

### 4 Check paper

- ➔ "Troubleshooting When Printing Image" > "Ink bleed" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 5 Check paper

Paper get moisture since it is stored in high humidity environment.

- 1 [Home] key > [...] > [Professional Settings] > [U327 Set Cassette Heater Control]

- 2 Confirm whether this setting is configured to [Mode 1].

When configured to [Mode 1], the cassette heater is always on. When configured to [Mode 2], the cassette heater turns on only when the power switch and main power switch are off.

- 3 Change to [Mode 1] if this setting is configured to [Mode 2] > [Start] key.

In case that no improvement is observed, then go to next step.

## 6 Change paper

Ink infiltrate sideways with paper that is quick infiltration.

- 1 Change paper with slow infiltration.

In case that no improvement is observed, then go to next step.

## 7 Adjust the ink density for each nozzle (Auto Correction)

Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

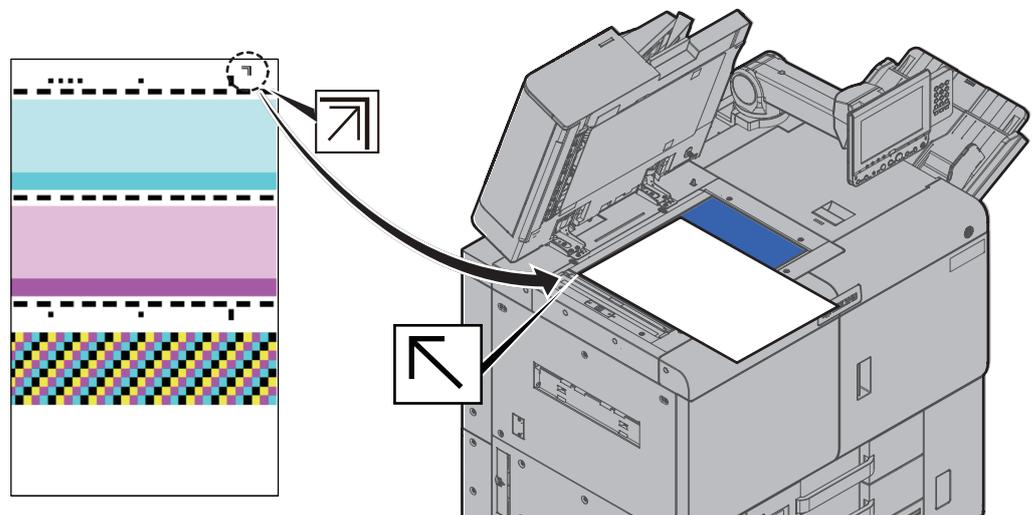
- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]

- 2 Select [01 M/C] or [02 K/Y].

After cleaning the print head, the check chart for uneven density is printed.

- 3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.

As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



### NOTE

The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

- 4 Press the [Start] key.

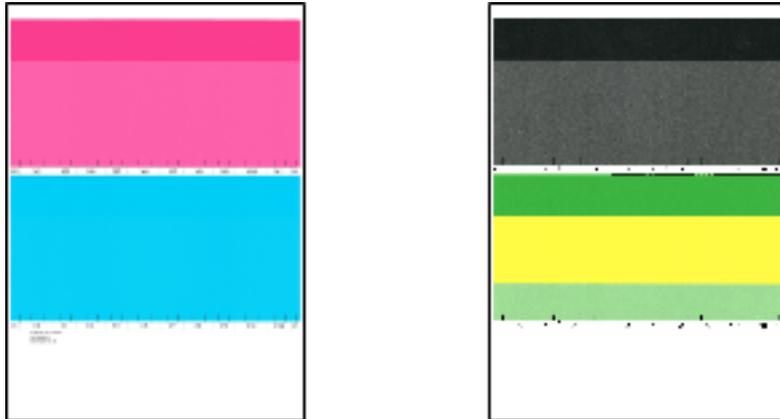
The chart is scanned and the Head drive voltage is automatically adjusted.

In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

## 8 Adjust the ink density for each nozzle (Manual Correction)

- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

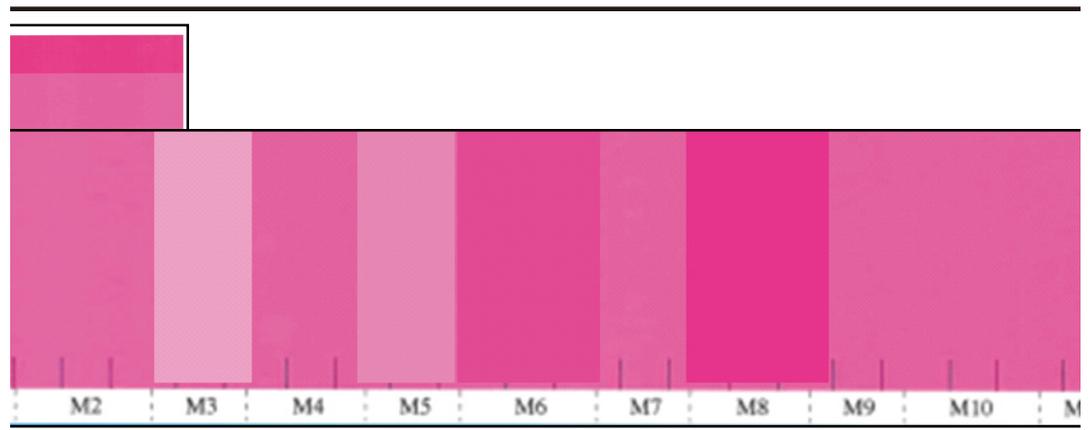
The check chart for uneven density is printed.



- 2 Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



- 3 Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.

### NOTE

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

In case that no improvement is observed, contact our service representative.

## Bleeding

### 1 Check media setting

- ➔ Media Type and Media Weight (Chapter 15) in Operation Guide

In case that no improvement is observed, then go to next step.

### 2 Check paper

- ➔ "Troubleshooting When Printing Image" > "Bleeding" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 3 Check paper

Paper get moisture since it is stored in high humidity environment.

- 1 [Home] key > [...] > [Professional Settings] > [U327 Set Cassette Heater Control]

- 2 Confirm whether this setting is configured to [Mode 1].

When configured to [Mode 1], the cassette heater is always on. When configured to [Mode 2], the cassette heater turns on only when the power switch and main power switch are off.

- 3 Change to [Mode 1] if this setting is configured to [Mode 2] > [Start] key.

In case that no improvement is observed, then go to next step.

### 4 Change paper

Ink infiltrate sideways with paper that is quick infiltration.

- 1 Change paper with slow infiltration.

In case that no improvement is observed, then go to next step.

### 5 Adjust the ink density for each nozzle (Auto Correction)

Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

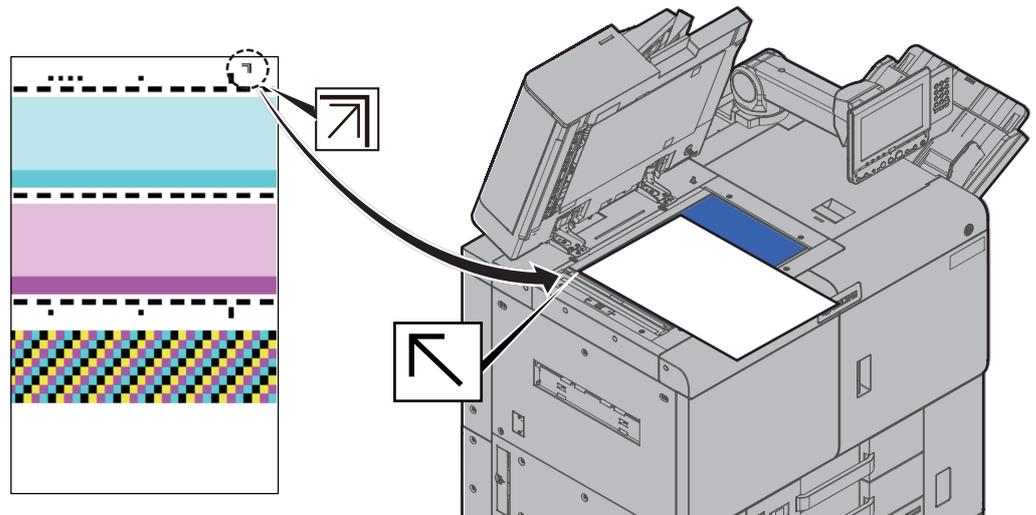
- 1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]

- 2 Select [01 M/C] or [02 K/Y].

After cleaning the print head, the check chart for uneven density is printed.

- 3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.

As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



 **NOTE**

The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

**4** Press the [Start] key.

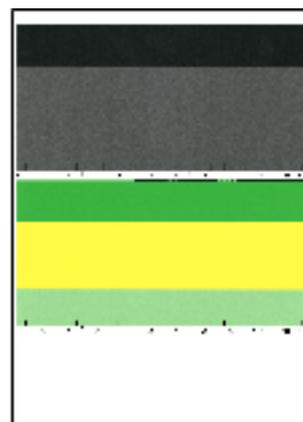
The chart is scanned and the Head drive voltage is automatically adjusted.

In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

**6 Adjust the ink density for each nozzle (Manual Correction)**

**1** [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

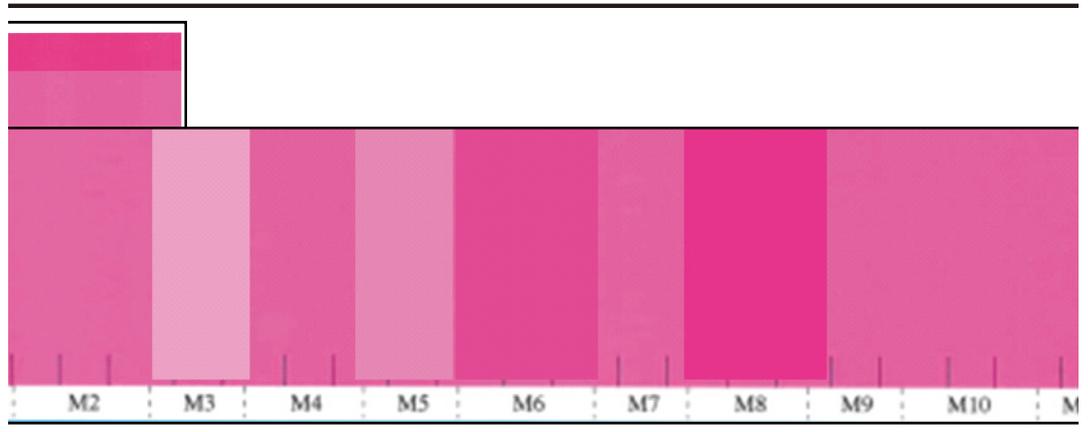
The check chart for uneven density is printed.



