
Xerox DocuPrint 96/4635/180 IPS Troubleshooting Guide

**THE DOCUMENT COMPANY
XEROX**

Version 7.1
August 2000
721P88190

Xerox Corporation
Printing Systems Documentation and Education
701 South Aviation Boulevard, ESM1-058
El Segundo, CA 90245

©1998, 1999, 2000 by Xerox Corporation. All rights reserved.

Copyright protection claimed includes all forms and matters of copyrightable material and information now allowed by statutory or judicial law or hereinafter granted, including without limitation, material generated from the software programs which are displayed on the screen, such as icons, screen displays, looks, etc.

Printed in the United States of America

Publication number: 721P88190

Xerox® and all Xerox products mentioned in this publication are trademarks of Xerox Corporation. Products and trademarks of other companies are also acknowledged.

Changes are periodically made to this document. Changes, technical inaccuracies, and typographical errors will be corrected in subsequent editions.

Laser safety



Warning: Adjustments, use of controls, or performance of procedures other than those specified herein may result in hazardous light exposure. ⚠

The Xerox DocuPrint printers are certified to comply with the performance standards of the U.S. Department of Health, Education, and Welfare for Class 1 laser products. Class 1 laser products do not emit hazardous radiation. The DocuPrint printers do not emit hazardous radiation because the laser beam is completely enclosed during all modes of customer operation.

The laser danger labels on the system are for Xerox service representatives and are on or near panels or shields that must be removed with a tool. **DO NOT REMOVE LABELED PANELS OR PANELS NEAR LABELS. ONLY XEROX SERVICE REPRESENTATIVES HAVE ACCESS TO THESE PANELS.**

Ozone information

This product produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air. The environmental parameters specified in the Xerox installation instructions ensure that concentration levels are within safe limits. If you need additional information concerning ozone, call 1-800-828-6571 to request the Xerox publication 600P83222, *OZONE*.

Operation safety

Your Xerox equipment and supplies have been designed and tested to meet strict safety requirements. They have been approved by safety agencies, and they comply with environmental standards. Please observe the following precautions to ensure your continued safety.

- Always connect equipment to a properly grounded electrical outlet. If in doubt, have the outlet checked by a qualified electrician.



Warning: Improper connection of the equipment grounding conductor may result in risk of electrical shock. ⚠

- Never use a ground adapter plug to connect equipment to an electrical outlet that lacks a ground connection terminal.
- Always place equipment on a solid support surface with adequate strength for its weight.
- Always use materials and supplies specifically designed for your Xerox equipment. Use of unsuitable materials may result in poor performance and may create a hazardous situation.
- Never move either the printer or the Printer Controller without first contacting Xerox for approval.
- Never attempt any maintenance that is not specifically described in this documentation.
- Never remove any covers or guards that are fastened with screws. There are no operator-serviceable areas within these covers.
- Never override electrical or mechanical interlocks.
- Never use supplies or cleaning materials for other than their intended purposes. Keep all materials out of the reach of children.
- Never operate the equipment if you notice unusual noises or odors. Disconnect the power cord from the electrical outlet and call service to correct the problem.

If you need any additional safety information concerning the equipment or materials Xerox supplies, call Xerox Product Safety at the following toll-free number in the United States:

1-800-828-6571

For customers outside the United States, contact your local Xerox representative or operating company.

Table of contents

	Laser safety	iii
	Ozone information	iii
	Operation safety	iv
Introduction		vii
	About this guide	vii
	Contents	vii
	Conventions	viii
	Related publications	ix
1. Calling for service		1-1
	Information to have on hand when calling for service	1-1
	Enabling and disabling the modem for remote service	1-2
	Preparing your system for remote service	1-2
	Enabling your modem	1-3
	Disabling your modem	1-3
2. Fault masking		2-1
3. Clearing paper misfeeds and jams		3-1
	Clearing a feeder tray fault	3-2
	Frequent misfeeds	3-4
	Clearing paper jams	3-6
	Job recovery	3-8
	Printer areas	3-9
	Clearing bypass transport paper jams	3-21
	Paper curl and paper jams	3-23
	Measuring the paper curl	3-23
	Adjusting the decurler lever	3-24
4. Correcting skewed or damaged printing		4-1
5. Correcting stacker problems		5-1
6. System unresponsive		6-1
Index		INDEX-1

This *Xerox DocuPrint 96/4635/180 IPS Troubleshooting Guide* describes how to solve some specific problems that may occur when you are using the printing system.

