



PHASER® 840
COLOR PRINTER
Setup Guide



Tektronix®

www.tek.com/Color_Printers/





**Phaser® 840 Color Printer
Setup Guide**

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Tektronix warrants that the **Phaser 840 Printer** will be free from defects in materials and workmanship for a period of **one (1) year** from the date of shipment. If this product proves defective during the warranty period, Tektronix, at its option, will either repair the defective product on site or by means of telephone support, without charge for parts and labor, or provide a replacement in exchange for the defective product.

Under this product warranty, Customer must notify Tektronix or its authorized representative of the defect before the expiration of the warranty period and if instructed by Tektronix make suitable arrangements for repair. Tektronix or its authorized representative will provide warranty repair during the warranty period at Customer's site, if required, without charge within the United States or outside the United States if the product is located in a customary on site service area. Outside the United States, a description of the customary on-site service area may be obtained from the local Tektronix Subsidiary or Authorized Tektronix Distributor.

The **Maintenance Kit*** in this product will be free from defects in materials and workmanship for a period of (a) ninety (90) days from the date of installation, but not more than one (1) year from date of shipment; or (b) six (6) months where longer periods are required by law. Under this warranty, Customer must notify Tektronix or its authorized representative of the defect before the expiration of the warranty period. Tektronix or its representative will ship a replacement kit, at Tektronix expense, to replace the defective kit. Customer shall be responsible for paying any associated taxes or duties. Tektronix may require that the kit be returned to the designated Tektronix depot or the Tektronix authorized representative from which the kit was originally purchased.

This warranty shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Tektronix shall not be obligated to furnish service under this warranty:

- a. to repair damage resulting from attempts by personnel other than Tektronix representatives to install, repair or service the product;
- b. to repair damage resulting from improper use or connection to incompatible equipment;
- c. to repair any damage or malfunction caused by the use of non-Tektronix Phaser 840 printer supplies or consumables;
- d. to repair a product that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product;
- e. to repair damage or malfunction resulting from failure to perform user maintenance and cleaning at the frequency and as prescribed in the user manual; or
- f. to repair this product after the limit of its duty cycle of 65,000 pages per month have been reached. All service thereafter shall be billed on a time and material basis.
- g. to repair or replace Maintenance Kits that have been used beyond their stated capacities.

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* Maintenance Kit in this product is, specifically, maintenance roller and maintenance counter.

User safety summary

Terms in manual: CAUTION Conditions that can result in damage to the product.
WARNING Conditions that can result in personal injury or loss of life.

Power source: Do not apply more than 250 volts RMS between the supply conductors or between either supply conductor or ground. Use only the specified power cord and connector. Refer to a qualified service technician for changes to the cord or connector.

Operation of product: Avoid electric shock by contacting a qualified service technician to replace fuses inside the product. Do not operate without the covers and panels properly installed. Do not operate in an atmosphere of explosive gases.

Safety instructions: Read all installation instructions carefully before you plug the product into a power source.

Terms on product: CAUTION A personal injury hazard exists that may not be apparent. For example, a panel may cover the hazardous area. Also applies to a hazard to property including the product itself.
DANGER A personal injury hazard exists in the area where you see the sign.

Care of product: Disconnect the power plug by pulling the plug, not the cord. Disconnect the power plug if the power cord or plug is frayed or otherwise damaged, if you spill anything into the case, if product is exposed to any excess moisture, if product is dropped or damaged, if you suspect that the product needs servicing or repair, and whenever you clean the product.

Ground the product: Plug the three-wire power cord (with grounding prong) into grounded AC outlets only. If necessary, contact a licensed electrician to install a properly grounded outlet.

Symbols as marked on product:

DANGER high voltage:



Protective ground (earth) terminal:



Hot surface on or in the printer.
Use caution to avoid personal injury:



Use caution. Refer to the manual(s)
for information:



WARNING: If the product loses the ground connection, usage of knobs and controls (and other conductive parts) can cause an electrical shock. Electrical product may be hazardous if misused.

WARNING: For your protection, do not defeat any interlocks.

Getting Set Up

At a glance

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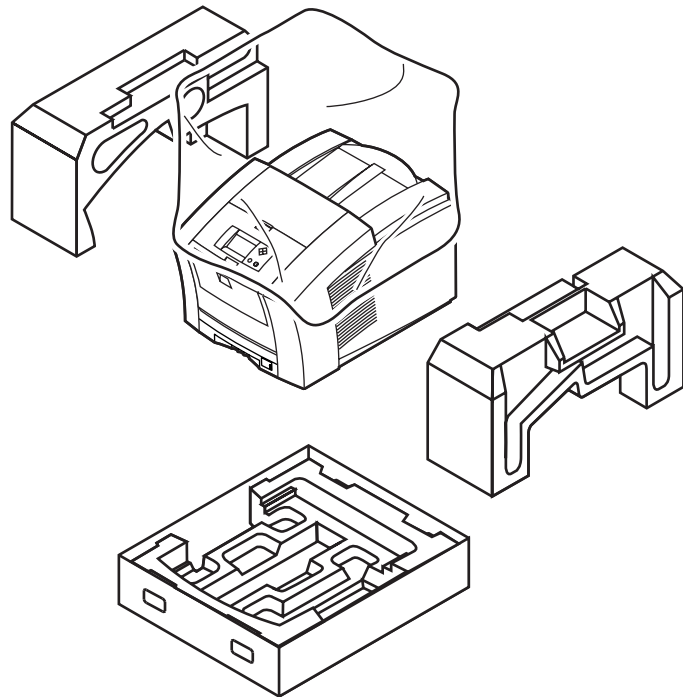
Unpack the printer

Remove the packing material

NOTE

Save all packing material in case moving or subsequent shipment is necessary.

1. Remove the packing materials and plastic bag surrounding the printer.



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2. If you ordered one or two optional High-Capacity Paper Tray Assemblies, unpack them now.

