3

Troubleshooting

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Clearing Jams

**Document Jams While Sending a Fax**

CAUTION: Do not pull the document out of the slot. If you do this, it could harm your machine.

If a document jams while you are sending it, 'DOCUMENT JAM' appears in the display.

1. Open the control panel.
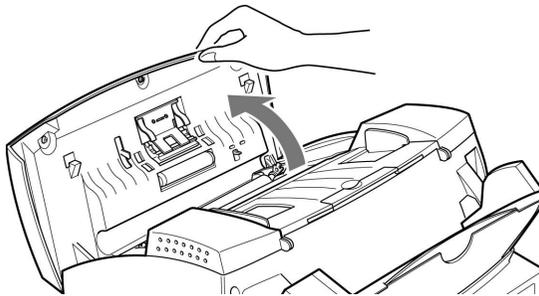
2.   Carefully remove the jammed document. Then close the control panel firmly until it clicks into place.
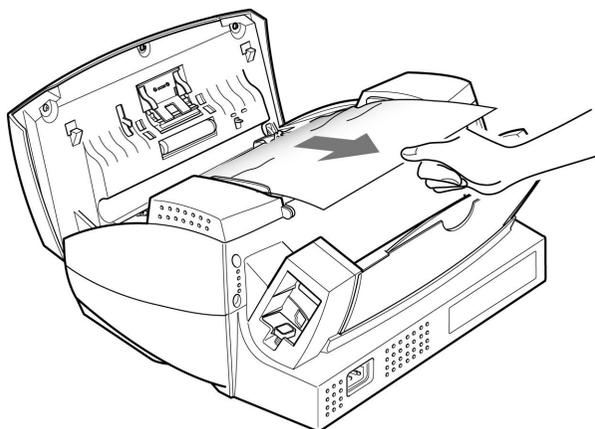
Paper Jams While the Machine is Printing

If the fax paper jams while you are receiving, 'PAPER JAM' appears in the display.

IF JAMMED IN THE RECEIVED PAPER OUTPUT AREA

Remove the jammed paper by hand as shown.
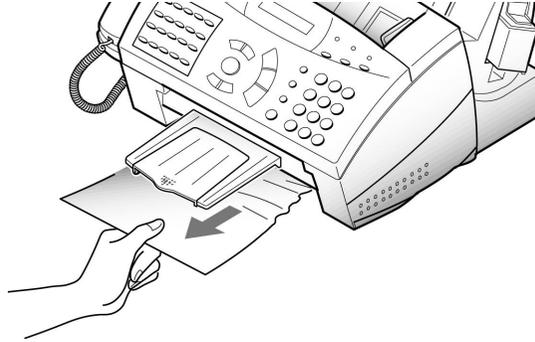
IF JAMMED IN THE PAPER FEED AREA

1.   Remove the jammed paper as shown below.
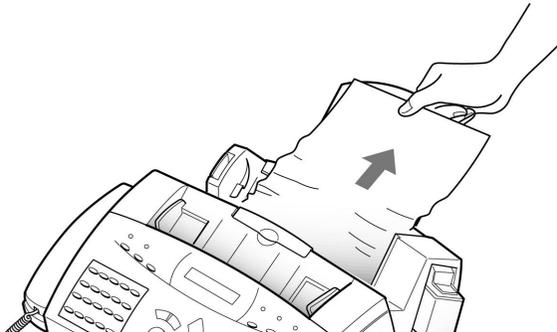
2. After you have removed the jammed paper, load paper with the print side facing you.

    Squeeze the left paper guide and move it to the right to match width of the paper.
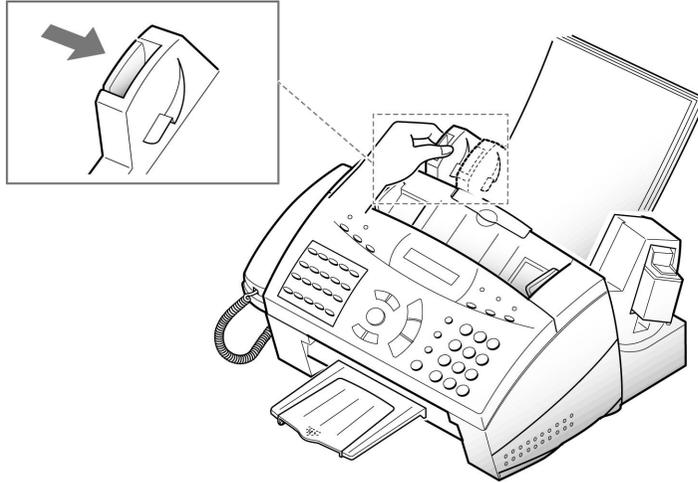
IF JAMMED INSIDE THE MACHINE

1. Open the control panel (1) and the cartridge compartment cover (2).
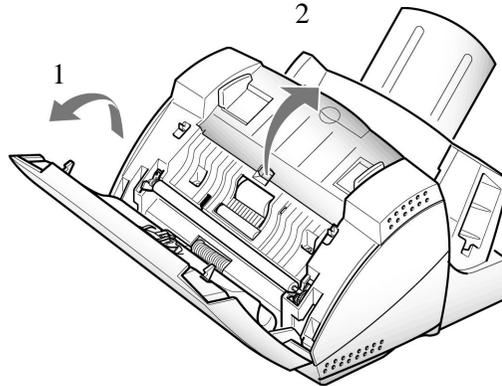
2. Carefully remove the jammed paper.
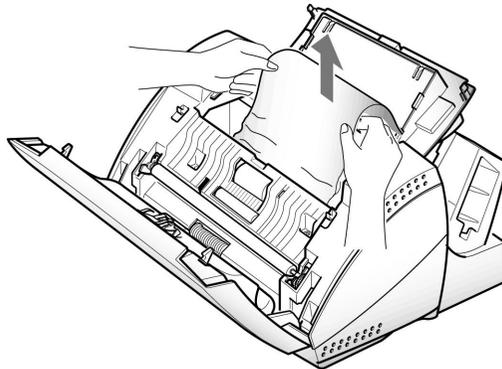
3. Replace the cover and the control panel.