About this guide

This guide is designed for Xerox DocuPrint 96/4635/180 IPS operators whose job consists of the routine operation of one of these systems.

Users should have an understanding of Printer Controller operations.

Before using this guide, become familiar with its contents and conventions.

Contents

This section lists the contents of this guide:

- Chapter 1, “Calling for service,” describes the information to have on hand when calling for support service, and provides information on using the Sixth Sense Technology.
- Chapter 2, “Fault masking,” describes how the 4635 IPS masks a problem so that the job will continue to print.
- Chapter 3, “Clearing paper misfeeds and jams,” illustrates how to clear paper misfeeds and jams from various parts of the paper path.
- Chapter 4, “Correcting skewed or damaged printing,” explains how to adjust the registration transport roll levers.
- Chapter 5, “Correcting stacker problems,” provides solutions to common stacker problems.
- Chapter 6, “System unresponsive,” provides solutions to specific printer problems.

An index is provided at the back of the guide.

Conventions


This guide uses the following conventions:

- All caps and angle brackets—Within procedures, the names of keys are shown in all caps within angle brackets (for example, press <ENTER>).
- <Angle brackets> — Variable information, or the position of a specified argument in the command syntax, appears in angle brackets (for example, List Fonts <Pattern>).
- **Bold** — Within procedures, text and numbers that you enter are shown in bold.
- “Enter” — Within procedures, the two-step process of keying in data and pressing <ENTER> (for example, enter y).
- *Italics* — Document and library names are shown in italics (for example, the *Xerox DocuPrint 96/4635/180 IPS Troubleshooting Guide*).
- Capitalization of graphical user interface (GUI) window titles matches the titles as they appear on the screen. In cases where a window does not have a title, it is referenced using all lower case. For example:
 - At the graphical user interface, use the Output Configuration window to group the trays.
 - The main window displays the current system status.




Note: Notes are hints that help you perform a task or understand the text.



Caution: Cautions alert you to an action that could damage hardware or software. 



Warning: Warnings alert you to conditions that could affect the safety of people. 

Related publications

This document is part of the Xerox DocuPrint IPS publication set.

Xerox documents

Following is a list of all Xerox DocuPrint IPS documents. For a complete list and description of available Xerox documentation, refer to the *Xerox Customer Documentation Catalog* (publication number 610P17517), or call your service representative.

Application Programmer/System Administrator Quick Reference Card

Customer Information Quick Reference Card

Generic MICR Fundamentals Guide

Glossary

Guide to Configuring and Managing the System

Guide to Performing Routine Maintenance

Helpful Facts About Paper

Installation Planning Guide

Master Index

Messages Guide

Solutions Guide

System Overview Guide

Troubleshooting Guide

Xerox Standard Font Library Font User Guide

The documentation set also includes an electronic version, the *DocuPrint IPS Interactive Customer Documentation CD*.

IBM documents

Following are related IBM documents. Contact your local IBM representative for ordering instructions for IBM AFP/PSF manuals that might be useful for your specific installation.

IBM 3825 Page Printer Product Description

IBM Intelligent Printer Data Stream Reference

IBM Advanced Function Presentation Printer Summary

IBM ITSC Distributing AFP Printing from a Host System

IBM Advanced Function Printing Data Stream Reference

IBM Data Stream and Object Architectures: Mixed Object Document Content Architecture Reference

Guide to Advanced Function Presentation

1.

Calling for service

Before calling your customer service support center, make sure you have read this chapter and have tried the corrective actions described here. If the problem persists, gather the necessary information and call the customer support center.

Information to have on hand when calling for service

To report DocuPrint hardware or software problems in the United States, call the following number:

1-800-822-2979

For customers outside the United States, call your local service representative.