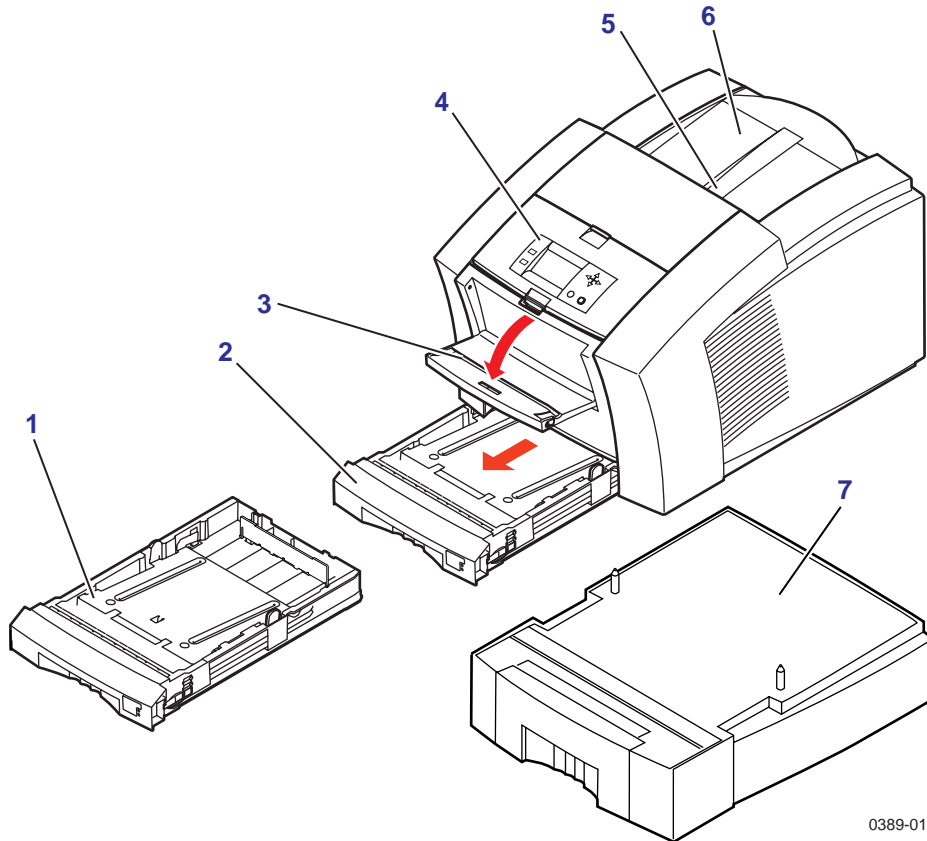
What you get with your printer

1. Documentation
 - Overview poster
 - Setup Guide (this book)
 - Networking Setup Guide
 - Supplies information kit
 - User Guide
 - Registration Card
2. Printer CD-ROMs (2)
3. Power cord
4. Parallel cable adapter
5. ColorStix[®] ink stick sampler pack
6. Media sampler
7. Cleaning kit
8. High-Capacity Paper Tray Assembly*. The High-Capacity Paper Tray Assembly is standard with the Phaser 840 Extended printer and optional with the Phaser 840 Base and the Phaser 840 Plus.

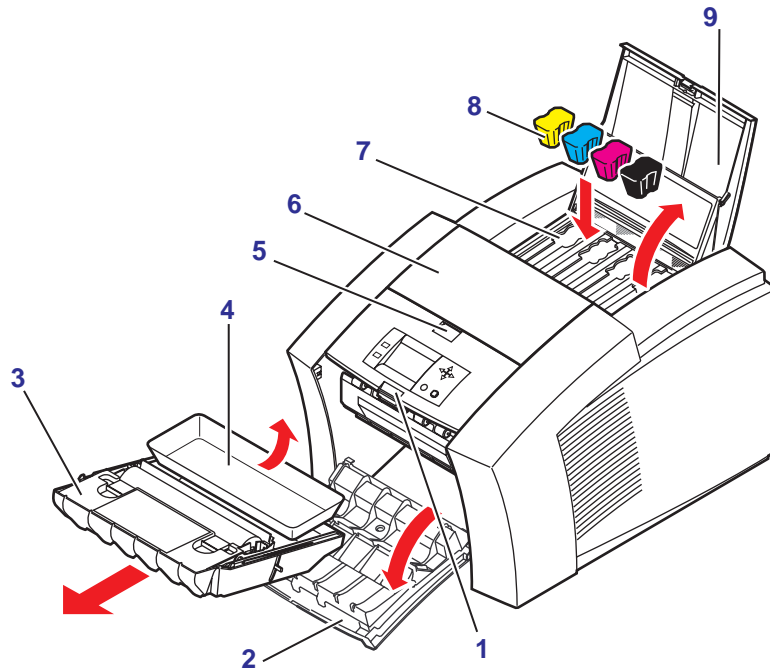
* May be shipped in a separate box

An illustrated guide to your printer

- | | |
|--|--|
| 1 High-Capacity Transparency/Label Tray (optional) | 5 Top Cover release |
| 2 Standard Paper/Transparency tray | 6 Top Cover |
| 3 Manual-feed tray | 7 High-Capacity Paper Tray Assembly (optional) |
| 4 Front Panel | |



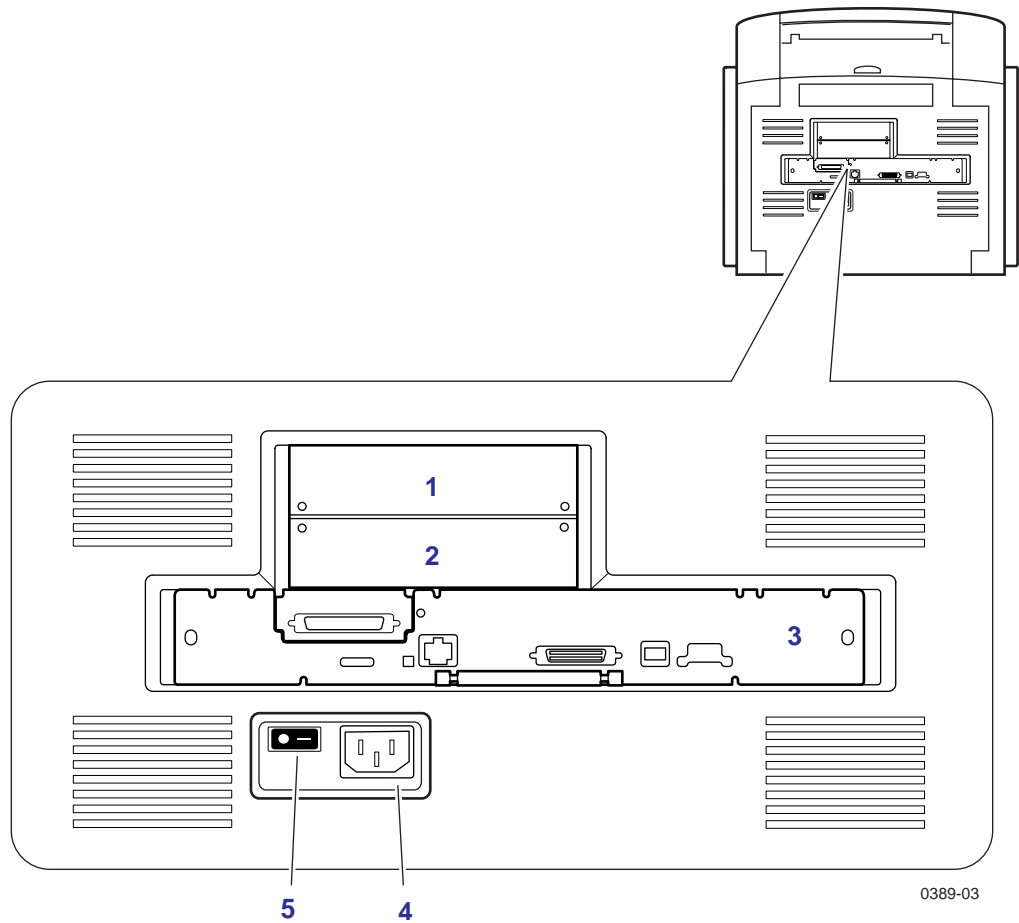
- 1 Front cover release
- 2 Front cover (open)
- 3 Maintenance drawer
- 4 Waste tray
- 5 Exit cover release
- 6 Exit cover
- 7 Ink loading bins
- 8 Ink sticks
- 9 Top cover (open)