Error Messages

Display	Meaning
CHECK CARTRIDGE	Print cartridge is not installed properly or no cartridge is installed in the machine.
COLOR INSTALLED	The print cartridge installed in your machine is a color cartridge.
DOCUMENT JAM	The document you are sending has jammed in the feeder. Clear the document jam. See page 3.3.
INK OUT	The print cartridge has run out of ink. Install a new print cartridge.
DUPLICATED	The number you chose is already stored in another one-touch or speed dial memory.
LOAD DOCUMENT	You have tried to send a fax and there is no document loaded into the machine.
MEMORY FULL	The memory has become full. Either delete unnecessary documents stored in the memory, or send them when the memory is clear. Or you can split the document into smaller parts.
MONO INSTALLED	The print cartridge installed in your machine is a black cartridge.
NO ANSWER	The other machine has not answered after all your attempts to redial. Or, the other machine does not press Start when you are waiting to receive a fax.
NO. NOT ASSIGNED	There is no number stored for the one-touch button or 2-digit speed number you chose.
PAPER JAM	Paper jammed during printing. Clear the paper jam (see page 3.4) and press the Stop button.

Display	Meaning
OUT OF PAPER	The printer is out of paper. If the paper runs out while printing a fax, the machine restarts fax printing when you load more paper. If paper runs out while printing a PC file, you have to press the Form Feed button after loading more paper according to the instruction on the Window driver. PAPER OUT is also displayed when you load smaller-sized paper than A4, legal, letter-sized paper to print PC file. However, you can print the PC file, regardless of the error message.
OFF THE HOOK	The handset is not in its cradle. Place the handset in its cradle.
POLLING ERROR	The machine you want to poll is not ready to answer your poll. The person you are polling should have loaded their fax machine with a document. Also, this message appears when you set up to poll another fax machine with an incorrect poll code.
INITIALIZING PLEASE WAIT	The printer is starting up now. Please wait a moment.
RECEIVE ERROR	A fax has not been received successfully. Ask the sender to try again.
SEND ERROR	Your fax has not transmitted successfully.

Fixing Problems

Your problem may be listed on page 3.7 in the 'Error Messages' section. Below are other problems you can solve yourself. If not, call the Xerox service number listed in this manual.

Fax Problems

Symptom	Solution
The machine is not working, there is no display and the buttons are not working.	Unplug the machine and plug it in again. Check that the electrical socket is live.
No dial tone.	Check that the phone is connected properly. Check the phone socket in the wall by plugging in another phone.
The numbers stored in the memory do not dial correctly.	Make sure the numbers are programmed correctly. Print a Telephone Number List (see pages 2.53 and 2.54).
The document does not feed into the machine.	Be sure the document is not wrinkled and you are putting it in correctly. Be sure the document is within specification for size and thickness.
You cannot receive faxes automatically.	The Fax and/or Tel/Fax lamp should be on. Be sure the handset is connected properly. Is there paper in the machine? Check if the display shows 'MEMORY FULL.'
The machine cannot receive faxes manually.	Did you hang up the handset before you pressed Start?

Symptom	Solution
The machine will not transmit faxes	Check that the document is loaded face down.
	TX' should be displayed.
	You may have hung up the handset before you pressed **Start**.
	Check the machine to which you are sending to see if it can receive your fax.
You cannot poll another machine.	The fax machine you are polling may be using a poll code.
The fax you received has blank bits on it.	The machine sending you the fax may be faulty.
	A noisy phone line can cause line errors.
	Check your machine by making a copy.
Spots on or lines on the fax you receive.	Check if your phone line is noisy.
	Check if the print head is clean by making a copy.
You are not receiving quality copies.	The fax machine sending you a fax may have a dirty scan glass.
	Check for a noisy phone line.
Are some of the words on the fax you received stretched?	The machine sending you the fax had a temporary document jam.
There are lines on copies or documents you send.	Check your scan glass for marks, and clean it. See page 3.21.
Your machine won't make copies.	Make sure your document is loaded face down.
The machine dials a number, but fails to connect with another fax machine.	The other fax machine may be turned off, out of paper, or cannot answer incoming calls. Speak with the other machine operator for assistance with the problem.

Symptom	Solution
You cannot store a document in memory.	There may not be enough memory to hold the document you want to store. If the display shows a 'MEMORY FULL' or 'MEMORY JOB FULL' message, delete any documents you to longer need from the memory, then attempt to store the document.
Blank areas appear at the bottom of each page or on other pages, with only a small strip of text printed at the top.	You may have chosen the wrong paper settings in the user options set up. See page 2.33 to choose the proper paper size.

Print Quality Problems

Symptom	Cause and Solution
Light or blurred characters	You may be using 'Fast Draft' print quality or 'Normal' mode. Try using 'High' print quality. See page 2.31.
	The print cartridge may be running out of ink. Replace the print cartridge. See page 3.31. The Status monitor shows the amount of ink left in the cartridge.
	Make sure you are using the correct type of paper. Try another type of paper.
	You may be printing on the wrong side of the paper.
	The print head may need cleaning. See 'Print Cartridge Nozzle Test' on page 3.24.

Symptom	Cause and Solution
Smudged or dark characters	Make sure you are using the correct type of paper. Try another type of paper.

Make sure the paper is straight and unwrinkled.

Let ink dry before handling the paper. You can use 'Dry Time Delay' check box in the print setting. See page 2.31.

Change the 'Print Quality' setting to 'Fast Draft.' See page 2.31.

The print head may need cleaning. See 'Print Cartridge Nozzle Test' on page 3.24. |
| Characters with white lines | The print cartridge may be running out of ink. Replace the print cartridge. The Status monitor shows the amount of ink left in the cartridge.

Remove and reinstall the print cartridge. See 'Replacing the Print Cartridge' on page 3.30.

The print head may need cleaning. See 'Print Cartridge Nozzle Test' on page 3.24.

If printing on transparencies, try changing the fill pattern in your application software. |
| Incorrect format or characters do not align correctly at left margin. | The media is incorrectly loaded or is an unsupported size or type. See pages 2.33 and 2.34. For special media, it is recommended to feed one sheet at a time.

 Make sure you do not have hard-coded spaces at the left margin in your application.