Note: A model-specific phone number is attached to your printer at installation time.

Before calling, make note of the following:

- Status code numbers and messages that appear on the controller screen and the printer console
- Indicator lights that are lit
- Name of your printer: DocuPrint 96, 4635, or 180 IPS
- Serial number for your printing system (a 9-digit alphanumeric code located on the frame inside the printer, behind the narrow door to the far left, on the front of the printer).
- Problems you are having with the system.

Additional information you may wish to note prior to calling includes:

- An explanation of how output differs from what was expected.
- An assessment of whether the symptoms follow a pattern or occur randomly.
- A list of special conditions that may be related to the problems:
 - New applications
 - Changes made to the software
 - Recent service performed
 - Previous conditions under which the application has printed properly.

Give this information to a customer service representative, who will discuss the information and give you an estimated time of arrival or assist you over the phone to resolve the problem.

Enabling and disabling the modem for remote service

Your system may be set up to use Sixth Sense Technology—a remote communication capability. Sixth Sense Technology is a user-friendly suite of tools that allow service personnel to connect with a customer system and evaluate its performance while the system is being used. The Customer Service Engineer (CSE) can troubleshoot problems remotely, transfer, apply, and remove patches remotely, and, if an on-site call is required, arrive with the solution to fix the problem.

An external modem allows your system to be accessed by remote service technicians.



Caution: Depending on the commands used by the technician, the printer may start up during the remote service session. You should not attempt to operate the system or perform any tasks at the printer during the remote service session.

Preparing your system for remote service

When making a service call, your Service Representative may ask you to prepare your system for a remote service. If so, follow these steps:

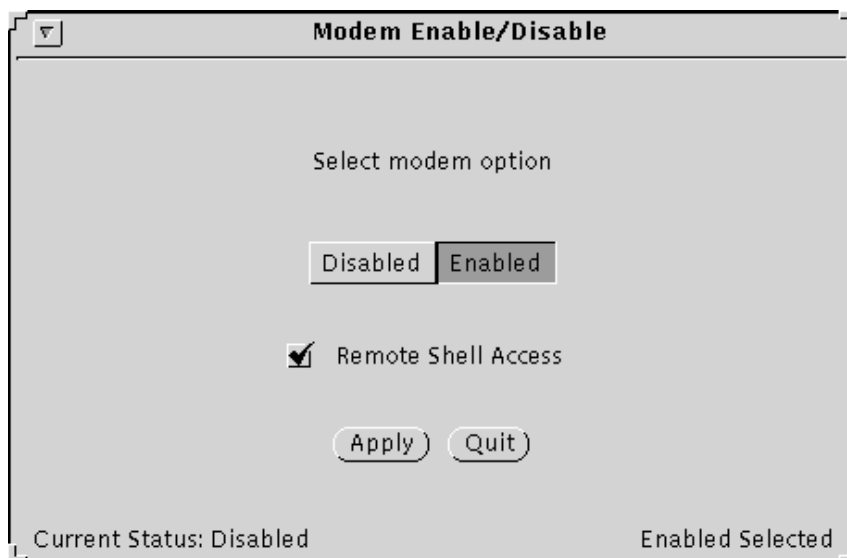
1. Upon request, provide the service representative with your modem telephone number.
2. At the graphical user interface, place the system offline. This will prohibit the printer from running a job while the service representative is analyzing your IPS system.
3. Enable the modem (see “Enabling your modem” section later in this chapter).
4. Answer the service representative’s questions as appropriate, and make sure that no operators, users, or administrators use the system while the service takes place.
5. When the service is complete, disable the modem (see “Disabling your modem” section later in this chapter).
6. Place the system back online.

Enabling your modem

Enable your modem at the graphical user interface following these steps:

1. Select the Configuration pull-down menu of the IPS main window.
2. Select the Modem Enable/Disable menu item.
3. At the Modem Enable/Disable window, select Enabled, then click Apply.