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Printer's back panel

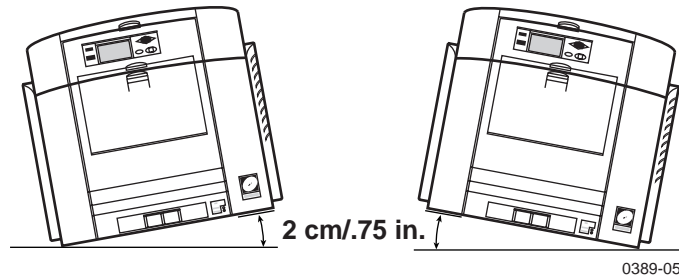
- 1 Internal hard drive slot
- 2 PhaserShare network card slot
- 3 Interface ports panel
- 4 Power cord plug
- 5 On/Off switch



Set up the printer

Select a location

1. Select a location for the printer:
 - On a strong, level surface, capable of supporting 36 kg (79 lbs.). Do not tilt more than 3 degrees (2 cm/.75 in.) in any direction.

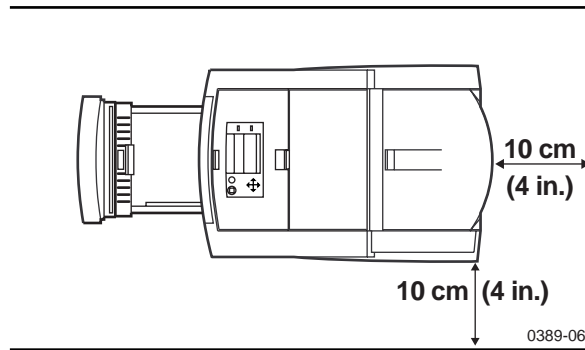


- On the optional cart.
- On the optional High-Capacity Paper Tray Assembly. If you have purchased the optional High-Capacity Paper Tray Assembly, set it up now. Follow the instructions packed with the unit, then complete the printer setup as outlined in this guide.

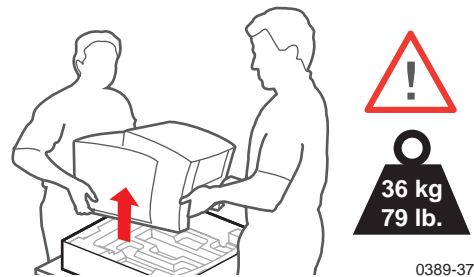
2. Allow at least 10 cm (4 in.) clearance on the right and rear sides of the printer for proper ventilation and to prevent the printer from overheating.

CAUTION

If the printer isn't adequately ventilated, some of the printer's internal parts may be damaged or the printer may not operate properly. Avoid leaving loose papers or packing materials next to the vent on the right side of the printer; they may cause the printer to overheat.



3. Handle the printer carefully when moving it. Remove the media tray for easier handling. Remove the printer from the box and place it in the selected location.



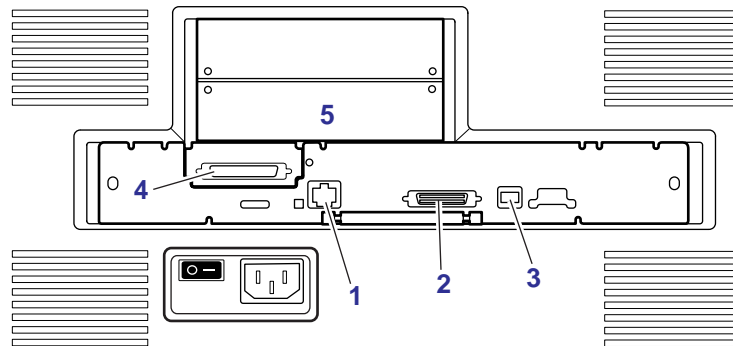
Connect the printer

The printer can be connected to networks, single workstations, and optional peripheral devices (scanners, hard drives).

Printer ports

The printer is shipped with three interface ports on the printer's rear panel. Optionally, it supports a SCSI port and one of three optional PhaserShare network cards. All ports and network protocols are simultaneously active. However, the Ethernet port is disabled when a 100BaseT Ethernet card or Token Ring network card is installed.

1. **Ethernet** *standard* 10BaseT interface
Refer to the *PhaserShare Networking Setup Guide*.
2. **Parallel** *standard* Standard (bi-directional) parallel port
Refer to "Connecting to the parallel port" on page 10.
3. **USB** *standard* Universal Serial Bus port
Refer to "Connecting to the USB port" on page 13.
4. **SCSI** *optional* For optional peripheral devices
Refer to "Connecting a SCSI peripheral device" on page 12.
5. **PhaserShare** *optional* 100BaseT, Token Ring, or LocalTalk
Refer to the *PhaserShare Networking Setup Guide*.