The print head may need cleaning. See 'Print Cartridge Nozzle Test' on page 3.24.

The print cartridge may be mis-aligned. See 'Cartridge Alignment' on page 3.34. |
| Vertical straight lines are not smooth in tables, borders, and graphs. | Perform the Nozzle Test' on page 3.24.

The print cartridge may be mis-aligned. See 'Cartridge Alignment' on page 3.34. |

Symptom	Cause and Solution
Solid black areas on transparencies contain white streaks.	Try changing the fill pattern in your application software.
Printed color does not match screen colors.	The color print cartridge has run out of one or more inks. Install a new color cartridge. See page 3.30. The print head may need cleaning. See 'Print Cartridge Nozzle Test' on page 3.24.
Black and white is printing instead of color.	The print settings may be incorrect. Check 'Document Type' setting in the Document WorkCentre 365c Document/Quality dialogue box. See page 2.31. The black print cartridge may be installed. Replace with a color cartridge. See page 3.30.
Color Print quality is poor	Make sure you are using the correct type of paper. Try another type of paper. Make sure the 'Paper Type' setting is appropriate for the paper loaded. See page 2.31. Change the 'Print Quality' setting to 'High' or 'Normal'. See page 2.31.

Printing Problems

Symptom	Cause and Solution
Printer power is on, but nothing prints (no action from the printer).	The printer is improperly connected to the computer. Make sure the printer cable is firmly connected to the printer and the computer.
	Make sure the printer cable is IEEE 1284-compliant bi-directional parallel interface cable.
	Bad printer cable, or computer port. Try another cable.
	Make sure your application has the Document WorkCentre 365c selected as the default printer.
Printer seems to be printing, but no characters are printing.	Check the print cartridge. Tape may be covering the ink nozzles of the print cartridge.
	The print cartridge may be out of ink. Replace with a new one. See page 3.30. The status monitor shows the amount of ink left in the cartridge.
Unexpected characters are printed or characters are missing.	Make sure your application has the Document WorkCentre 365c selected as the default printer.
	The printer cable may not be securely connected to the Document WorkCentre 365c and the computer, or the printer cable may not be correct type. Check the printer cable.
	The print head may need cleaning. See 'Print Cartridge Nozzle Test' on page 3.24.

Symptom	Cause and Solution
Printer prints very slowly.	You may be using 'High' print quality. Change the 'Print Quality' setting to 'Fast Draft.' See page 2.31.
	Graphics print more slowly than text.
	Color prints more slowly than black.
	Special media prints more slowly than plain paper.
	Another application currently open affects print speed.
	Close the running program if not required.
Operator panel of your machine does not respond.	Unplug the power cord, then plug in the machine.
Page does not print.	Some extremely complicated page formats may not be printable on the printer. If you are using too many fonts or if you are printing complex graphics, you can experience this problem. Simplify your page or choose less fonts.

Paper Feeding Problems

Symptom	Cause and Solution
Paper is jammed during printing.	Clear the paper jam. See page 3.4.

Symptom	Cause and Solution
Paper sticks together.	Make sure there is not too much paper in the paper bin. Depending on the thickness of your paper, the paper bin can hold up to 130 sheets of paper. Make sure you are using the correct type of paper. Remove paper from the paper bin and flex or fan the paper. Humid conditions may cause some paper to stick together.
Paper fails to feed.	Make sure the envelope guide is not in the install position. Remove any obstructions inside the machine.
Multiple sheets of paper feed.	Different types of paper may be stacked in the paper bin. Load the paper of only one type, size, and weight. When loading paper, do not force the paper down into the printer. If multiple sheets have caused a paper jam, clear the paper jam.
Paper skews or buckles.	Make sure there is not too much paper in the paper bin. Depending on the thickness of your paper, the paper bin can hold up to 130 sheets of paper. Make sure the paper guide does not cause the paper to bow in the paper bin. Make sure you are using the correct type of paper. When loading paper, do not force the paper down into the machine. Make sure the right side of the paper is aligned with the right edge of the feeder, and the left paper guide is set against the left side of the paper. Make sure the envelope guide is not in the envelope position.

Symptom	Cause and Solution
Transparencies stick together in the paper exit.	Use only the transparencies specially designed for printer. Remove each transparency as it exits from the printer.
Envelopes skew or fail to feed correctly.	Make sure the envelope guide has been turned to the envelope load position. Make sure the paper guide is against the left side of the envelopes.

Scanning Problems

Symptom	Solution
You cannot scan a document into memory.	Make sure you load the document to be scanned in the document tray. There may not be enough available memory to hold the document you want to scan. If there are any fax documents stored in memory waiting to be sent when the remote machine answers, you can print out the received documents that are stored in memory.
The unit scans very slowly.	Graphics are scanned more slowly than text. Communication speed becomes slow in scan mode because a lot of memory is required to analyze and reproduce the scanned image. Set your computer to ECP mode through BIOS setting. It will help to increase the speed. For details on how to set BIOS, refer to the documentation for your computer.
Scanner is busy receiving or printing data. When the current job is completed, try again' message appears on the screen.	Insert the document properly and push it down until the machine grips the document.

Symptom	Solution
There is no document or the document is loaded improperly. Insert the document properly and the 'try again' message appears on the screen.	Your machine may be currently used for copying or faxing. When the current job is completed, try again.
The selected port is currently being used. Restart your computer and try again' message appears on the screen.	Scan error occurred and the scanning has not been completed properly. Reset your computer.

The scanner driver is not installed or an operating environment is not set up properly. Re-install the scanner driver and try again' message appears on the screen.	File setting required for I/O is not correct. Open the System.ini file in Windows directory and set the file as shown below, then restart your computer.
	
	  [386Enh]
	
	  device=vecp.386
	
	  lpt1turnarounddelay=50

'Port is disabled. Check if the port is properly connected, power is on, scanner is not busy. Then restart your computer' message appears on the screen.	The printer cable may be improperly connected or the power may be off. Turn the power on. If you still have the same problem, turn the computer and printer off, and back on after about 10 seconds, then try again.