- 2 Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



- 3 Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.

 **NOTE**

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

In case that no improvement is observed, contact our service representative.

## Lose image by touching

### 1 Make sure the ink is dry

➔ "Troubleshooting When Printing Image" > "Lose image by touching" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 2 Check media setting

➔ Media Type and Media Weight (Chapter 15) in Operation Guide

In case that no improvement is observed, then go to next step.

### 3 Check paper

➔ "Troubleshooting When Printing Image" > "Lose image by touching" (Chapter 19) in Operation Guide

In case that no improvement is observed, then go to next step.

### 4 Check paper

Paper get moisture since it is stored in high humidity environment.

1 [Home] key > [...] > [Professional Settings] > [U327 Set Cassette Heater Control]

2 Confirm whether this setting is configured to [Mode 1].

When configured to [Mode 1], the cassette heater is always on. When configured to [Mode 2], the cassette heater turns on only when the power switch and main power switch are off.

3 Change to [Mode 1] if this setting is configured to [Mode 2] > [Start] key.

In case that no improvement is observed, then go to next step.

### 5 Adjust the ink density for each nozzle (Auto Correction)

Discharge velocity get slow because the print head drive voltage value is not appropriate, depending on the color.

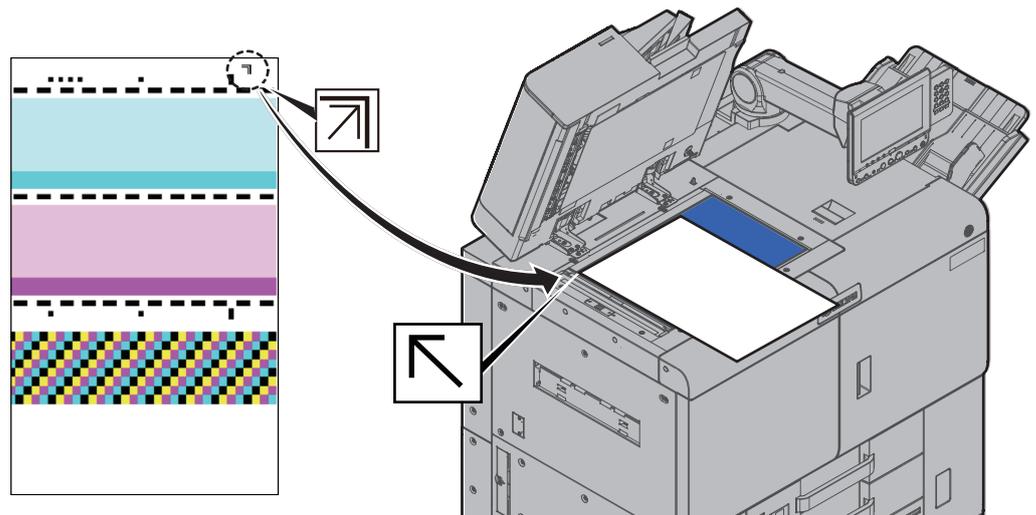
1 [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [01 Auto] > [01 IJ Matte Paper] or [02 Other Paper]

2 Select [01 M/C] or [02 K/Y].

After cleaning the print head, the check chart for uneven density is printed.

3 Align the mark on the chart arrow with the mark on the upper left corner of the platen glass.

As shown in the illustration, place the pattern on the glass platen with the printed side down and the edge with the arrows toward the back.



#### NOTE

The printed position of the arrows in the nozzle check pattern may be in from the edge, depending on the size of the pattern. Regardless of the position of the arrows, place the pattern in the upper left corner of the glass platen.

**4** Press the [Start] key.

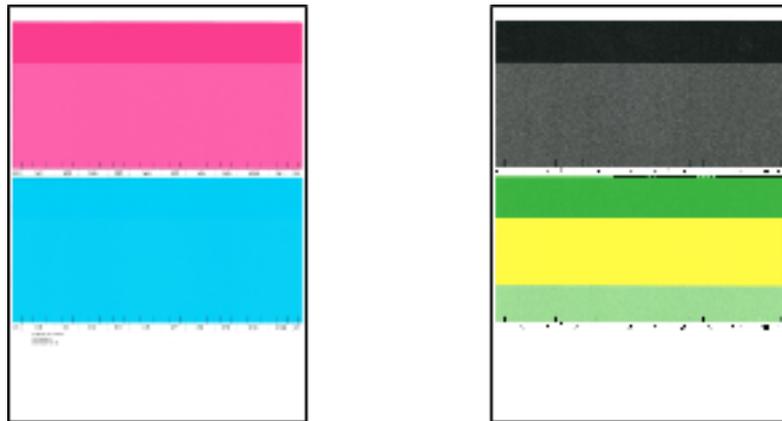
The chart is scanned and the Head drive voltage is automatically adjusted.

In case that no improvement is observed, then go to next step to adjust the Head drive voltage manually.

**6 Adjust the ink density for each nozzle (Manual Correction)**

**1** [Home] key > [...] > [Professional Settings] > [U750 Set Head Coefficient] > [02 Manual] > [01 Inkjet Matte Paper] or [02 Other Paper] > [01 Print]

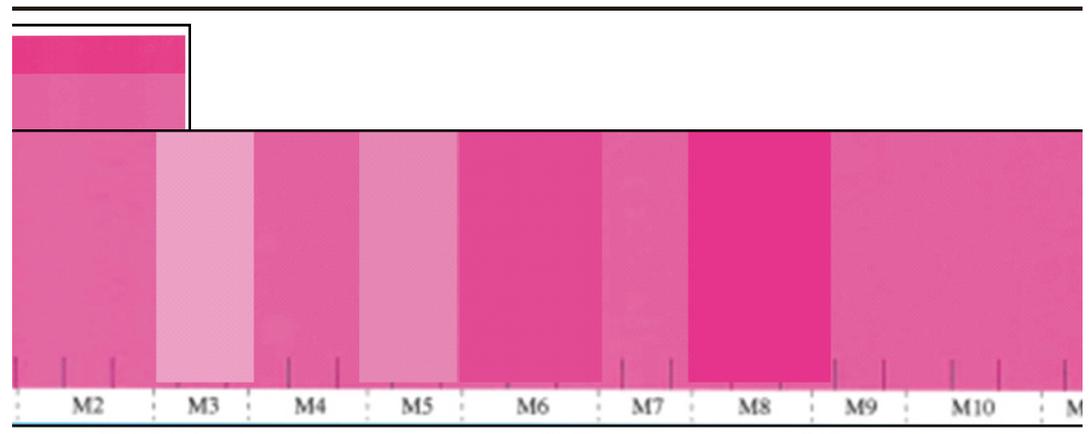
The check chart for uneven density is printed.



**2** Check if there is uneven density in the main scanning direction of the chart.

Based on the seventh density (M7, K7, etc.), visually check the density to be uniform, and determine the adjustment value.

In the magenta example below, M3 and M5 have low densities, you need to increase the drive voltage. On the other hand, M8 is high in density, you need to lower the drive voltage.



**3** Change the drive voltage coefficient for numbers with contrast differences > [Start] key.

The amount of data change in the drive voltage coefficient is 0.01.

Increasing the coefficient with [+] will increase the drive voltage and density. If you want to increase the density, you can set it up to +0.05.

Decreasing the coefficient with [-] will decrease the drive voltage and density. If you want to decrease the density, you can set it up to -0.05.

 **NOTE**

Check the head temperature when adjusting the voltage of print head, because the viscosity of the ink changes with the head temperature and the print density also changes with the increase of the discharge amount.

- 4 Repeat steps until uneven density is resolved.

In case that no improvement is observed, contact our service representative.

## Blank patches (holes) in the printed image

This machine has a function to detect missing parts (holes) in the conveying CIS and mask the image of those parts. This prevents the back of the paper from being smudged by ink ejection onto the print transfer belt. However, when printing on paper that looks like a hole when see-through, ink is not ejected to the part that is considered a hole, and a white-out part occurs. Change the paper hole detection size.

- 1 **[Home] key > [...] > [Professional Settings] > [U755 Adjust Conveying CIS] > [07 Masking Detect]**

- 2 **Select item (level) of masking detection**

The items are as follows.

Item	Description
01 Level1	0dot (0mm): If there is a gap (hole) on the paper even at 1 dot, the image is masked.
02 Level2	The paper hole detection size is 6 dots (0.51mm) or more.
03 Level3	The paper hole detection size is 12dot (1.02mm) or more.
04 Level4	The paper hole detection size is 18dot (1.52mm) dots or more.

 **CAUTION**

If this setting is changed to Level 2, when there is a hole of 1 mm or less in the paper, the CIS of machine will not recognize it as a hole and the printer will eject the ink to entire the paper. So the image conveying belt may cause to be soiled with ink.

## "Eject Ink Where There is No Paper" error occurs frequently

If printing stops frequently due to "Eject Ink Where There is No Paper" error, follow the steps below.

- 1 **Check paper**

Confirm that the paper size is uniform, the paper is square, and the paper is not curled. If there is any problem on paper, replace it with paper of uniform dimensions. If you have a cutting machine, cut it again.

In case that no improvement is observed, then go to next step.

## **2 Paper load check**

➔ Loading Paper (Chapter 7) in Operation Guide

In case that no improvement is observed, then go to next step.

## **3 When using custom paper, adjust the paper size and type in System menu.**

➔ Paper Size and Media Type (Chapter 15) in Operation Guide

In case that no improvement is observed, then go to next step.