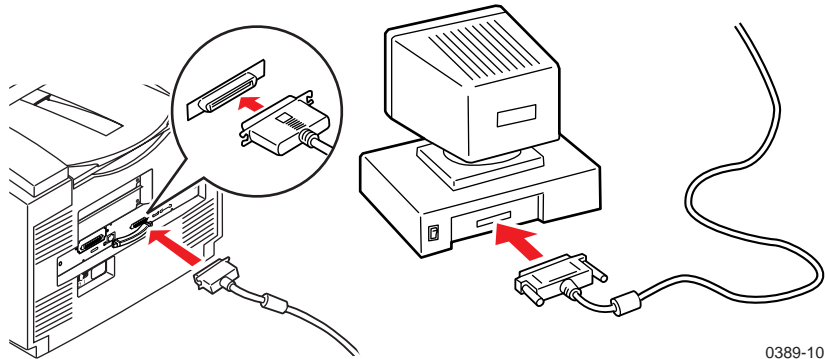
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Connecting to the parallel port

CAUTION

The maximum length for the parallel cable is 3 meters (10 ft.).

- Use a high-density, bi-directional, parallel cable or a Tektronix 36-pin high-density printer-to-25-pin DSUB PC cable (order number 012-1468-00). Otherwise, use a 36-pin to 36-pin parallel cable and the parallel adapter supplied with the printer.
- Connect a parallel interface cable to your computer and to the printer's parallel port.



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NOTE

If you are connecting a peripheral device (scanner or external hard drive), follow the instructions "Connecting a SCSI peripheral device" on page 12. Otherwise, refer to "Turn on the printer" on page 14.

Connect to a Macintosh: Ethernet-direct connection

NOTE

For setting up the printer with a LocalTalk card, see the *PhaserShare Networking Setup Guide*.

Requirements

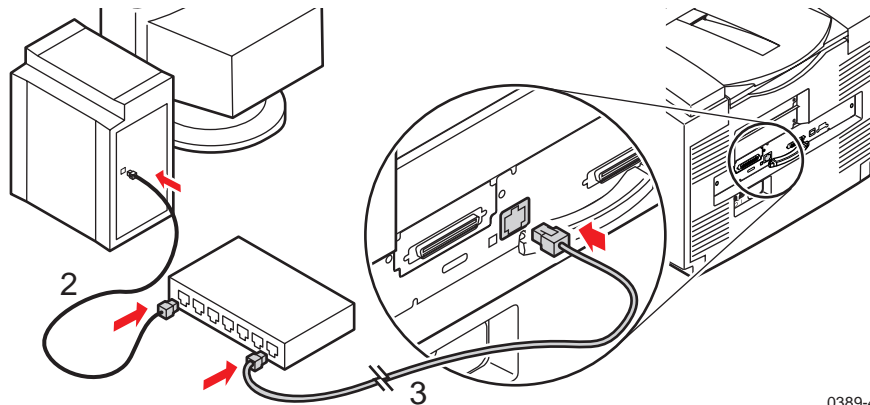
- Two RJ-45 twisted-pair 10Base-T cables
- An Ethernet-port hub

1. Turn off your computer and the printer.
2. Connect one end of an Ethernet cable to the Ethernet port on your Macintosh computer. Connect the other end to the hub.
3. Connect the other cable to the hub and the Ethernet port on the printer.

CAUTION

The printer is not a SCSI device. Do not connect the printer to your computer through the SCSI ports.

4. If you are connecting any optional peripheral devices, such as a scanner, do so now; refer to page 12 for guidelines. Otherwise, turn on your computer and printer, refer to page 14.



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5. At your computer, from the Apple menu, select **Control Panels**, then select **AppleTalk**; the AppleTalk dialog box opens.
6. At the **Connect via** pull-down menu, select **Ethernet built-in**. Close the dialog box.
7. Proceed to “Macintosh software” on page 30.

Connecting a SCSI peripheral device

NOTE

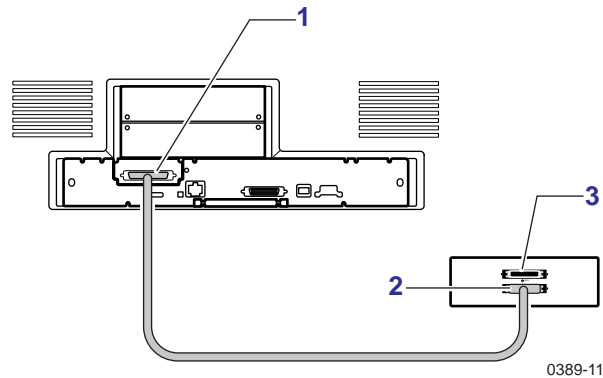
The Plus and Extended configurations include a SCSI port. The Standard configuration requires the Plus Feature Set (option Z840FP) for SCSI support.

The printer's SCSI ID number is **7** and the optional IDE internal hard drive is **6**; available SCSI ID numbers for peripheral devices are **0 – 5**. The SCSI port is used for these peripherals:

- **Scanner** Allows you to use your printer as a color copier.
- **External SCSI hard disk** Provides additional storage for downloadable fonts, optional print collation, or expanded job accounting records.

Make sure that the printer and all SCSI devices are turned *off* before plugging or unplugging any cables.

1. Connect the cable to the SCSI port on your printer.
2. Connect the cable to the device.
3. Terminate the final SCSI device on the SCSI chain.



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NOTE

Refer to "Connecting peripheral devices" on the printer's CD-ROM or web site for detailed information on connecting a SCSI device to your printer.

Connecting to the USB port

NOTE

For Plug and Play instructions, refer to the README.TXT file located on the printer's CD-ROM.

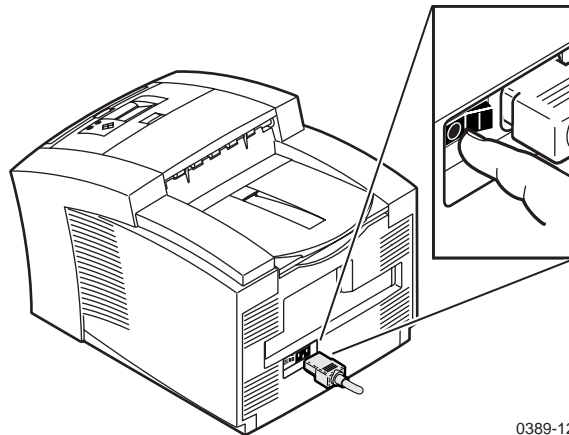
- Use a series A to B, full speed USB (Universal Serial Bus) cable.
- Connect a USB cable to your computer and to the printer's USB port.
- When installing the printer driver, select **Custom Install**. Check **Phaser 840 USB** in the list of **Options to Install**. Refer to "Install printer software" on page 26 for software installation instructions.