Symptom	Solution
Port is disabled. Check if the port is properly connected, or power is on. Then restart your computer' message appears on the screen.	I/O error occurs during scanning. Check for bad cable and the cable connection. If you still have the same message, open the System.ini file in the Windows directory, and increase time as much as required with increment of 10. [386Enh] device=vecp.386 lpt1turnarounddelay=50

Maintenance

Clearing Memory

You can selectively clear information stored in your machine's memory.

1. Press **Menu**, then press Memory Clear on the one-touch keypad. The display shows the options you can choose to clear.

    1. SYSTEM ID: your System ID number and name and cleared from the machine's memory.

    2. SYSTEM DATA: restores user-selectable options to the default value.

    3. DIAL/SCHEDULE: clears the one-touch, speed dial, or group dial numbers stored in memory. In addition, all the Schedule Job operations you have reserved are also canceled.

    4. TX-RX JOURNAL: clears all records of transmissions & receptions.

3. Move to the options by pressing ⇑ or ⇓ repeatedly until you find the one you want to clear.

4. Press **Enter**. The display asks you to confirm your selection.

5. Press **1** to confirm. Or use ⇑ or ⇓ to choose 'YES', then press **Enter.** The selected memory is cleared.

Cleaning the Document Scanner

To keep your machine working properly, occasionally clean the white roller, ADF rubber, and the scanning glass. If they are dirty, documents sent to another fax machine won't be clear.

Do not turn the power off to clean the scanner, as documents stored in memory will be lost.

1. Open the control panel.
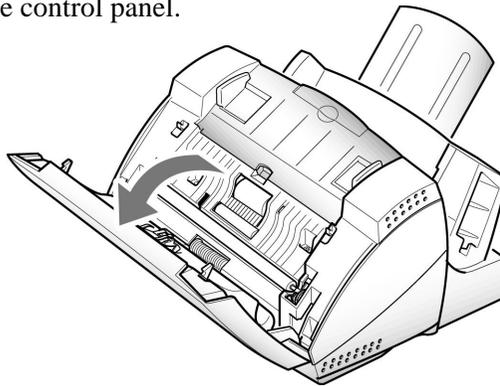
2. Disassemble the white roller as follows:

   Both ends of the white roller have plastic bushings that are snapped shut with small tabs on them. Pull the bushing slightly out (A), then rotate the bushing (B) until it reaches a slot. Then pull the roller upward.
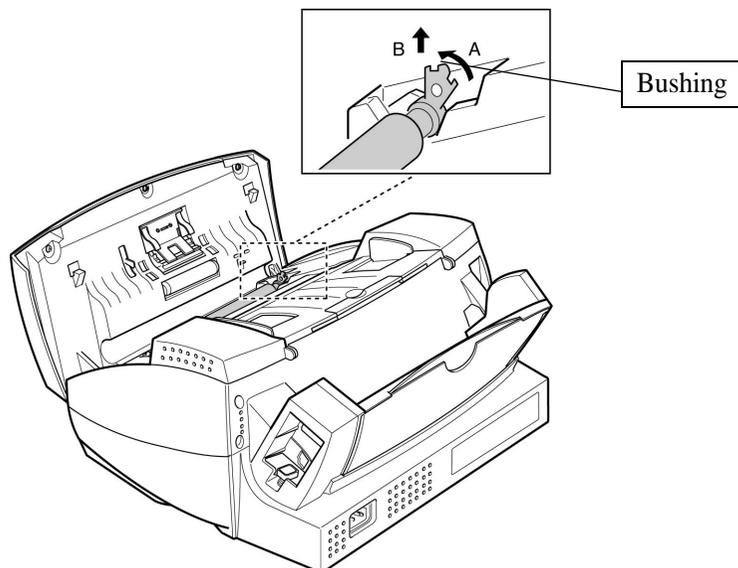
3. Wipe the roller surface with a soft cloth dampened with water.
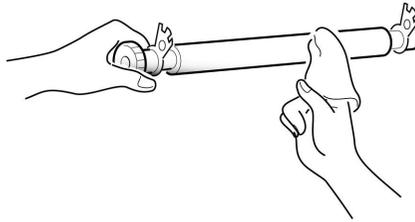
4. Clean the ADF rubber piece also.
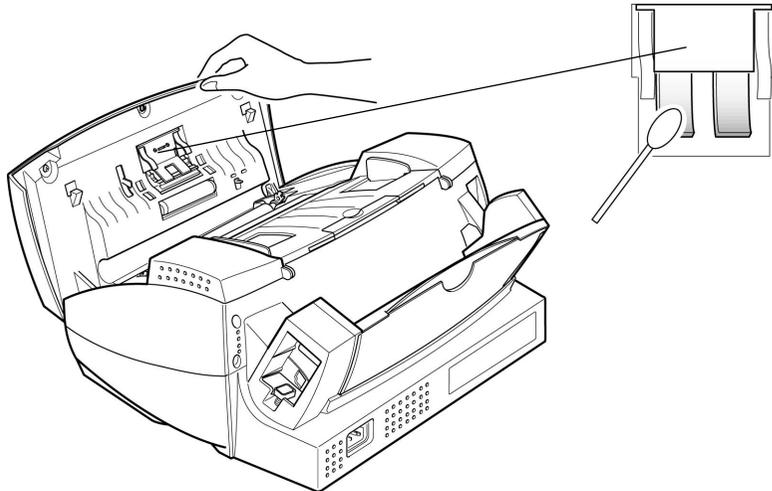
5. Carefully wipe the scanning glass with a soft, dry cloth.