Figure 1-1. **Modem Enable/Disable window**



4. At the Password window, enter the root password, then confirm your entry.

Disabling your modem

Disable your modem at the graphical user interface following these steps:

1. Select the Configuration pull-down menu of the IPS main window.
2. Select the Modem Enable/Disable menu item.
3. At the Modem Enable/Disable window, select Disabled, then click Apply.

This chapter describes the behavior of the 96/4635/180 IPS while printing with fault conditions in existence.

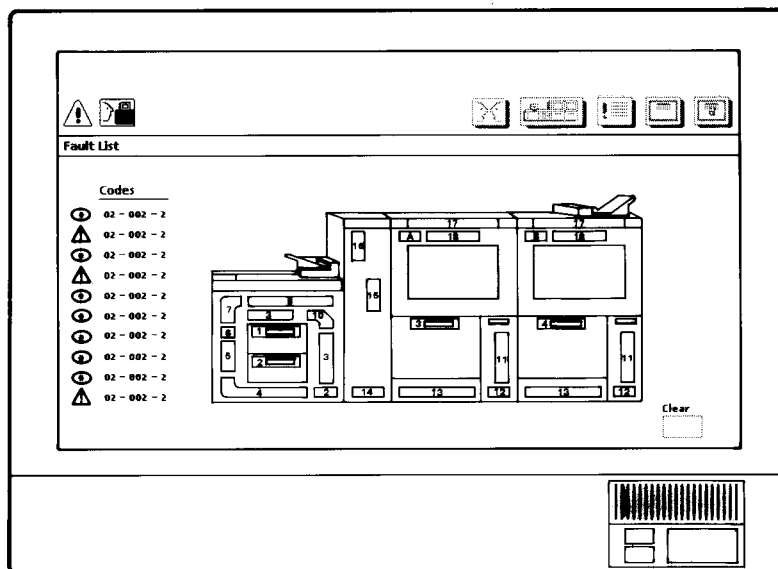
The DocuPrint 96, 4635, and 180 IPS enables you to continue printing while certain faults or conditions exist in parts of the printer not currently in use. Such faults or conditions are said to be masked. If, for example, you are printing a job using feeder tray 1 and stacker bin A, the printer continues printing even if feeder tray 2 is jammed or if stacker bin B is full.

When there is a masked fault or condition, the Hint icon (a light yellow circle with an asterisk inside) appears on the printer console and the Attention light goes on. A message, preceded by an asterisk, also appears in line 3 of the message area of the printer console. To display the area containing the masked fault (for example, the location of the paper jam), touch the Fault List icon (shown below) on the printer console to display the Fault List screen.

Figure 2-1. **Fault List icon**



Figure 2-2. **Fault List screen**



The Fault List screen displays any outstanding fault codes and shows a mimic of the printer; the area containing the masked fault is highlighted in light yellow. For greatest printer productivity, clear any masked faults at your earliest opportunity.

When the printer stops because of a fault, display the Fault List screen after clearing the fault to see if there are any masked faults. Clear these masked faults before continuing with the print job.

When there is a fault that cannot be masked and therefore causes the printer to stop, the Fault icon (a dark yellow triangle with an exclamation point inside) appears on the printer console and the Attention light flashes. The Fault screen appears on the printer console, highlighting (in dark yellow) the area(s) of the printer containing the fault and giving instructions for clearing the fault.

If a fault exists in the system at the time that a masked fault occurs, the printer console displays only the Fault icon. The remaining masked fault condition messages still display in the message area of the printer console.