Turn on the printer

CAUTION

To protect your printer from a power surge, make sure that the printer's power switch is in the **off** position before plugging in the cord. Failure to do so may damage the printer.

1. Plug the power cord into the printer and into a grounded outlet.
2. Turn on the power to any peripherals you have connected.
3. Wait about 10 seconds, then turn on the printer.



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- The printer goes through a series of self-tests and warm-up, taking about 17 minutes. During the warm-up, a Cleaning Page will print.
- As the printer warms up, you will hear a series of noises; these are normal and are not an indication of problems with the printer.

- The Startup Page prints. You can use the information on the Startup Page when installing the printer software.

NOTE

You can set the printer so that it does not print the Startup Page every time it is turned on. Refer to “Enabling and disabling the Startup Page” on the printer’s CD-ROM or web site.

- When the power-up sequence is complete, the green indicator is on steady (not blinking), the red indicator is off, and the front panel message reads **Ready to Print**.

NOTE

To ensure optimum printing performance and best ink economy, **always** leave the printer turned on. The printer features Intelligent Ready software that tracks when and how the printer is used; tracking these patterns over a rolling 3-week period, the printer automatically places itself in a standby power-saving mode during periods of non-use. The printer will automatically return to its Ready mode, just prior to a use period, avoiding any warm-up time.

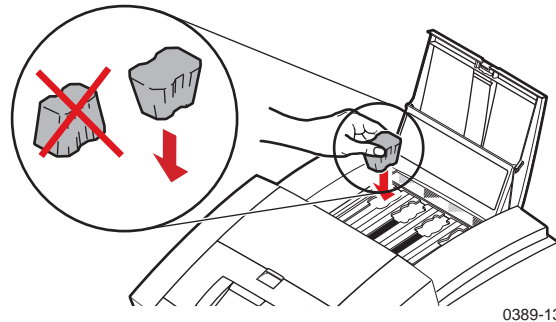
Add ink sticks

Your printer is shipped with a sampler pack containing one each of the ColorStix ink sticks (black, cyan, magenta, and yellow). Load the ink sticks before you begin printing.

CAUTION

Use only Phaser 840 printer ColorStix® ink; other Phaser ColorStix ink will not fit this printer and will damage it if used. Keep ink in its packaging until you are ready to use it.

1. Open the top cover. Note the color-coded label and the different shapes of the ink-loading bins. Each ink stick color has a unique shape.
2. Remove the ink stick from its packaging.
3. Place the ink stick of the correct color and shape into each ink-loading bin, with the narrow (tapered) edge down.



4. After loading all four ink bins, close the top cover.

NOTE

The front panel may read **Melting Ink** until the printer is ready for printing.

Load media

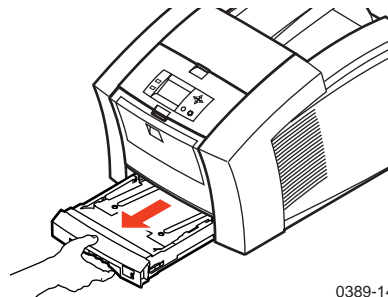
Your printer is shipped with a single media tray (letter- or A4-size) that accepts common office paper, letterhead, transparencies, and labels. Set the media indicator switch, located on the front, right corner of the paper tray, to match the media type (paper or transparency) selected in the printer driver.

NOTE

If you frequently print on different types of media, you may want to obtain a tray for each type of media you use.

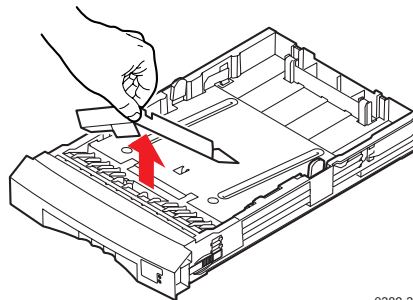
Refer to your User Guide for information on loading labels or preprinted paper, such as letterhead.

1. Remove the media tray from the printer.



0389-14

2. Remove the packing material from the tray.



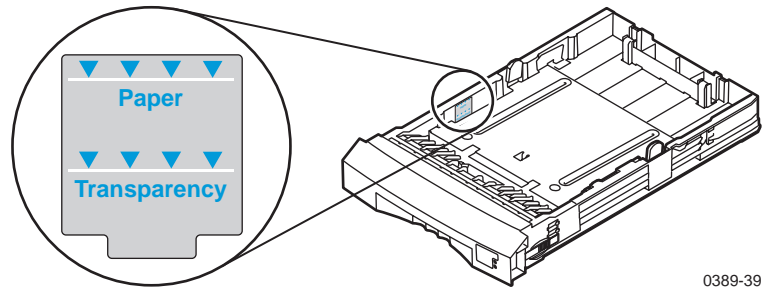
0389-38

Loading paper

NOTE

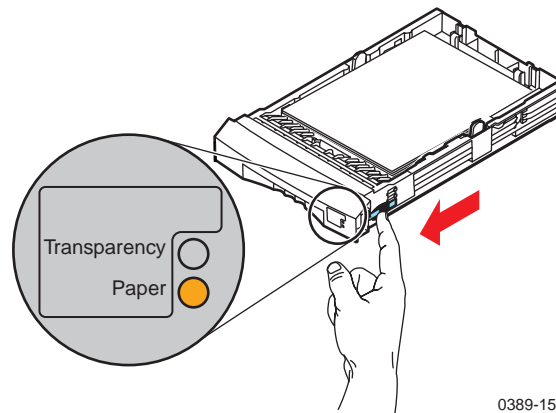
Use 60-120 g/m², 16-32 lb. bond or equivalent paper for printing.

1. Fan the paper.
2. Place the paper in the tray. Use the label on the inside of the tray as a reference for loading the proper amount of paper.



0389-39

3. Set the media indicator on the front of the media tray to paper. To change the indicator, slide the blue switch on the right side of the tray.