   If the glass is very dirty, first wipe it with a slightly dampened cloth, then with a dry cloth. Be very careful not to scratch the glass surface.
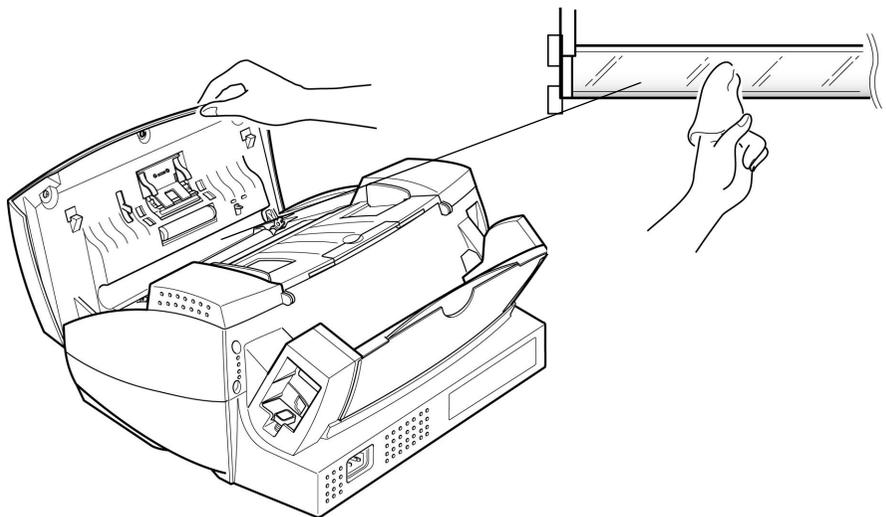
6. Replace the roller in reverse order, and then close the control panel firmly until it clicks into place.
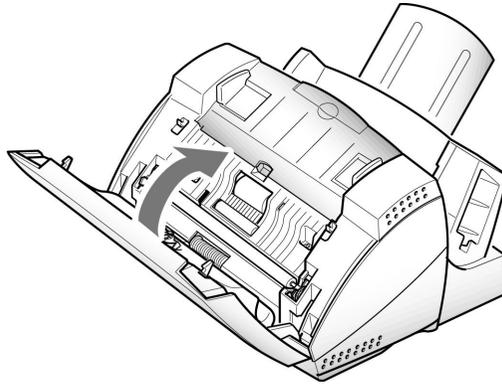
Printer Cartridge Maintenance

To get the maximum benefit from your print cartridges:

- Do not remove a print cartridge from its packaging until you are ready to install it.

- Do not refill print cartridge. The warranty will not cover damage caused by using refilled cartridges.

- Store the print cartridge in the same environment as the printer.

- Do not remove a print cartridge from the printer except to replace it, clean it, or switch between color and black. Immediately replace the print cartridge or store it in the storage unit. The print cartridge will not print correctly if removed from the machine and left exposed for an extended period.

- When switching between color and black print cartridge, store the unused cartridge in the print cartridge storage unit.

- If you have an opened print cartridge you are not currently using and do not have an available print cartridge storage unit, store it in an airtight plastic bag. Do not leave it exposed for an extended period.

Print Cartridge Nozzle Test

You should test the print cartridge when the print is not clear or dots are missing. The problem may be caused by blocked nozzles on the print cartridge.

The nozzle test cleans the print cartridge by clearing (purging) the nozzles. Then it prints a test so you can see the results. Use the nozzle test:

- When you suspect the nozzles are clogged.

- When characters are not printing completely.

   To run the nozzle test:

    For Windows 95,

1. From the Programs menu, select the Document WorkCentre 365c Printer.

    For Windows 3.x, double-click the Document WorkCentre 365c Printer icon from the Program Manager.

2. Select Control Program on LPT1. The SAMSUNG SF4500 Series Control Program on LPT1 dialogue box will appear.

3. Click the Cartridge tab, then click the Clean Print Nozzles. The printer feeds a sheet of paper and prints the nozzle test pattern.
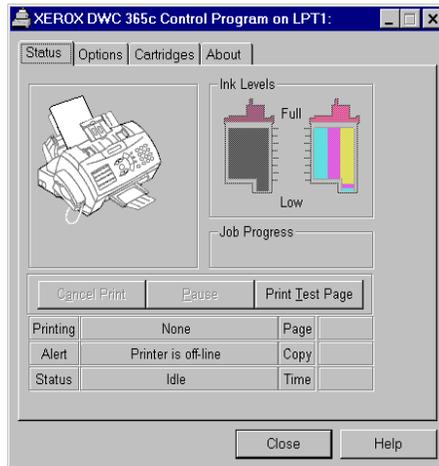
4. Examine the test pattern. The example below shows a test pattern of all nozzles functioning correctly on the colour print cartridge.
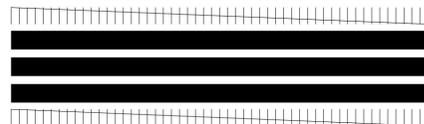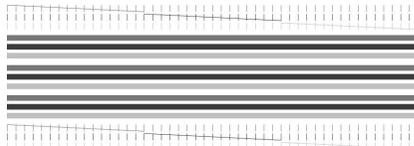
The example above shows a test pattern of all nozzles functioning correctly on a black print cartridge.

Compare the diagonal line at the top and bottom of the test pattern. Look for a break in the diagonal line. A broken line shows any clogged nozzles.

If the bottom line shows improvement, rerun this test. If improvement continues, rerun the test. If all nozzles are not printing after running the test three times, continue with step 5.

5. If print quality does not improve, remove and reinstall the print cartridge. Repeat the nozzle test.

   If the line is still broken, wipe the nozzles and contacts. See "Wiping the Print Cartridge Nozzles and Contacts."

Wiping the Print Cartridge Nozzles and Contacts

If print quality does not improve after repeating the nozzle test, the problem may be caused by dried ink on the:

• Print cartridge nozzles.

• Print cartridge contacts.

• Print cartridge carrier contacts in the printer.

1. Remove the print cartridge. See "Replacing the Print Cartridge" on page 3.30.

2. Use a clean cloth, dampened with water only, to gently clean the entire copper colored area, including the nozzles and contacts. To dissolve any dried ink, hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

   If you are cleaning a color print cartridge, be especially careful to wipe the nozzles in only one direction so the colors do not mix.

Nozzles
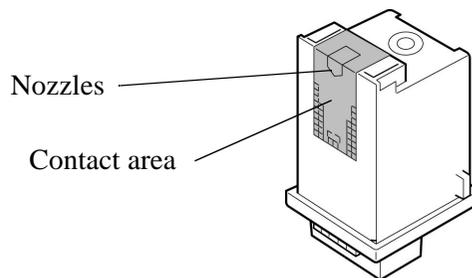
Contact area

3. Allow the copper-colored area to dry, then reinstall the print cartridge and repeat the nozzle test.

   If the line is still broken, clean the print cartridge carrier contacts in your machine. See page 3.27.