## **4 Check and adjust print start position**

➔ [Aligning the Leading Edge \(page 2-5\)](#)

In case that no improvement is observed, then go to next step.

## **5 Check the installation conditions of optional paper feeder**

If the paper is skewed with respect to the image, the optional paper feeder may be installed at an angle to the machine. Contact your service representative.

# Troubleshooting When Feeding Paper

## Clearing Paper Jam under Print Head

When the paper jam under the print head occurs, the following message appears.

"System error. 7940"

Follow the steps below to clear the jammed paper, and clean the image conveying belt to prevent ink stains on the back of the paper in the following print.

 **IMPORTANT**

When clearing paper jam under the print head, prepare the following.

- Rubber gloves
- Screw driver
- Kim towel white or BEMCOT
- Designated deionized water

### 1 Turn off and on the main power switch

 **IMPORTANT**

When turning off the power switch, do not turn on it again immediately. Wait more than 5 seconds, and then turn on the main power switch.

When the power is turned on, the jam code "J0010" is displayed.

### 2 Press [Status/Job Cancel] key to confirm the jam location

### 3 Wear the rubber gloves

### 4 Look at the jam guidance on the operation panel to clear the jammed paper under the print head and CIS regist section

Even in this state, the jam code "J0010" is displayed.

### 5 [Home] key > [...] > [Professional Settings] > [U740 Setup] > [01 Feed Belt] > [02 Execute] > [Start] key

If the device receives a new Job while displaying J0010, you cannot enter Professional setting. Please cancel the Job once.

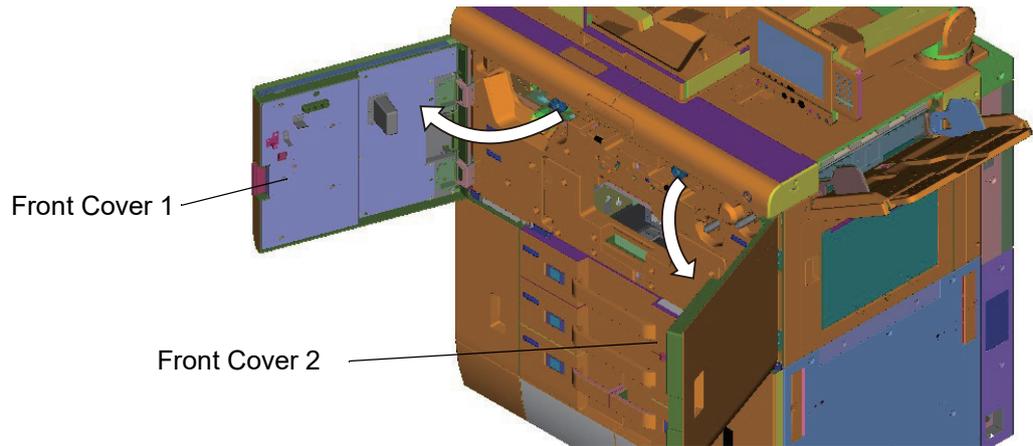
### 6 When "E0070" appears on [01 STEP], open the Front Cover 1 and 2 to check and clear jammed paper, wait until status LED A1 to 3 turn off

### 7 Close the Front Cover 1 and 2. When "AUTO0700" appears on [01 STEP], [02 Execute] > [Start] key

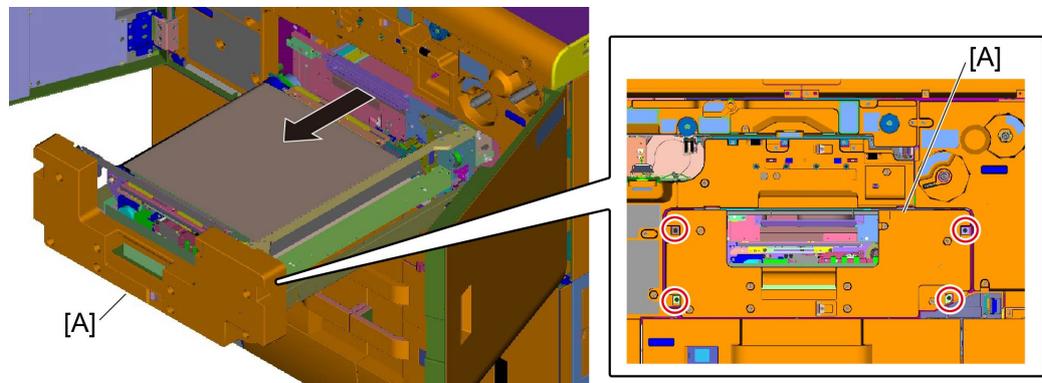
The image conveying belt moves to the removal position, and head cleaning starts.

### 8 When "MANUAL0071" appears on [01 STEP] and "Power off" is displayed on the operation panel, turn off the power switch

## 9 Open the Front Cover 1 and 2

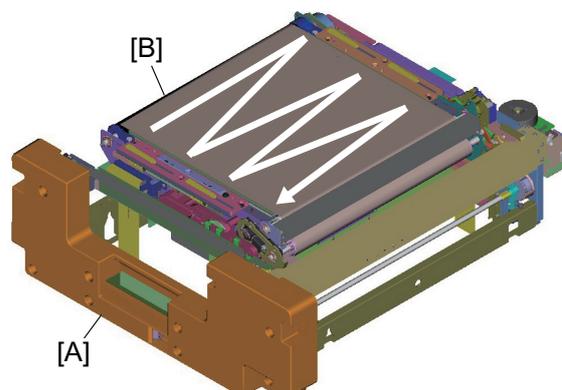


## 10 Remove four screws on the image conveying unit [A], and pull out the unit

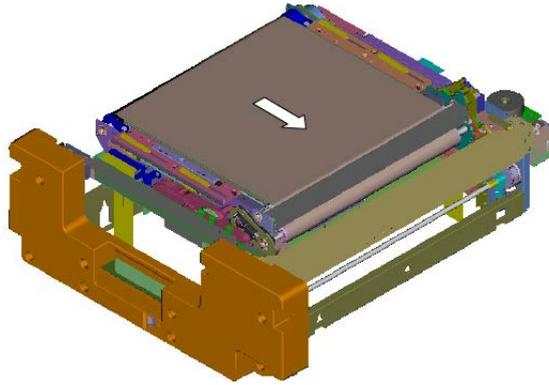


## 11 Clean the image conveying belt

- 1 Moisten the Kim towel with deionized water.
- 2 Wipe off ink adhering to the image conveying belt [B], keeping it on Image conveying unit [A].



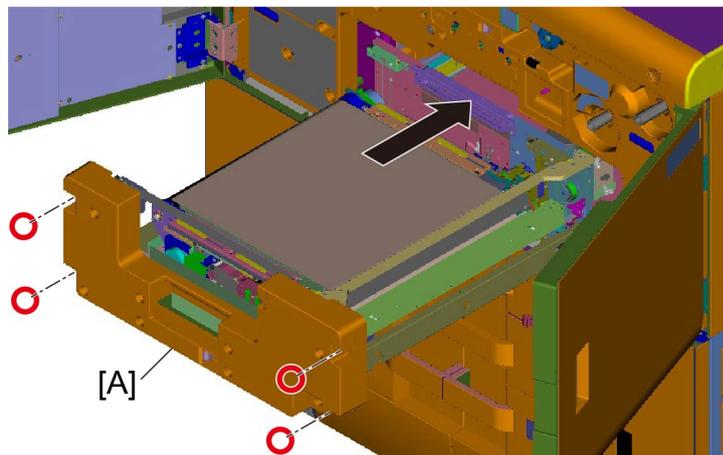
- 3 Rotate belt in the direction of the arrow.



✔ IMPORTANT

When rotating the image conveying belt, do not exceed two revolutions. If the image conveying belt is turned too much, the belt may meander or break.

- 12 Push the Image conveying unit into the machine, and fasten it with four screws



- 13 Close the Front Cover 1 and 2

- 14 Turn on the power switch

Attention LED on the operation panel lit.

- 15 [Home] key > [...] > [Professional Settings] > [U740 Setup] > [01 Feed Belt] > [02 Execute] > [Start] key

- 16 When “E0070” appears on [01 STEP], open the Front Cover 1 and 2 and wait until status LED A1 to 3 turn off.

- 17 Close the Front Cover 1 and 2. When “E0070” appears on [01 STEP], [02 Execute] > [Start] key

- 18 When “MANU0701” appears on [01 STEP], [02 Execute] > [Start] key

## 19 When “AUTO0702” appears on [01 STEP], [02 Execute] > [Start] key

The image conveying belt moves to the original position, and head cleaning starts. At this time, “E0070” disappears on [01 STEP].

It will take approximately five minutes to complete the head cleaning.

Other errors may occur during processing depending on the status of the machine. If an error code is displayed, refer to the table below to clear the error.

Item	Description
E0010	The front cover is open. Confirm the opening cover and close it.
E0020	The cover for ink container (Front Cover 3) is open. Close the cover.
E0031	The yellow ink container is not installed correctly. Install the ink container again.
E0032	The black ink container is not installed correctly. Install the ink container again.
E0033	The cyan ink container is not installed correctly. Install the ink container again.
E0034	The magenta ink container is not installed correctly. Install the ink container again.
E0041	The yellow ink container is empty. Replace the ink container.
E0042	The black ink container is empty. Replace the ink container.
E0043	The cyan ink container is empty. Replace the ink container.
E0044	The magenta ink container is empty. Replace the ink container.
E0050	It is almost time to replace the cleaning liquid tank. Obtain a new one.
E0070	There is paper on the image conveying belt. Open the front cover to remove the paper.
E0140	The image conveying unit is not installed correctly. Install it again.

If an error code other than the above is displayed, contact your service representative.

## 20 When “Finish” appears on [01 STEP], select [Close] twice to exit Professional Settings

## 21 Turn off and on the power switch

### IMPORTANT

When turning off the main power switch, do not turn on it again immediately. Wait more than 5 seconds, and then turn on the main power switch.

## 22 Confirm that the error message does not appear

### IMPORTANT

Remove the paper from the paper source at once, confirm that paper has no bent or warp, and then load it again.