0389-15

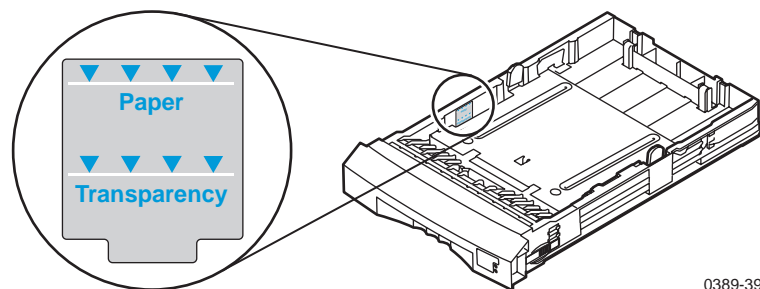
4. Insert the loaded media tray into the printer.

Loading Phaser 840 printer transparencies

CAUTION

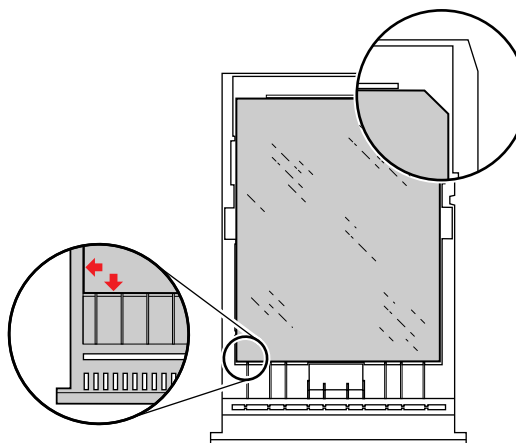
Handle transparencies by the edges and with both hands to avoid fingerprints and creases, which can result in poor print quality.

1. Fan the transparencies.
2. Place the transparencies in the tray. Use the label on the inside of the tray as a reference for loading the proper amount of transparencies.



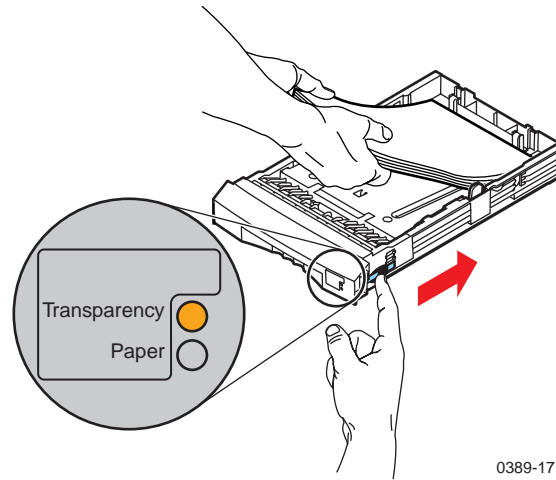
0389-39

3. Place Phaser 840 printer transparencies with the notch in the *back, right corner* of the tray. Make sure that the transparencies fit snugly against the inside walls of the tray.



0389-16

- a. Set the media indicator on the front of the media tray to transparency. To change the indicator, slide the blue switch on the right side of the tray.



0389-17

4. Insert the loaded media tray into the printer.

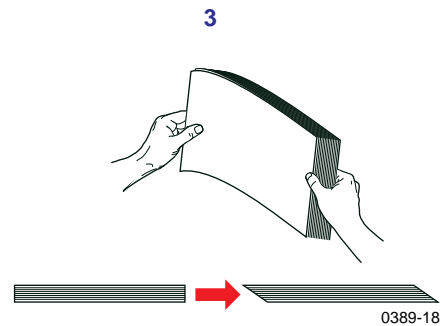
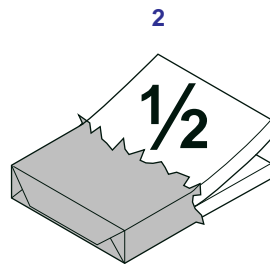
Loading the optional High-Capacity Paper Trays

Each High-Capacity Paper Tray holds up to 500 sheets (approximately one ream) of 60-120 g/m² (16-32 lb.) bond paper. A label on the inside of the tray provides a fill line to indicate the tray's maximum paper capacity.

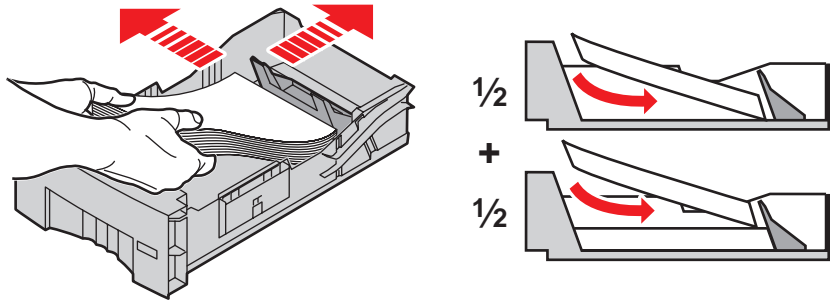
CAUTION

The High-Capacity Paper Tray accepts paper media only; it should not be used with transparencies or label stock.

1. Remove the tray from the High-Capacity Paper Tray Assembly.
2. Select up to 250 sheets at one time (if using a full ream, divide it into two halves).
3. Fan the paper to create a slanted edge.



4. Place one stack of paper snugly against the slanted back wall of the tray.
5. Fan the second stack of paper to create a slanted edge and place it against the slanted back wall of the tray.



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6. Insert the tray into the printer's High-Capacity Paper Tray Assembly.

NOTE

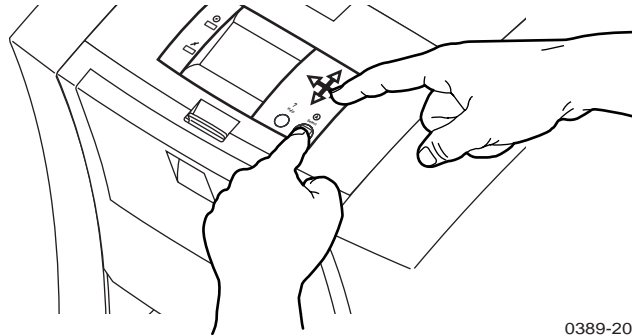
When printing from your application and a supported driver, select **Middle** or **Lower** as the paper source.

Select a front panel language

NOTE

If the front panel already displays the language you want, turn to the next topic, “Print the Menu Map” on page 24.

1. On the printer’s front panel, hold down the **Right** arrow and press **Select** at the same time; you are taken to the Language menu.