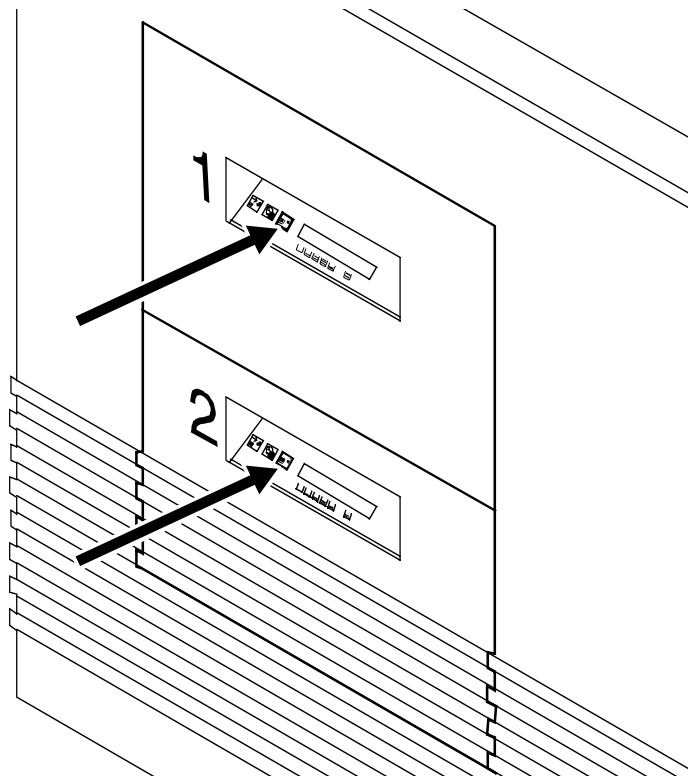
3. Clearing paper misfeeds and jams

Paper jams and misfeeds can be greatly reduced or eliminated if you use the correct type of paper under the right conditions. Refer to *Helpful Facts About Paper* for information on paper selection and care.

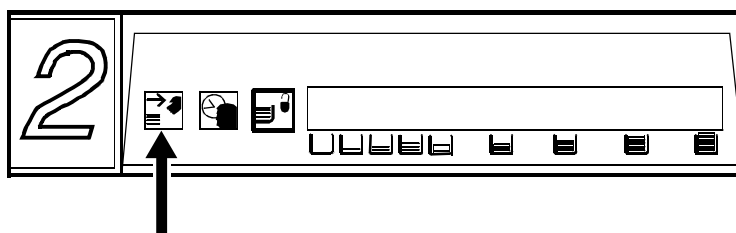
Clearing a feeder tray fault

When paper is misfed from the paper trays, complete the following steps:

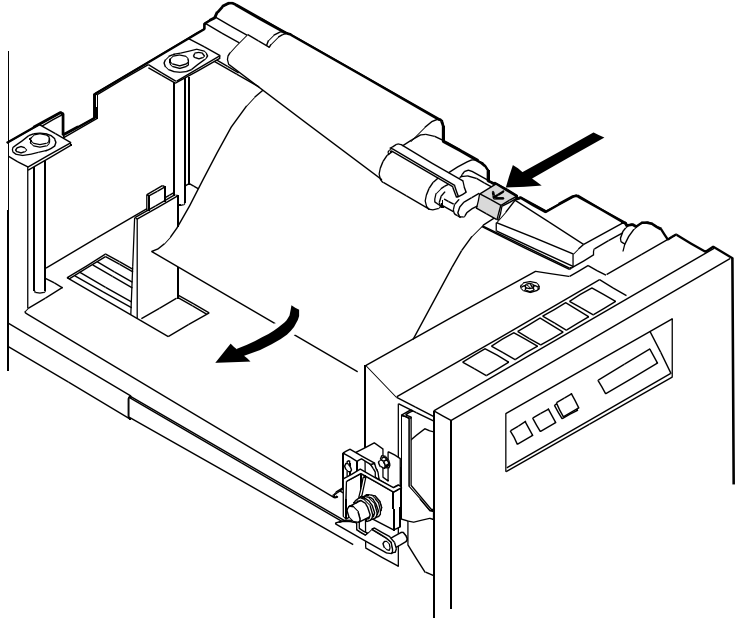
1. Go to the paper tray indicated by the message and graphic displays of the printer control console.
2. Press the Tray Unlock button on the front left of the paper tray.