After that, perform head cleaning after clearing the paper jam and check that there is no problem with the image quality and that there is no paper left on the print head.

Also, as corrective action for paper jam, confirm and perform the following.

Adjust the print margin: set the print margin to 4 mm when the paper edge margin is narrow and a high-resolution image is printed on the paper edge.

➔ [Adjusting Print Margin \(page 2-15\)](#)

Adjust the curl amount of PaperCatalog or custom paper: adjust the decurl settings according to the weight of the paper and the image printing rate.

➔ Chapter 5 and 6 of Operation Guide

Check and correct the curl of the paper

➔ [Paper jam with dog ear, skew, creasing, fixing failure and curling \(page 4-75\)](#)

## Paper jam with dog ear, skew, creasing, fixing failure and curling

### 1 Check paper and paper path

Paper stuck with paper piece. Or leading edge get folded.

- 1 In case that dog ear is observed, check and remove paper piece, foreign material or burr on parts in paper path.
- 2 If there is paper that get folded then remove it.

### 2 Check paper curl

Paper get curled.

#### NOTE

If the jammed paper is curled when a paper jam occurs under the print head, adjust the curl on the machine's decurler unit.

If the paper ejected from the 5,000-sheet stacker or 4,000-sheet finisher is curled, adjust the curl of the Inverter and Decurler Unit.

- 1 [Home] key > [...] > [Professional Settings] > [731 Set Decurler]
- 2 Select [Simplex], [Duplex], [Simplex(DE)] or [Duplex(DE)].  
 Select [Simplex] or [Duplex] when setting the decurl of the decurl unit for main unit.  
 Select [Simplex(DE)] or [Duplex(DE)] when setting the decurl of the decurl unit for Inverter and Decurler Unit.

**3** Select the paper weight you want to adjust.

The specifications of the values that can be set according to the printing surface and the paper weight are as follows.

Decurl unit for main unit

Item	Simplex			Duplex		
	Range	Default	Amount of change	Range	Default	Amount of change
Normal 1	1.0 to 6.0	+1	1	3.0 to 6.0	+4	1
Normal 2	1.0 to 6.0	+1	1	3.0 to 6.0	+4	1
Normal 3	1.0 to 5.0	+1	1	2.0 to 5.0	+4	1
Heavy 1	1.0 to 4.0	+1	1	2.0 to 4.0	+3	1
Heavy 2	1.0 to 3.0	+1	1	1.0 to 3.0	+1	1
Heavy 3	1.0 to 2.0	+1	1	1.0 to 2.0	+1	1
Heavy 4	1.0 to 2.0	+1	1	1.0 to 2.0	+1	1
Heavy 5	1.0 to 2.0	+1	1	1.0 to 2.0	+1	1
Heavy 6	1.0 to 2.0	+1	1	1.0 to 2.0	+1	1

Decurl unit for Inverter and Decurler Unit

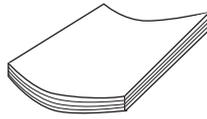
Item	Simplex(DE)			Duplex(DE)		
	Range	Default	Amount of change	Range	Default	Amount of change
Normal 1	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Normal 2	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Normal 3	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Heavy 1	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Heavy 2	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Heavy 3	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Heavy 4	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Heavy 5	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5
Heavy 6	0.0 to 6.0	1.0	0.5	-6.0 to 6.0	0.0	0.5

Except for the 5,000-sheet stacker and finisher tray B, the curl is corrected during both single-sided printing and double-sided printing, and the front side is ejected with the front side facing down. At this time, if there is a downward curl, adjust the curl by changing it to a value larger than the default setting.

If you change the value too high, reverse curl (secondary curl) may occur.



On the other hand, when printing on both sides, if the water content of the back surface is higher than that of the front surface, such as text in which the entire back surface is an image and the front surface is small, there will become upward curling. In this case, adjust the curl by changing it to a value smaller than the default setting.



- 4 Enter the value> [Start] key > [Stop] key.

### 3 Check paper creasing

Paper get creased.

- 1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [03 DE] > [01 Paper Loop1] or [02 Paper Loop2]

 **NOTE**

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

- 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

Item	Description	Range	Default	Amount of change
<b>01 Paper Loop1</b>	Adjust the paper loop when printing on single side (odd page pass).	-10 to 10	-	1 mm
<b>02 Paper Loop2</b>	Adjust the paper loop when printing on double side (even page pass).	-10 to 10	-	1 mm

Increasing the value will improve paper creasing, dog ear, and skew. Increasing the value too much may cause a paper jam.

Decreasing the value will improve the image distortion. Decreasing the value too much may cause the no-paper feeding.

- 3 Press the [Start] key > [Stop] key.

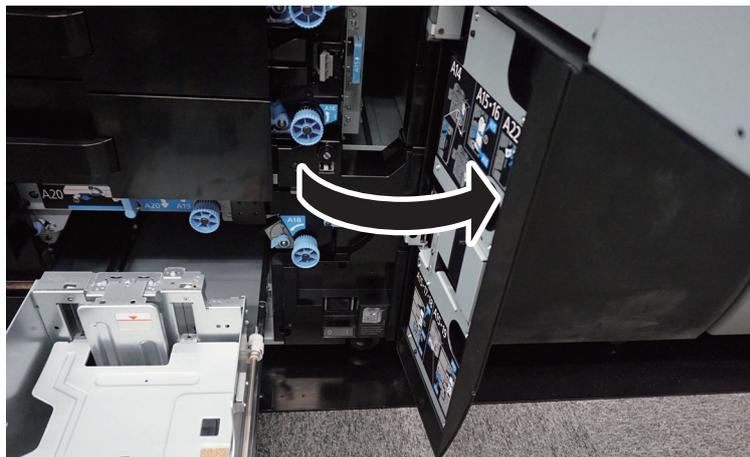
## Double feed occurs frequently

The feed pressure of the retard roller is high. Adjust the retard roller feed pressure low.

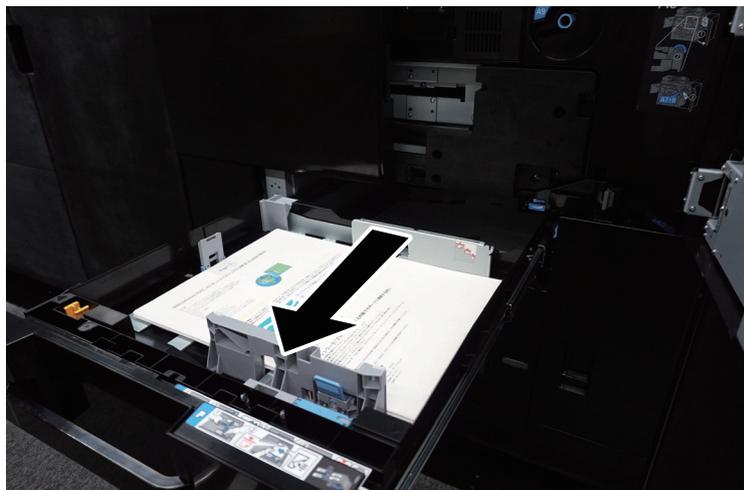
### 1 Open the Front Cover 2.



When adjusting the feeding pressure of the cassette 4, also open the front cover 4. This makes it easier to operate the paper feed pressure lever.



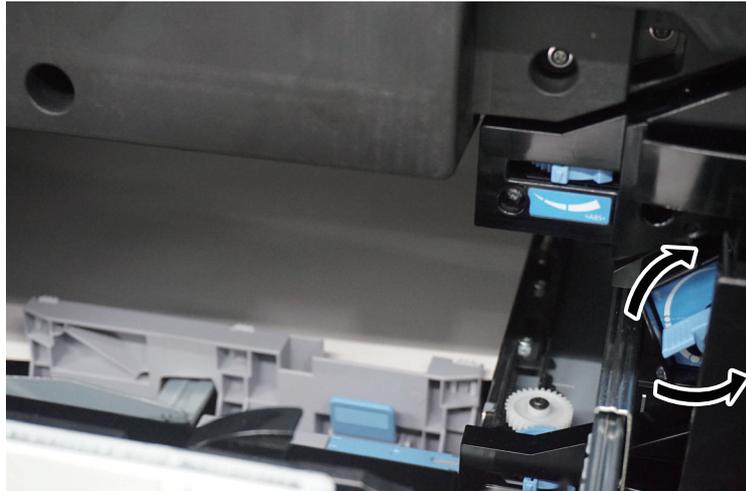
### 2 Pull out the cassette.



#### NOTE

When adjusting the feeding pressure of cassette 2, also pull out cassette 1. This makes it easier to operate the feed pressure lever.

### 3 Move the feed pressure lever of retard roller to the 20% down position.

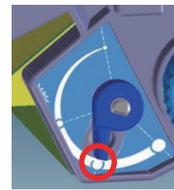


20% down

Normal position

10% up

20% up



Separation power  
up



Feed power up

#### ✔ IMPORTANT

- The retard pressure can be adjusted in 4 steps: 10% up, 20% up, normal position, and 20% down. If you want to increase the retard pressure, move the lever downward, and if you want to lower it, move the lever upward.
- When the retard pressure is low, the paper can be easily separated from the roller (the separation force is increased). If the retard pressure is high, it will be difficult for the paper to separate from the roller (the separation force is reduced, and some paper may be prone to double feed). Adjust the pressure while checking the feeding condition.

### 4 Close the Front Cover 2.

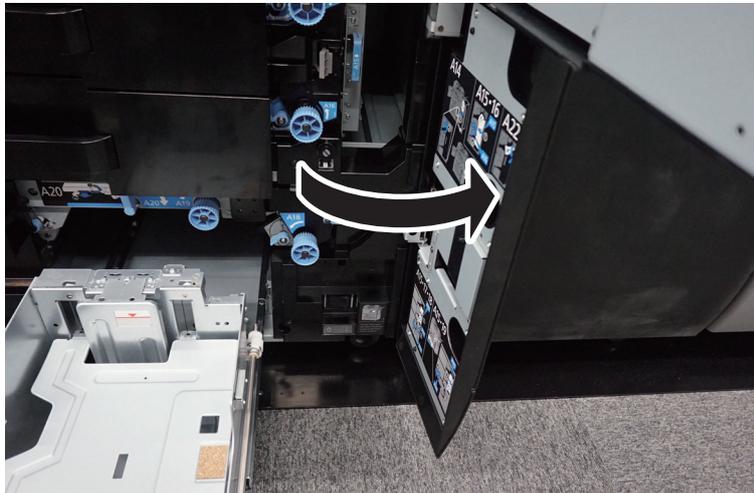
## Paper does not feed

Inkjet paper is fed from the cassette. Adjust the feed pressure of the pickup roller high.