0389-20

2. Using the up or down arrows, scroll to the language that you want. Press **Select** to activate your selection.

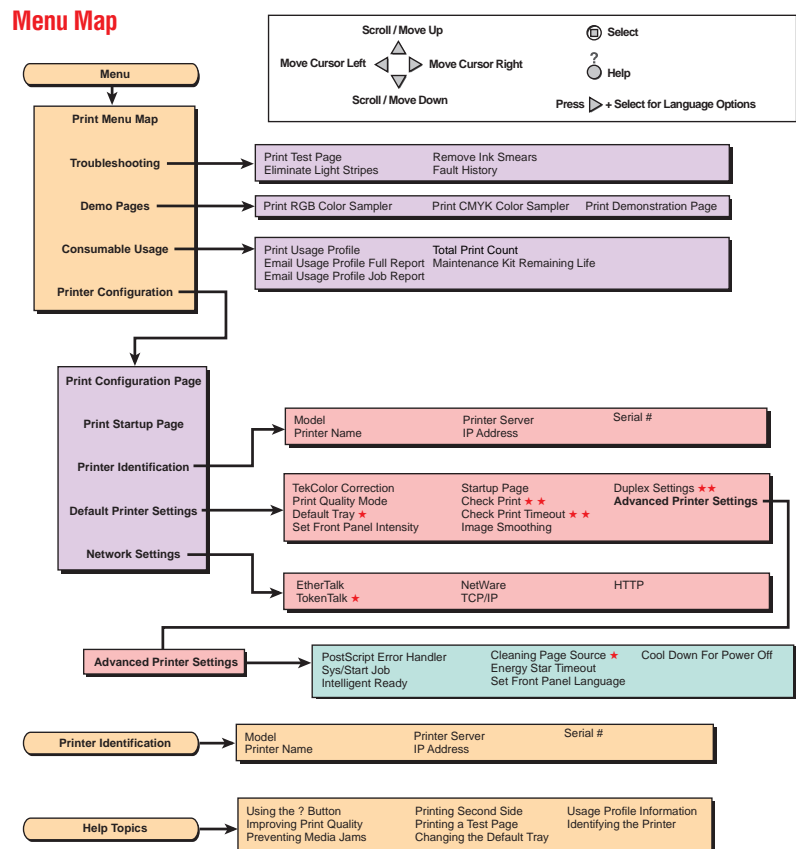
Print the Menu Map

1. On the printer's front panel, scroll to **Menu**. Press **Select**.
2. Scroll to **Print Menu Map**; press **Select**.

The Menu Map will print.

NOTE

If a scanner/copier is attached to the printer, a second page will print, showing a map of the copier functions.

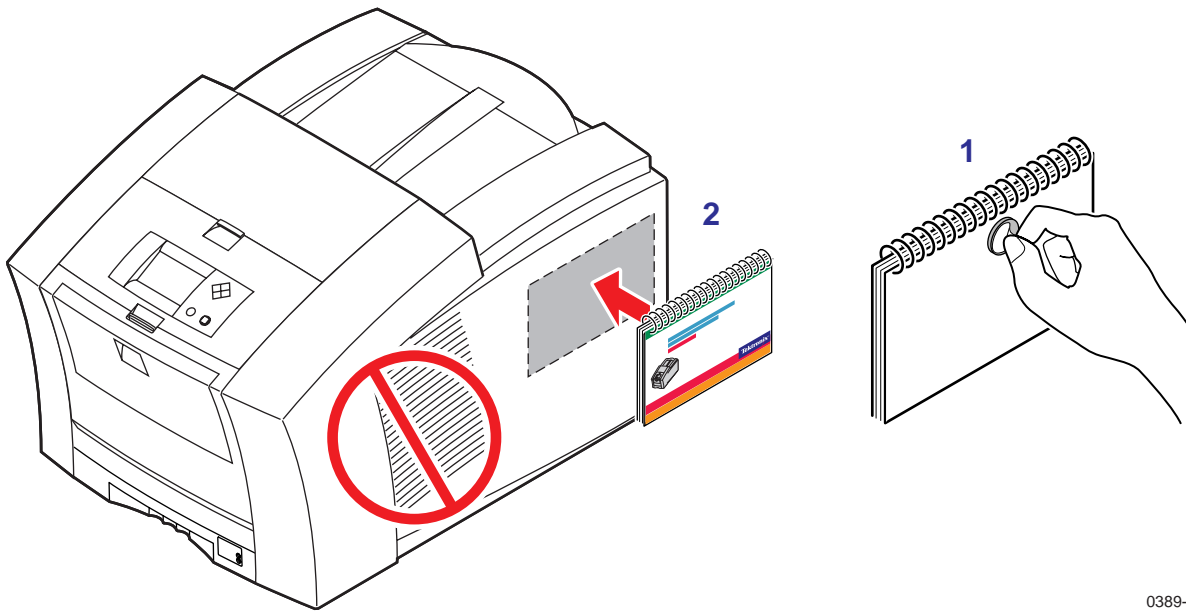


0389-36A

Locate the *User Guide*

Find the *User Guide* in the “Getting Started” box.

1. Place the *User Guide* in a convenient location, such as the right panel of the printer.
2. To attach the *User Guide* to the right panel of the printer, use the adhesive strip on the back cover of the guide. Do not cover the vent.



0389-42

Install printer software

PC/Windows software

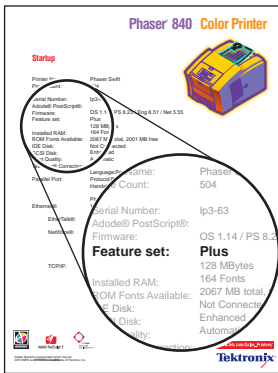
CAUTION

As with all Windows applications, close all other programs before beginning this installation, including Microsoft Office, toolbars, and virus checkers. Failure to do so could result in computer errors.

Before you begin

Make a note of the following information and refer to it during the on-screen installation procedure.

1. What is your printer's configuration? Look on the printer's Startup Page under **Feature Set**:



0389-40

Feature Set

Select this driver:

Standard

Tektronix Phaser 840

Plus

Tektronix Phaser 840 Plus

Extended

Tektronix Phaser 840 Extended

2. To which port is your printer connected? See page 9 for details.

Install

1. Insert the printer's CD-ROM.
2. Start the Installer. Use one of the following procedures:
 - If the Windows autorun feature is enabled, the Installer starts automatically.
 - If the Windows autorun feature is disabled, double-click **My Computer**, then double-click the CD-ROM icon to launch the CD-ROM.
 - View the brief introductory information, then click **Install Drivers** to launch the installer.