**Cleaning the Cartridge Carrier Contacts and Deflector**

1. Press the Cartridge button to move the print cartridge carrier to the load position.

2. Unplug the power cord from the electrical outlet or the rear of the machine.
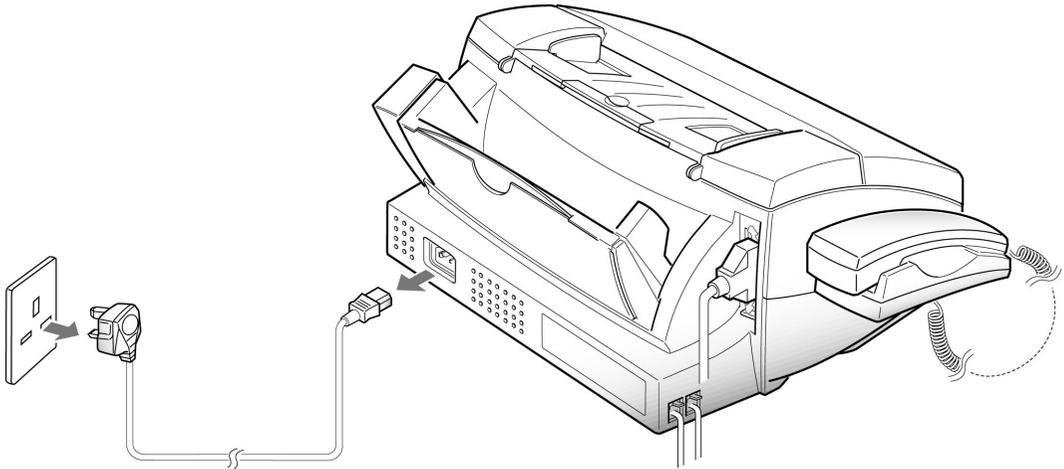
3. Open the control panel and the cartridge compartment cover. Then, remove the print cartridge as shown below.
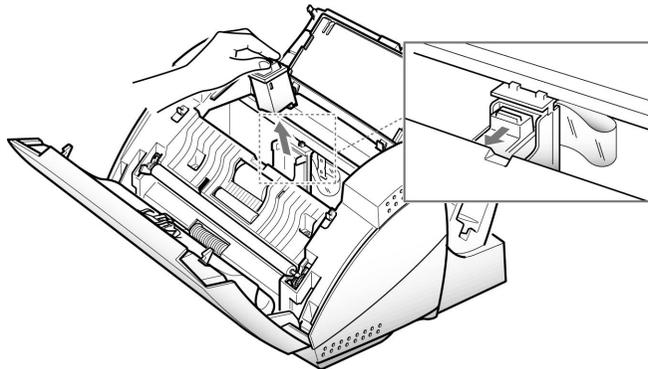
4. Use a CLEAN, DRY CLOTH to clean the print cartridge carrier contacts inside the printer.
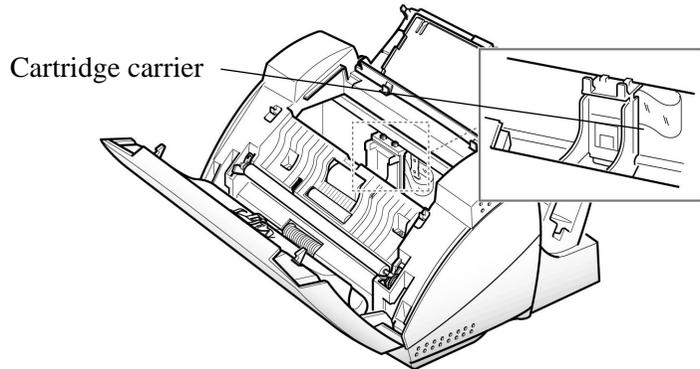
Cartridge carrier

5. Clean the carrier deflector inside the printer.

Carrier deflector
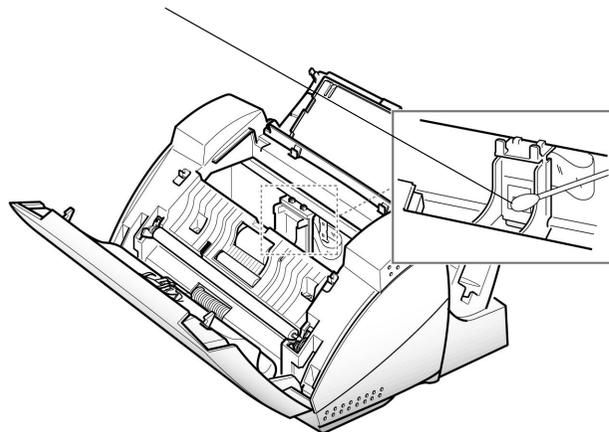
6.   Plug the power cord in.
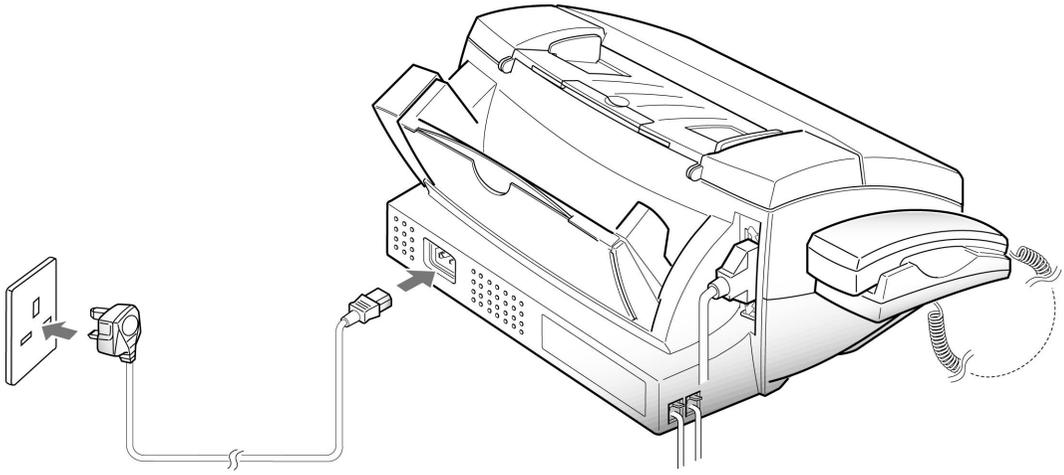
7.   Press the Cartridge button, and install the print cartridge. See 'Replacing the Print Cartridge' on page 3.30.
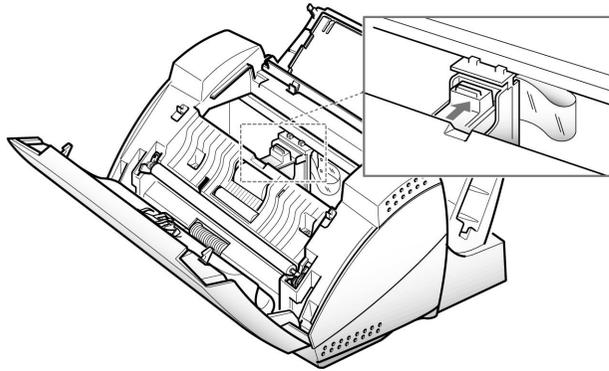
Replacing the Print Cartridge