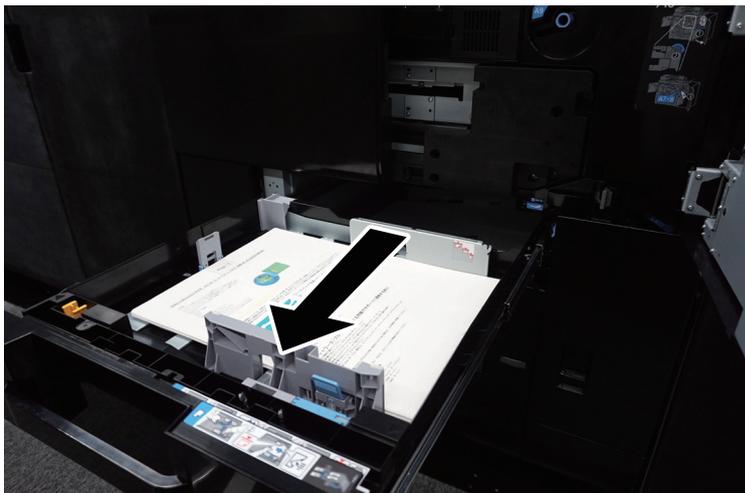
## 1 Open the Front Cover 2.



When adjusting the feeding pressure of the cassette 4, also open the front cover 4. This makes it easier to operate the paper feed pressure dial.



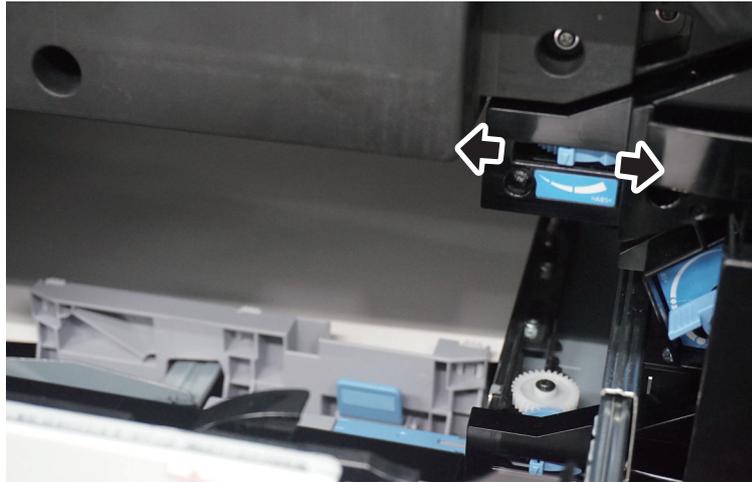
## 2 Pull out the cassette.



### NOTE

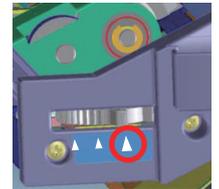
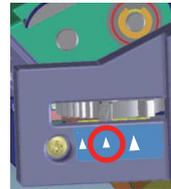
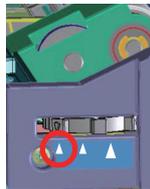
When adjusting the feeding pressure of cassette 2, also pull out cassette 1. This makes it easier to operate the feed pressure dial.

### 3 Move the feed pressure dial of pickup roller to the 60% up position.



Normal position            30% up            60% up

By improving the paper feed performance, you can improve the non-paper feed of slippery paper.



#### ✔ IMPORTANT

- The paper feed pressure can be adjusted in 3 steps: normal position, 30% up, and 60% up. If you are loading paper that is slippery or the paper cannot be fed, move the paper feed pressure dial to the 60% up position.
- If double feed occurs frequently with small paper such as A6 size, or if the leading edge of the paper is torn, move the paper feed pressure dial to the 30% up position.

### 4 Close the Front Cover 2.

# Troubleshooting When Discharging Paper

## The paper is output laterally from the right tray

The width guide is not properly adjusted according to the paper size. Adjust the width of the paper feed size specified in the right tray.

- 1 [Home] key > [...] > [Professional Settings] > [U754 Adjust Discharge Width] > [01 Width Adj]**
- 2 Adjust the discharge width using the [+], [-] keys and the numeric keypad > [Start] key > [Stop] key.**

## The corners of printouts are folded

When the corners of printouts are folded, adjust the air volume of the suction fan according to the type of paper.

- 1 [Home] key > [...] > [Professional Settings] > [U059 Set Fan Mode]**
- 2 Select the type of paper**  
The paper type can be selected from [01 Light], [02 Normal], [03 Heavy], and [04 Envelope].
- 3 Adjust the discharge width using the [+], [-] keys and the numeric keypad**

The range of the set value is as follows.

Item	Range	Default	Amount of change
01 Light	0 to 70	50	1
02 Normal	0 to 70	39	1
03 Heavy	0 to 70	70	1
04 Envelope	0 to 70	39	1

- 4 Press the [Start] key.**

## Punch position is misaligned

Cause	Corrective Actions	Reference Page
The position of the punched hole is misaligned forward or backward with respect to the end face of the paper (there is a difference between front and back).	Remedy 1: Adjust the back and forth difference of the punched hole.	<a href="#">page 4-83</a>
The stop timing of the position to open the punch hole is not correct.	Remedy 2: Adjust the stop timing of the position to open the punch hole.	<a href="#">page 4-84</a>
The center position of the punched hole is misaligned.	Remedy 3: Adjust the positions of the punched holes evenly from the center.	<a href="#">page 4-84</a>
Holes were punched in the thick paper.	Remedy 4: Add a correction value to support thick paper.	<a href="#">page 4-85</a>

### Remedy 1: Adjusting the back and forth difference of the punched hole

#### 1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [01 Punch Resist]



#### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

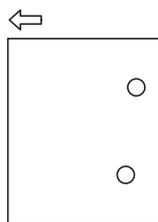
#### 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

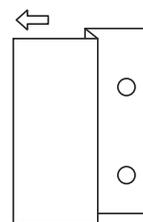
Item	Range	Default	Amount of change
01 Punch Resist	-20 to 20	0	0.15 mm

If the paper is conveyed obliquely (Sample 1), increase the setting value.

If the paper Z-folds (Sample 2), lower the setting value.



Sample 1



Sample 2

#### 3 Press the [Start] key > [Stop] key.

## Remedy 2: Adjusting the stop timing of the position to open the punch hole

### 1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [02 Punch Feed]



#### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

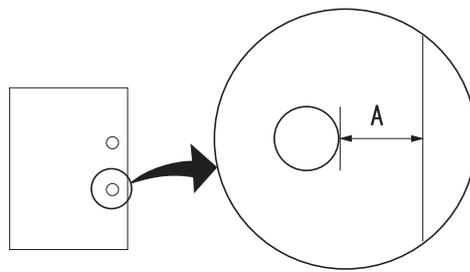
### 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

Item	Range	Default	Amount of change
02 Punch Feed	-10 to 10	0	0.30 mm

If the position of the punched hole is shorter than the specified value, increase the set value.

If the position of the punched hole is longer than the specified value, lower the set value.



Preset value A

9.75 mm (metric model)

0.25 inch (6.25 mm) (inch model)

### 3 Press the [Start] key > [Stop] key.

## Remedy 3: Adjust the positions of the punched holes evenly from the center

### 1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [03 Punch Width]



#### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

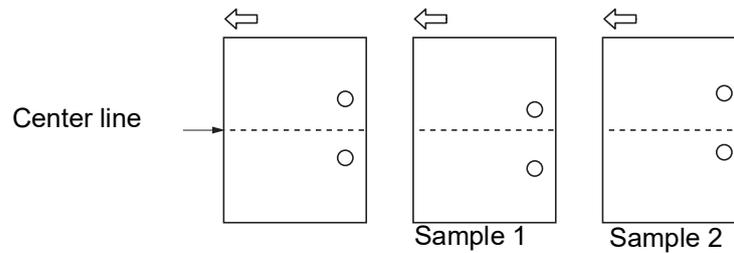
### 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

Item	Range	Default	Amount of change
03 Punch Width	-4 to 4	0	0.52 mm

If the position of the punched hole is shorter than the specified value, increase the set value.

If the position of the punched hole is longer than the specified value, lower the set value.



**3 Press the [Start] key > [Stop] key.**

**Remedy 4: Adding a correction value to support thick paper**

**1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [20 Punch(T) Resist]**



**NOTE**

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

**2 Adjust the setting value using [+], [-] key and numeric keypad.**

The range of the set value is as follows.

Item	Range	Default	Amount of change
20 Punch(T) Resist	-20 to 20	0	0.15 mm

**3 Press the [Start] key > [Stop] key.**

**The staple position is misaligned**

Cause	Corrective Actions	Reference Page
The center position of the staples is misaligned.	Remedy 1: Adjust the position of the staples evenly from the center.	<a href="#">page 4-85</a>
The position of the front/back staple is different from the specified amount.	Remedy 2: Adjust the position of the front or back staple.	<a href="#">page 4-86</a>

**Remedy 1: Adjusting the position of the staples evenly from the center**

**1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [08 Staple HP]**



**NOTE**

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

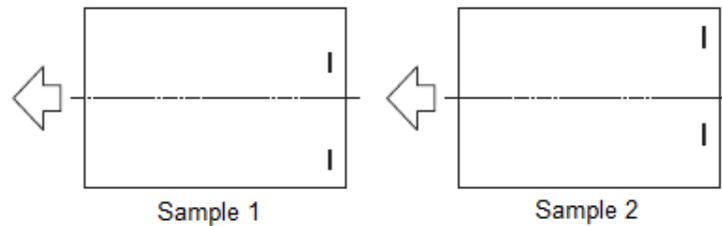
## 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

Item	Range	Default	Amount of change
08 Staple HP	-30 to 30	0	0.19 mm

If the staple position is shifted to the front side of the machine (Sample 1), increase the set value.