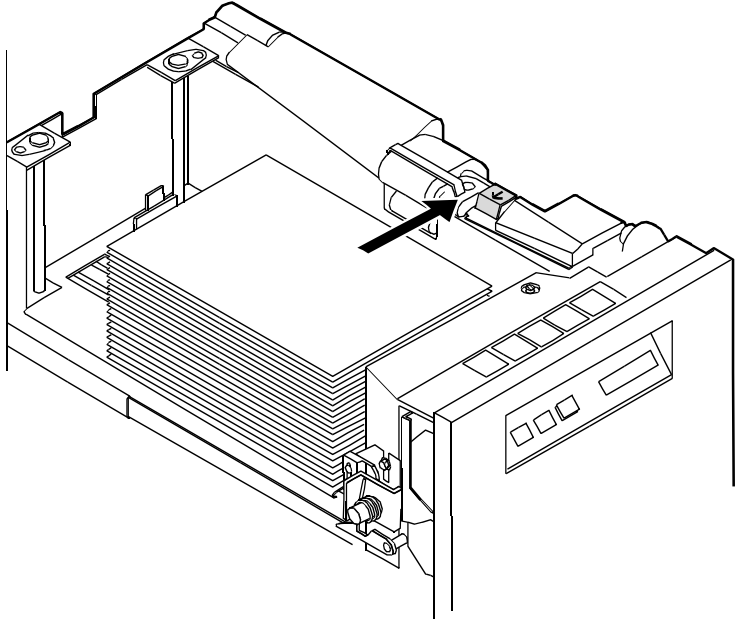
3. When the Ready To Open indicator is lit, pull the bar up and out to open the tray. Pull the tray all the way out for best results.



4. Press the green lever to unlatch the paper feeder assembly.



5. Remove and discard any partially fed paper. Make sure the paper supply is neatly stacked and the stack is not higher than the MAX line on the length guide. Make sure the length guide is firmly touching the back edge of the stack.
6. Latch the paper feeder assembly by pressing the green dot until the assembly clicks into place.



7. Slide the tray back into the printer until the tray latches and press the Continue button to resume printing.
8. Discard any pages sent to the sample tray or unused stacker tray when the paper jam was detected.




Note: If the 96/4635/180 IPS does not continue printing after a paper tray fault or after paper is loaded, pull out the tray, then push it back in. The system should resume printing.

Frequent misfeeds

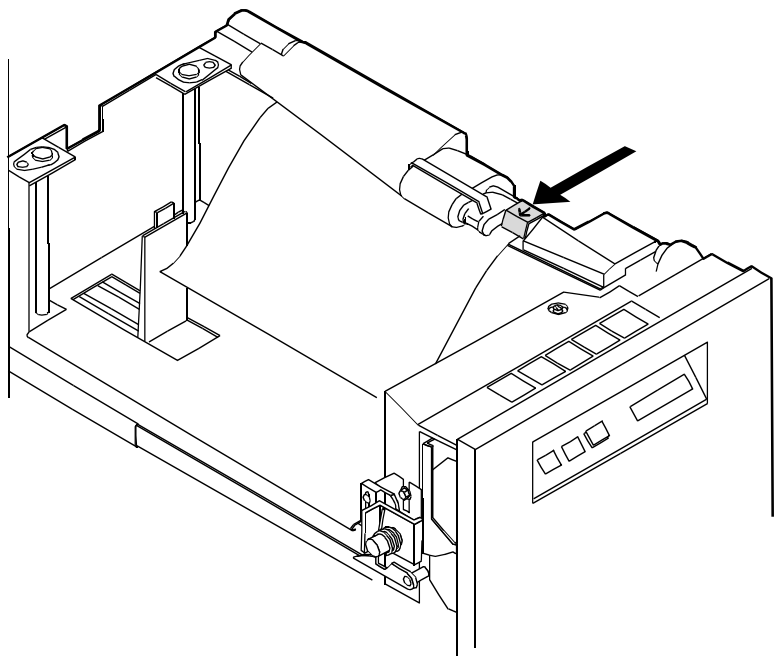
Frequent misfeeds may be caused by a glazed feed belt, especially if one tray feeds the same kind of paper better than another tray does. (Glazing is caused by a buildup of the chemicals found on most papers.)

If you suspect that the belt is glazed, try cleaning it with film remover obtained from your service representative.