3. View the license agreements, and click **Yes** to Accept and continue.
4. Choose an installation option:
Easy Install to install a printer driver and support files.
Custom Install to specify which files to install.
5. Follow the on-screen prompts to complete the installation and electronic registration.
6. When the CD-ROM introduction screen reappears, click **Exit** or click **Explore CD** to launch the web browser. You can view manuals and QuickTime videos on the CD-ROM or connect to the Internet for additional information about your printer.



NOTE

For additional information about adding a printer and setting up printer drivers, refer to Microsoft Windows Help, or the Tektronix web site at www.tektronix.com/Color_Printers/.

If you are setting up the printer on a network

Refer to the *PhaserShare Networking Setup Guide* provided with your printer for detailed information about network configurations.

Configuring the driver

After the printer driver software installation is complete, the printer driver needs to be configured for your printer's installed options.

NOTE

If the printer driver is not configured properly, some printer options will not be recognized.

Windows 95, Windows 98, Windows NT4

1. From the **Start** menu, select **Settings**, then select **Printers**.
2. Select your Tektronix printer driver. From the pop-up menu, choose **Properties**.
3. Click the **Device Options** (Windows 95/Windows 98) or **Device Settings** (Windows NT4) tab.
4. Under **Installable Options**, select the options that are installed in your printer (for example, memory configuration, High-Capacity Paper Tray Assembly, or internal hard drive); this information can be found on the Startup page. Setting up the driver allows you to select all printer options when printing.

NOTE

Do not change the value for **Available PostScript Memory Setting**; this value is automatically set.

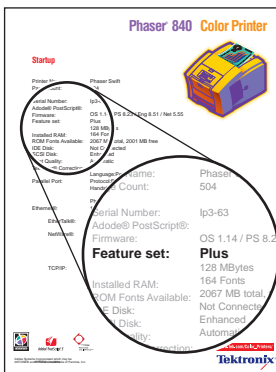
5. Click **OK**.

Macintosh software

Before you begin

Make a note of the following information and refer to it during the on-screen installation procedure.

- What is your printer's configuration? Look on the printer's Startup Page under **Feature Set**:



0389-40

Feature Set

Select this driver:

Standard

Tektronix Phaser 840

Plus

Tektronix Phaser 840 Plus

Extended

Tektronix Phaser 840 Extended

Install

1. Insert the printer's CD-ROM.
2. Double-click **Start Me First**. View the brief introductory information, then click **Install Drivers** to launch the installer.



3. Click **Continue**.
4. View the license agreements and click **Accept** to continue.
5. From the pull-down menu, select **Easy Install** or **Custom Install**.

Easy Install to install a printer driver and support files.

- a. Click **Read Me** for details on each item to be installed.
- b. Click **Install**.

Custom Install to specify which files to install.

- a. Select **Custom Install**.
 - b. Select items to install.
 - c. Click the **I** button for information on each item.
 - d. Click **Install**.
6. When the CD-ROM introduction screen reappears, click **Exit** or click **Explore CD** to launch a web browser. You can view manuals and QuickTime videos on the CD-ROM or connect to the Internet for additional information about your printer.



NOTE

For additional information about adding a printer and setting up printer drivers, refer to the Tektronix web site at www.tektronix.com/Color_Printers/.

Set up the driver

1. From the Apple menu, select **Chooser**.
2. Click the icon of the printer driver (LaserWriter 8) on the left side of the window.
3. Click the Zone for your printer, if applicable.
4. From the list of printers on the right side of the window, select your printer. If it is not in the list, check the hardware connections and verify that you have selected the correct zone in the **Chooser** on the left side of the window.
5. Click **Setup/Create** to select the correct PPD (PostScript Printer Description) file.
6. After the automatic setup has completed, click **Setup** and click **Configure**.
7. Select the options that are installed in your printer (for example, memory configuration, High-Capacity Paper Tray Assembly, or internal hard drive); this information can be found on the Startup page. Setting up the driver allows you to select all printer options when printing.
8. Click **OK**.
9. Close the **Chooser**.

Register your printer

By registering your printer with Tektronix, you are validating the product warranty and ensuring that you will be sent information about upgrades, service, and accessories as they become available.

During the software installation, the online registration screen appears. Follow the prompts.



You will need the printer's serial number when registering the printer; it appears on the Startup Page, which prints when you turn on the printer.

You can send your online registration to Tektronix in one of several ways:

- Online via modem or direct Internet connection.
- Print the registration and FAX the form to Tektronix.
- Print the registration and mail the form to Tektronix.
- Fill out the form in the **Register Now** envelope that was shipped with your printer documentation and mail the form to Tektronix.

Where to go from here

Task / Information needed	Resource	Where
Set up your printer on a network	<i>PhaserShare Networking Setup Guide</i>	<ul style="list-style-type: none"> ■ Printer's box
Network services <ul style="list-style-type: none"> ■ Using a network ■ Printer management 	<i>PhaserShare Networking Manual</i>	<ul style="list-style-type: none"> ■ Printer's CD-ROM ■ Printer's web site ■ For a printed copy, order number 070-9789-00
Learn to use your printer <ul style="list-style-type: none"> ■ Loading media ■ Consumables information ■ Troubleshooting print quality 	<i>User Guide</i>	<ul style="list-style-type: none"> ■ Printer's box
Learn more about color <ul style="list-style-type: none"> ■ Lessons ■ Templates and tools ■ Tips and techniques ■ Articles and reviews ■ Questions and answers 	Online color resource	www.colorize.com
Learn more about printer features <ul style="list-style-type: none"> ■ Advanced printer features ■ Advanced troubleshooting ■ Material Safety Data Sheets 	<i>Advanced Features and Troubleshooting Manual</i>	<ul style="list-style-type: none"> ■ Printer's CD-ROM ■ Printer's web site ■ For a printed copy, order number 071-9103-00
Printer support <ul style="list-style-type: none"> ■ Reorder printer supplies ■ Contact local Tektronix dealers ■ Update subscription service ■ Contact customer support 	Tektronix web site	www.tektronix.com/Color_Printers/
Self-help troubleshooting	TekSMART™ Knowledge Base	www2.tek.com/merlin/tko