If the staple position is shifted to the rear side of the machine (Sample 2), lower the set value.



## 3 Press the [Start] key > [Stop] key.

### Remedy 2: Adjusting the position of the front or back staple

## 1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [18 Front Bind Staple] or [19 Back Bind Staple]



### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

## 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

Item	Range	Default	Amount of change
18 Front Bind Staple	-30 to 30	0	0.19 mm
19 Back Bind Staple	-30 to 30	0	0.19 mm

## 3 Press the [Start] key > [Stop] key.

## The paper is discharged without the edges being aligned

When outputting the multi-page printouts to the finisher, the first and second sheets are saved to the drum in the finisher until the third sheet is transferred to shorten the discharge time. At the timing when the third sheet is transferred to the Save drum, third sheet is sent to the finishing section together with the first and second sheets, and the edges of the sheets are aligned. If the paper overlaps within the Save drum or the timing of pulling in the third and subsequent sheets is shifted, the edges of the sheets will not align.

Cause	Corrective Actions	Reference Page
There is a gap in the timing of overlapping of the second sheet and the third sheet in the backup drum.	Remedy 1: Adjust the position of the second sheet and the third sheet in the backup drum.	<a href="#">page 4-87</a>
There is a gap in the pull-in timing of the sheets up to the 3rd and the 4th subsequent sheets.	Remedy 2: Adjust the paper pull-in timing for the 3rd and the 4th and subsequent sheets.	<a href="#">page 4-87</a>

### Remedy 1: Adjusting the position of the second sheet and the third sheet in the backup drum

- [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [01 Finisher] > [09 Save Drum(2nd F)], [10 Save Drum(3rd C)], or [11 Save Drum(2nd C)]**



#### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

- Adjust the setting value using [+], [-] key and numeric keypad.**

The range of the set value is as follows.

Item	Range	Default	Amount of change
09 Save Drum(2nd F)	-15 to 15	0	0.15 mm
10 Save Drum(3rd C)	-15 to 15	0	0.15 mm
11 Save Drum(2nd C)	-15 to 15	0	0.15 mm

If the second sheet is out of position, adjust 10 Save Drum(3rd C)].

- Press the [Start] key > [Stop] key.**

### Remedy 2: Adjust the paper pull-in timing for the 3rd and the 4th and subsequent sheets

If there is a gap in the pull-in timing of the sheets up to the 2nd sheets, adjust pull amount.

- [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [Finisher] > [13 Pull Amount (Short)], [14 Pull Amount (Middle)] or [15 Pull Amount (Long)]**



#### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

## 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows. Adjust pull amount according to the length of paper.

When the paper length (long edge) is less than 230 mm, select [13 Pull Amount (Short)].

When the paper length (long edge) is 230 mm or more and less than 300 mm, select [14 Pull Amount (Middle)].

When the paper length (long edge) is 300 mm or more, select [15 Pull Amount (Long)].

Item	Range	Default	Amount of change
13 Pull Amount (Short)	0 to 30	0	2 msec
14 Pull Amount (Middle)	0 to 30	0	2 msec
15 Pull Amount (Long)	0 to 30	0	2 msec

## 3 Press the [Start] key > [Stop] key.

# The edge of a stack papers is misaligned

## 1 [Home] key > [...] > [Professional Settings] > [246 Adjust Finisher] > [04 Stacker1] or [05 Stacker2]



### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

## 2 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows.

Item	Description	Range	Default	Amount of change
Jogger(A3)	Adjust the alignment position of A3 paper.	-30 to +30	0	0.1 mm
Jogger(B4)	Adjust the alignment position of B4 paper.	-30 to +30	0	0.1 mm
Jogger(A4R)	Adjust the alignment position of A4☐ paper.	-30 to +30	0	0.1 mm
Jogger(A4E)	Adjust the alignment position of A4E paper.	-30 to +30	0	0.1 mm
Jogger(A5R)	Adjust the alignment position of A5☐ paper.	-30 to +30	0	0.1 mm
Jogger(A5E)	Adjust the alignment position of A5E paper.	-30 to +30	0	0.1 mm
Jogger(B5R)	Adjust the alignment position of B5☐ paper.	-30 to +30	0	0.1 mm
Jogger(B5E)	Adjust the alignment position of B5E paper.	-30 to +30	0	0.1 mm
Jogger(11x17)	Adjust the alignment position of 11" x 17" paper.	-30 to +30	0	0.1 mm

Item	Description	Range	Default	Amount of change
<b>Jogger(8.5x14)</b>	Adjust the alignment position of 8.5" x 14" paper.	-30 to +30	0	0.1 mm
<b>Jogger(8.5x11)</b>	Adjust the alignment position of 8.5" x 11" paper.	-30 to +30	0	0.1 mm
<b>Jogger(11x8.5)</b>	Adjust the alignment position of 11" x 8.5" paper.	-30 to +30	0	0.1 mm
<b>Jogger(5.5x8.5)</b>	Adjust the alignment position of 5.5" x 8.5" paper.	-30 to +30	0	0.1 mm
<b>Jogger(8.5x5.5)</b>	Adjust the alignment position of 8.5" x 5.5" paper.	-30 to +30	0	0.1 mm
<b>Jogger(Other)</b>	Adjust the alignment position of the other papers.	-30 to +30	0	0.1 mm
<b>Tip Stop(A3)</b>	Adjust the tip stopper position of A3 paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(B4)</b>	Adjust the tip stopper position of B4 paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(A4R)</b>	Adjust the tip stopper position of A4☐ paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(A4E)</b>	Adjust the tip stopper position of A4E paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(A5R)</b>	Adjust the tip stopper position of A5☐ paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(A5E)</b>	Adjust the tip stopper position of A5E paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(B5R)</b>	Adjust the tip stopper position of B5☐ paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(B5E)</b>	Adjust the tip stopper position of B5E paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(11x17)</b>	Adjust the tip stopper position of 11" x 17" paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(8.5x14)</b>	Adjust the tip stopper position of 8.5" x 14" paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(8.5x11)</b>	Adjust the tip stopper position of 8.5" x 11" paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(11x8.5)</b>	Adjust the tip stopper position of 11" x 8.5" paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(5.5x8.5)</b>	Adjust the tip stopper position of 5.5" x 8.5" paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(8.5x5.5)</b>	Adjust the tip stopper position of 8.5" x 5.5" paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(B5E)</b>	Adjust the tip stopper position of B5E paper.	-30 to +30	0	0.1 mm
<b>Tip Stops(Other)</b>	Adjust the tip stopper position of the other papers.	-30 to +30	0	0.1 mm

Item	Description	Range	Default	Amount of change
<b>SubJogger(A3)</b>	Adjust the alignment guide position of A3 paper.	-30 to +30	0	0.1 mm
<b>SubJogger(B4)</b>	Adjust the alignment guide position of B4 paper.	-30 to +30	0	0.1 mm
<b>SubJogger(11x17)</b>	Adjust the alignment guide position of 11" x 17" paper.	-30 to +30	0	0.1 mm
<b>SubJogger(8.5x14)</b>	Adjust the alignment guide position of 8.5" x 14" paper.	-30 to +30	0	0.1 mm
<b>SubJogger(Other)</b>	Adjust the alignment guide position of the other papers.	-30 to +30	0	0.1 mm

### 3 Press the **[Start]** key > **[Stop]** key.

## Paper cannot be conveyed to the stacker

Depending on the moisture content and type of the paper, the curl direction when discharging changes. Correct the orientation of the paper according to the curl direction.

### 1 **[Home]** key > **[...]** > **[Professional Settings]** > **[246 Adjust Finisher]** > **[04 Stacker1]** or **[05 Stacker2]** > **[Air Assist]** > **[1]**



#### NOTE

The menus and menu numbers that can be configured in U246 vary depending on the type and number of options installed in this machine.

The range of the set value is as follows.

Item	Description	Range	Default
<b>Air Assist</b>	Select whether to use the air assist function.	0: Auto 1: Always use 2: Never use	-

### 2 Select **[Air Ast P(S)]** or **[Air Ast P(D)]**.

The range of the set value is as follows.

Item	Description	Range	Default
<b>Air Ast P(S)</b>	You can select whether the air assist function for single-sided print is to be in the upper curl mode or the lower curl mode.	0: Top curl mode 1: Down curl mode	-
<b>Air Ast P(D)</b>	You can select whether the air assist function for double-sided print is to be in the upper curl mode or the lower curl mode.	0: Top curl mode 1: Down curl mode	-

### 3 Adjust the setting value using [+], [-] key and numeric keypad.

The range of the set value is as follows. For example, in the case of single-sided printing on the front side, there is a tendency to lower curl, so select [Air Ass On(DC)].

Item	Description	Range	Default	Amount of change
<b>Air Ast On(TC)</b>	Adjust the timing to turn on the air assist in the upper curl mode.	-100 to 100	0	10msec
<b>Air Ast Off(TC)</b>	Adjust the timing to turn off the air assist in the upper curl mode.	-100 to 100	0	10msec
<b>Air Ast On(DC)</b>	Adjust the timing to turn on the air assist in the down curl mode.	-100 to 100	0	10msec
<b>Air Ast Off(DC)</b>	Adjust the timing to turn off the air assist in the down curl mode.	-100 to 100	0	10msec

Increasing the value of [**Air Ast On(TC)**] resolves the non-feed to the stacker, but makes it difficult to align the edges of the output paper. On the other hand, if you increase the value of [**Air Ast On(DC)**], the edges of the output paper will be aligned, but a paper jam or non-feed may occur.