The print cartridge includes the ink supply and the print head. Each time you replace the print cartridge, you are replacing the print head as well.

When you notice that the print becomes light or 'INK LOW' appears in the display, replace your cartridge.

- Your machine knows which print cartridge is installed and keeps separate ink low counts for the color and black print cartridges.

- When you install a new print cartridge, you must select '1.NEW' in the display to reset the Ink Low counter. (See the New print cartridge setting, page 3.31.)

- If you are switching between color and black print cartridges, be sure to store the unused print cartridge in the print cartridge storage unit.

- If you change a cartridge from color to black before a PC file is completely printed, the remaining pages in the file may not print.

- If you are interrupted and leave the print carrier in the load position for more than 30 seconds, the print cartridge carrier moves to the standby position.

- When 'INK LOW' appears during PC printing, the machine continues printing. After PC printing is completed, replace the print cartridge.

To replace the print cartridge, perform the following steps.

1. Press Cartridge on the control panel. The display shows 'CARTRIDGE IS
    1.NEW 2.USED' and the print cartridge moves to the load position.

    If you install a color cartridge, use 'Install Cartridge' tab in the Document
   WorkCentre 365c Control Program on your PC.

2. Open the control panel (1) and the cartridge compartment cover (2).
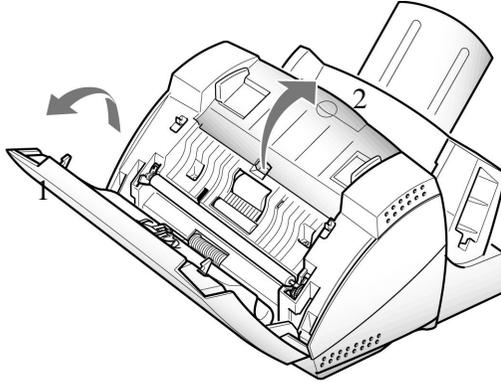
3. Pull the print cartridge handle toward you until it clicks. Remove the print
   cartridge.
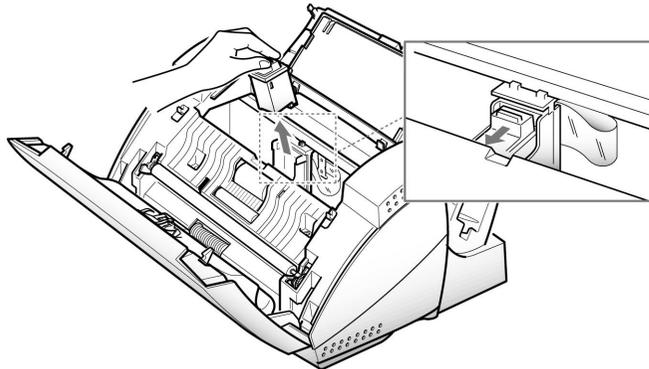
4. Remove a new print cartridge from its packaging and carefully remove the tape covering the print head. Hold the print cartridge by the coloured tab or black areas only. Do not touch the copper area.
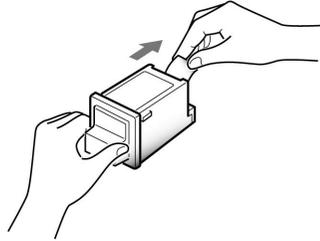

5. Insert the print cartridge in the cartridge holder, then push the print cartridge firmly away from you until it clicks into place.

    If the print cartridge moves loosely in the carrier, it has not clicked into place. Repeat this step.
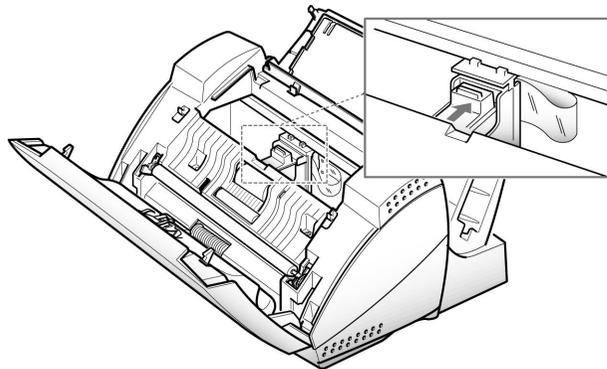
6. Replace the cover and the control panel.
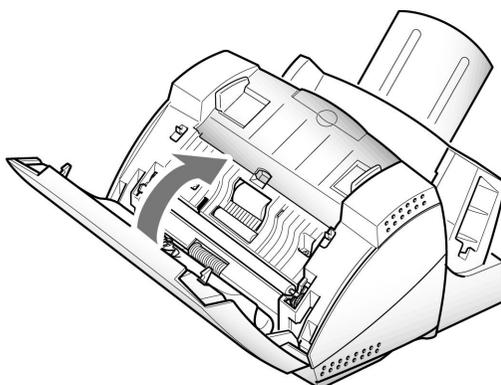
7. Select '1.NEW'by pressing 1.