### 4 Press the [Start] key.

# 5 Appendix

This chapter explains the list of Professional settings and parts list for professional users:

List of Professional Settings .....	5-2
Parts List for Professional Users .....	5-3
Cassette Feed Unit .....	5-3
Deck Feed Unit .....	5-4
Decurl Unit (Main Unit) .....	5-5
Decurl Unit (Inverter and Decurler Unit) .....	5-6
List of Error Code .....	5-7
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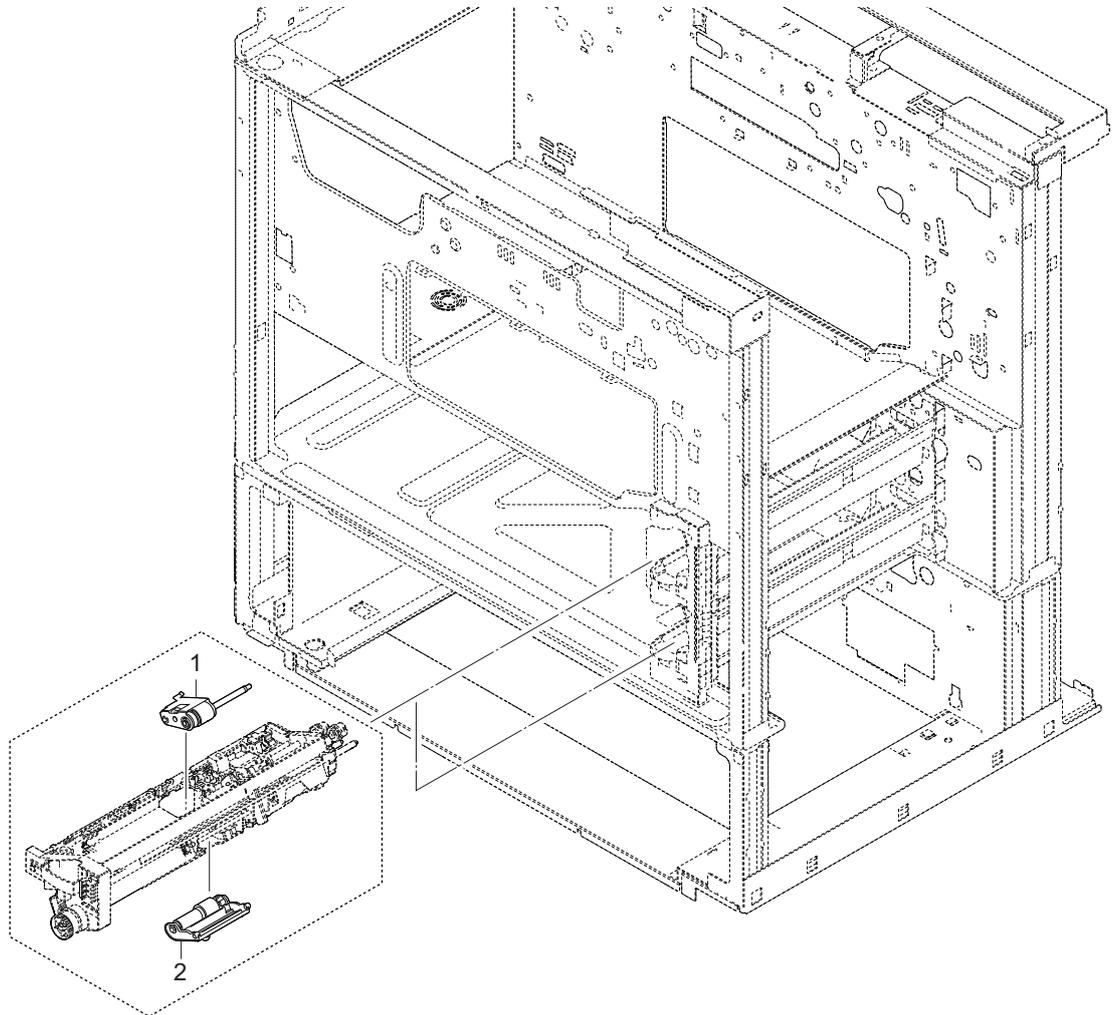
# List of Professional Settings

No.	Item	Description
000	Output Maintenance Report	Print maintenance reports and status pages.
023	Reset Settings	The adjustment setting value is restored to the factory default.
034	Adjust Paper Timing Data	Adjust the tip edge timing and center line of paper.
059	Set Fan Mode	Adjust the air flow of the drying conveyance fan motor according to the paper type.
208	Set Deck Paper Size	Configure the paper size to be loaded in cassettes 3 and 4.
246	Adjust Finisher	Adjust various setting values when using a 4,000-sheet finisher, Inverter and Decurler Unit, and 5,000-sheet stacker.
251	Clear Maintenance Counter	Clear the counter value after replacing parts when the print image reached 600,000.
327	Set Cassette Heater Control	Switch the control mode of optional cassette heater integrated in the machine.
407	Adj. Write Timing(Reverse)	Adjust the writing timing of the back surface image drawing position at duplex copying.
460	Adjust Conveying Sensor	Adjust the double feed sensor threshold of the machine's conveying sensor.
468	Color Regist Adj. Data	Adjust the print head position of each color or the color drift.
700	Head Information	Displays the print head temperature.
730	Set Head Cleaning	Configure the purge strength and execution interval of head cleaning.
731	Set Decurler	Adjust the fan control of the decurl unit for the machine and the Inverter Decurler Unit (DE-9100).
733	Set Warm Up Mode	Configure the print head protection or the heater operation control of the Inverter and Decurler Unit (DE-9100), during warm-up operation.
734	Set Paper Discharge Mode	Set whether to enable the discharge mode or print the wasted paper.
735	Set Ink Temperature Control	Adjust the printable ink temperature at Print Priority setting.
736	Set Waste Paper	Specify the timing of ink discharge.
744	Set Head Cleaning	Perform a stronger level of head cleaning than the settings in the system menu to eliminate print head failure.
750	Set Head Coefficient	Fine-tune the image density by adjusting the print head drive voltage.
754	Adjust Discharge Width	Adjust the width alignment cursor position to the paper width.
755	Adjust Conveying CIS	Perform CIS position correction (center and side).
760	Set Color Bleeding	Adjust the gap between colors when blur or void occurs in the color boundaries.
917	Read/Write Backup Data	Back up (export) the user PaperCatalog configured in the machine and import it for use in another machine.

# Parts List for Professional Users

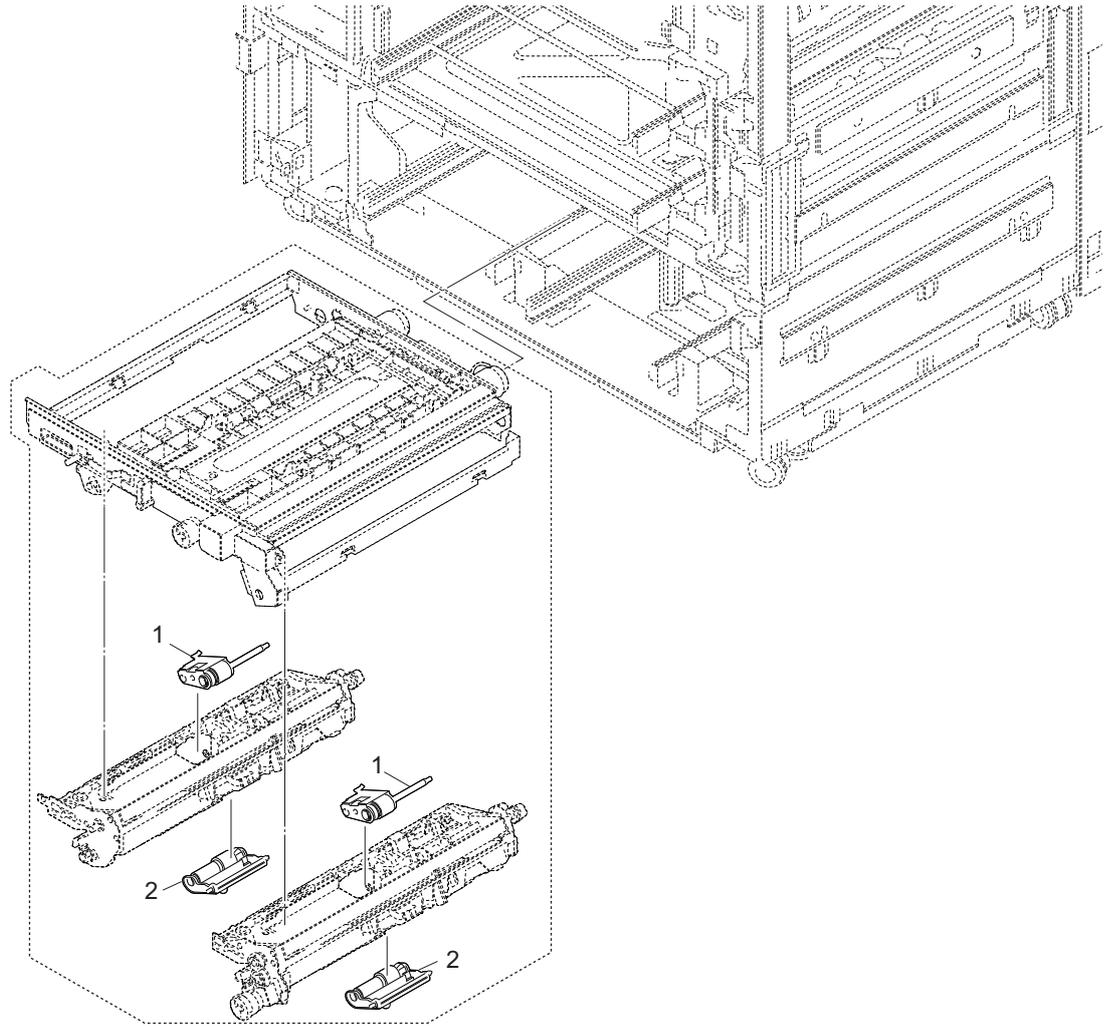
The following parts are provided for professional users:

## Cassette Feed Unit



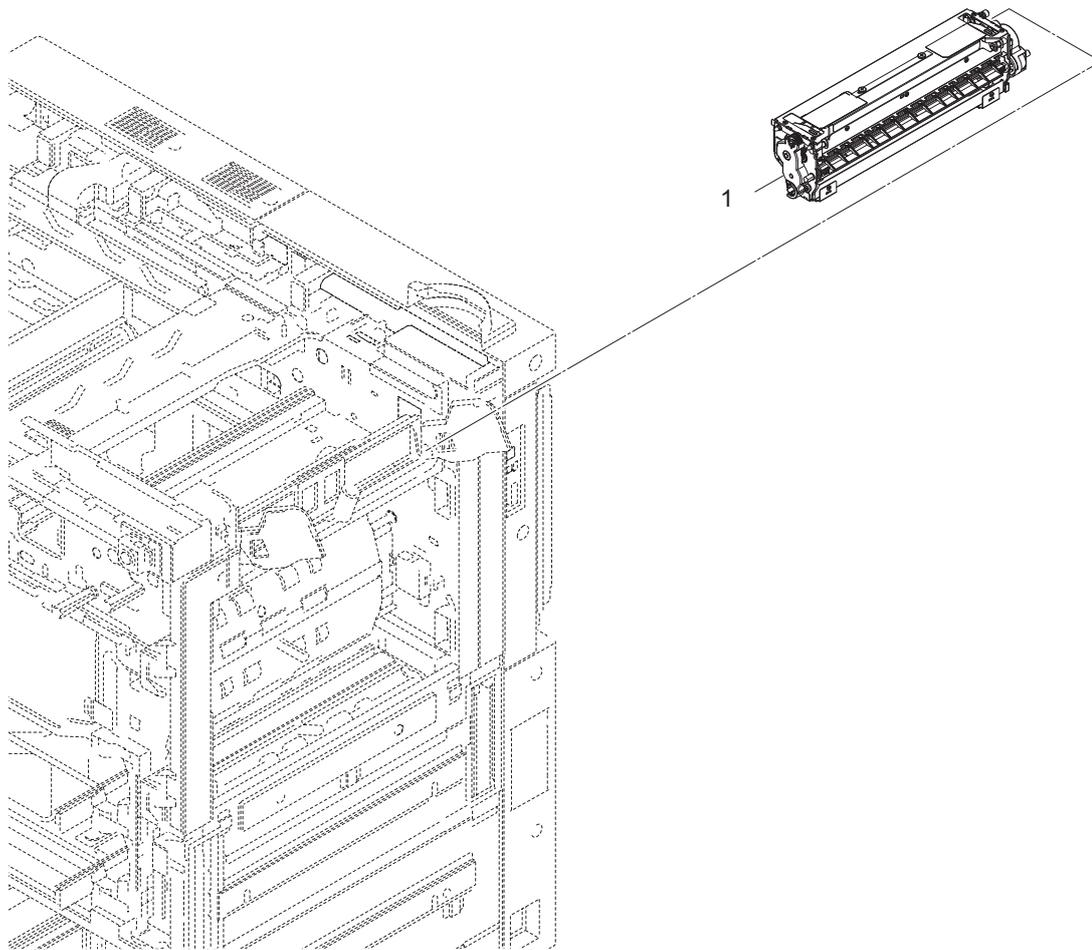
No.	Parts No.	Parts Name	Qty	Remarks
1	302TJ94670	PARTS CASSETTE PICKUP ASSY(SP)	2	
2	302TJ94680	PARTS CASSETTE RETARD ASSY(SP)	2	

## Deck Feed Unit



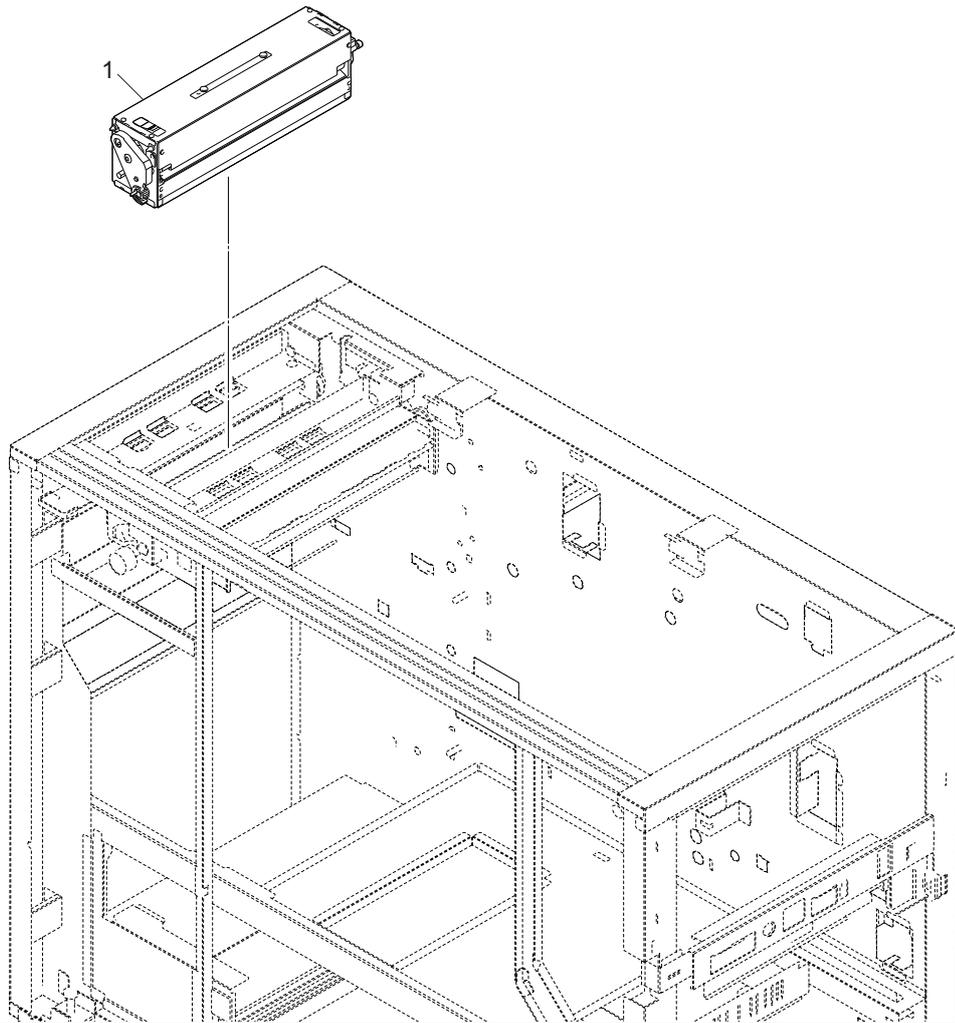
No.	Parts No.	Parts Name	Qty	Remarks
1	302TJ94670	PARTS CASSETTE PICKUP ASSY(SP)	2	
2	302TJ94680	PARTS CASSETTE RETARD ASSY(SP))	2	

## Decurl Unit (Main Unit)



No.	Parts No.	Parts Name	Qty	Remarks
1	302TJ93181	PARTS BELT DECURL UNIT(SP)	1	

## Decurl Unit (Inverter and Decurler Unit)



No.	Parts No.	Parts Name	Qty	Remarks
1	303SD93011	PARTS BU DECURL ASSY(SP)	1	

# List of Error Code

## List of Error Code on U744

When printing or reading a nozzle check chart or nozzle correction chart using U744, an error code will be displayed if there is an error in the operation or device settings. Solve the problem referring to the table below.

Error Code	Description
<b>S001</b>	The original type is detected incorrectly. Place the chart again.
<b>S002</b>	A chart is not detected correctly. Place the chart again.
<b>S003</b>	The chart is offset in the sub scan direction (horizontal to the printout direction). Place the chart correctly along the guide.
<b>S004</b>	The chart is offset in the main scan direction (vertical to the printout direction). Place the chart correctly along the guide.
<b>S005</b>	The angle of placed chart is too skewed. Place the chart correctly along the guide.
<b>S006</b>	Scanner-related error. Try the operation again from the beginning. If the problem is not solved, contact your service representative.
<b>E001</b>	Engine firmware error. Turn the power switch off and back on. If this error occurs several times, make a note of the displayed error code and contact your service representative.
<b>E002</b>	Engine firmware is running. Wait until the error code disappears, and then try again.
<b>C101</b>	The machine is paused. Select [Resume All Print Jobs] to cancel the pause.
<b>C1FF</b>	An internal error in the controller software. Turn the power switch off and back on. If this error occurs several times, make a note of the displayed error code and contact your service representative.
<b>C210</b>	The detection of defective nozzles is impossible due to a large number of clogged cyan nozzles. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C220</b>	The detection of defective nozzles is impossible due to a large number of clogged magenta nozzles. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C240</b>	The detection of defective nozzles is impossible due to a large number of clogged yellow nozzles. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C280</b>	The detection of defective nozzles is impossible due to a large number of clogged black nozzles. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C310</b>	The detection of defective nozzles is impossible because cyan nozzles that have ink ejection defect and cannot be corrected are adjacent. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C320</b>	The detection of defective nozzles is impossible because magenta nozzles that have ink ejection defect and cannot be corrected are adjacent. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C340</b>	The detection of defective nozzles is impossible because yellow nozzles that have ink ejection defect and cannot be corrected are adjacent. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.

Error Code	Description
<b>C380</b>	The detection of defective nozzles is impossible because black nozzles that have ink ejection defect and cannot be corrected are adjacent. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C410</b>	The main scan trigger pattern of cyan cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C420</b>	The main scan trigger pattern of magenta cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C440</b>	The main scan trigger pattern of yellow cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C480</b>	The main scan trigger pattern of black cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C510</b>	The sub scan trigger pattern of cyan cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C520</b>	The sub scan trigger pattern of magenta cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C540</b>	The sub scan trigger pattern of yellow cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C580</b>	The sub scan trigger pattern of black cannot be detected. After performing head cleaning, try the operation again. If the problem is not solved, contact your service representative.
<b>C600</b>	The paper size is not configured to A4/Letter or larger in the paper source. Configure the paper size to A4/Letter or larger.

**QUALITY  
CERTIFICATE**

This machine has passed  
all quality controls and  
final inspection.

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