The display briefly shows 'MONO INSTALLED' or 'COLOR INSTALLED' according to the type of ink cartridge, then the machine returns to Standby mode.

- *When you install a new cartridge, you must select '1.NEW.' When you install a used cartridge, select '2.USED', which helps you monitor the amount of ink remaining. If you mix up several used cartridges, it will be difficult to check the amount of ink remaining. Once a new print cartridge is installed, use it until it has run out completely.*

- *If the new cartridge does not give excellent printing quality, run 'Printer Self-Test on page 1.13.*

- *If you want to install a color cartridge to print a file on your PC, you should use 'Install Cartridge' tab in the Document WorkCentre 365c Control Program on your PC.*

Cartridge Alignment

You should print the cartridge alignment test if vertical lines or characters appear crooked. The cartridge alignment test lets you straighten the vertical lines.

1. From the Programs menu, select the Document WorkCentre 365c Printer.

    For Windows 3.x, double-click the Document WorkCentre 365c Printer icon from the Program Manager.

2. Select Control Program on LPT1. The Document WorkCentre 365c Control Program on LPT1 dialogue box will appear.

3. Click the Cartridge tab, then click the Align Cartridge.

    A - DRAFT MODE ALIGNMENT

    ```
    |||||||   |||||||  |||||||   |||||||   |||||||
    |||||||   |||||||  |||||||   |||||||   |||||||
    |||||||   |||||||  |||||||   |||||||   |||||||
        1         2        3         4         5
    ```
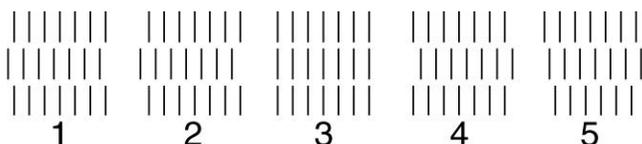
    B - NORMAL MODE ALIGNMENT

    ```
    |||||||   |||||||  |||||||   |||||||   |||||||
    |||||||   |||||||  |||||||   |||||||   |||||||
    |||||||   |||||||  |||||||   |||||||   |||||||
        1         2        3         4         5
    ```
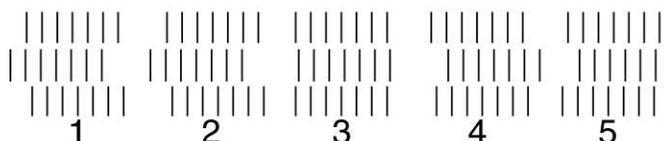
4. The printer feeds a sheet of paper and prints the alignment test pattern.

    Examine the test print. If the vertical lines are straight, no adjustment is needed. If the lines are not straight, select the number of the closest straight lines, and click OK.

5. Repeat the test until the alignment is correct. When alignment is complete, click Cancel.

6. The display will ask you to enter the NORMAL ALIGNMENT number. Press the number with the lines more aligned (or closest) for Normal Mode.

7. The display will ask if you want to repeat the alignment. If none of the lines are aligned, press **1** to select YES, and repeat the procedure until you obtain straight lines.

8. When alignment is completed, press **2** to select NO while the display shows REPEAT ALIGNMENT. The machine returns to Standby mode.

Printer Driver program on the Control Program:

1. From the menu **Programs**, select the Document WorkCentre 365c printer.

    For Windows 3.1x, double click on the Document WorkCentre 365c printer icon at the Program Manager.

2. Select Control Program on LPT1. The Control Program dialog box for the Document WorkCentre 365c will appear.

3. Press the **Cartridge** tab, then press **Align Cartridge**.
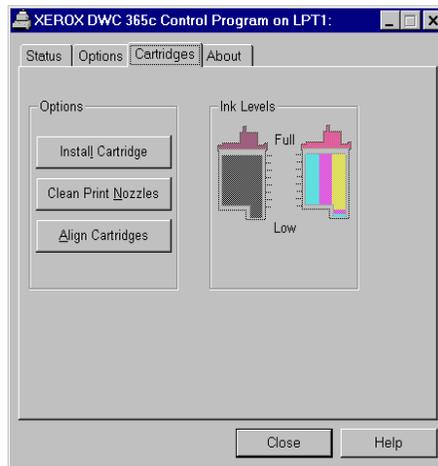
4. The printer feeds a sheet of paper and prints the Alignment Test Pattern.

    Check the print test. Select the number where the lines are more aligned following the instructions, **Cartridge Alignment**, previously given on page 3.34.

Retard Pad Replacement

After about one year of operation, your retard pad will become worn so that the performance of the document feeder will be impaired.

1. Open the document feeder cover,

2. Insert a sharp thin object, such as a knife, into the openings as shown and release the latches that hold the plastic retard pad support to the machine.
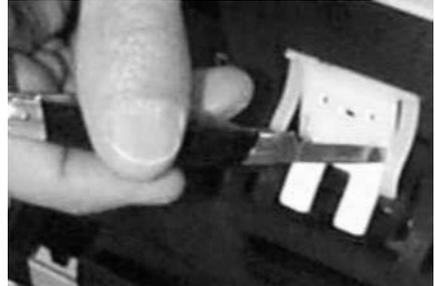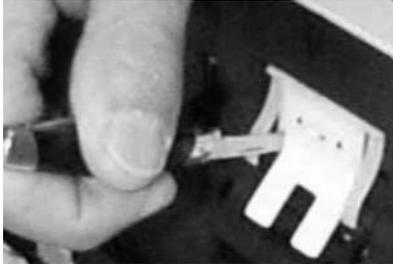
3. Slide the retard pad and plastic support out of the machine.
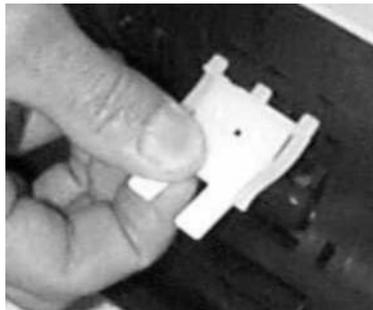
4. Replace with a new retard pad. Insert the retard pad and support as shown and snap into place.