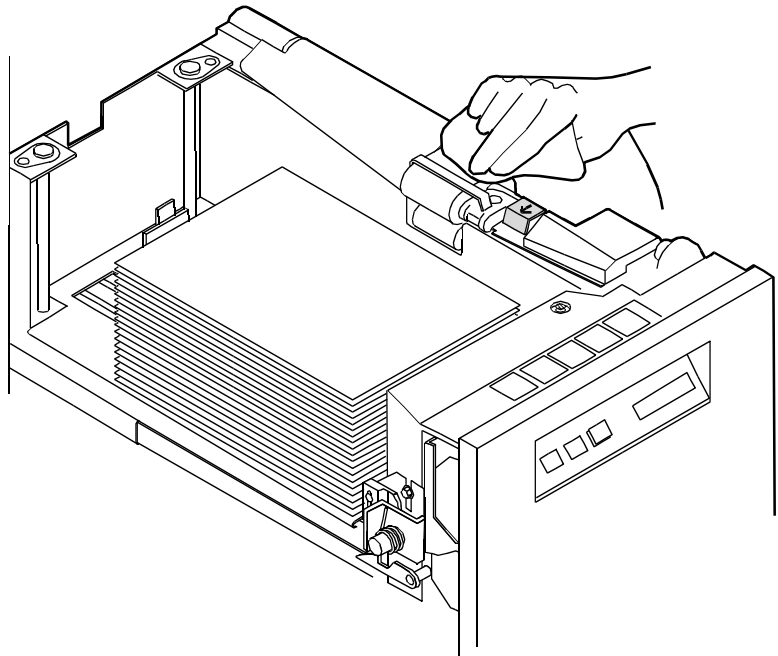


Caution: Clean the feed belt only to correct misfeeds, not as routine maintenance. Because the belt is rubber, frequent cleaning dries it out and makes it fail prematurely. 

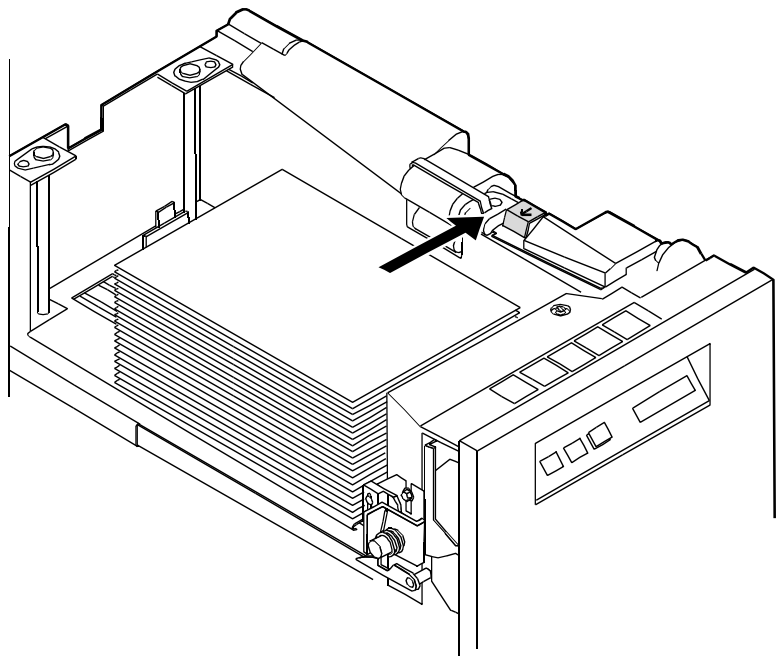
1. Clear any misfeeds that have occurred, but do not latch the paper feeder assembly. If necessary, unlatch it by pressing down on the bright green lever on the right side of the paper tray.



2. Lightly moisten a lint-free towel with film remover and thoroughly wipe the outside surface of the feed belt in the same direction as the ribs on the belt. (Wiping from side to side might pull the belt off its track.) Allow a few seconds for the film remover to evaporate.



3. Latch the paper feeder assembly by pressing down on the bright green dot. Slide the paper tray completely back into the printer.

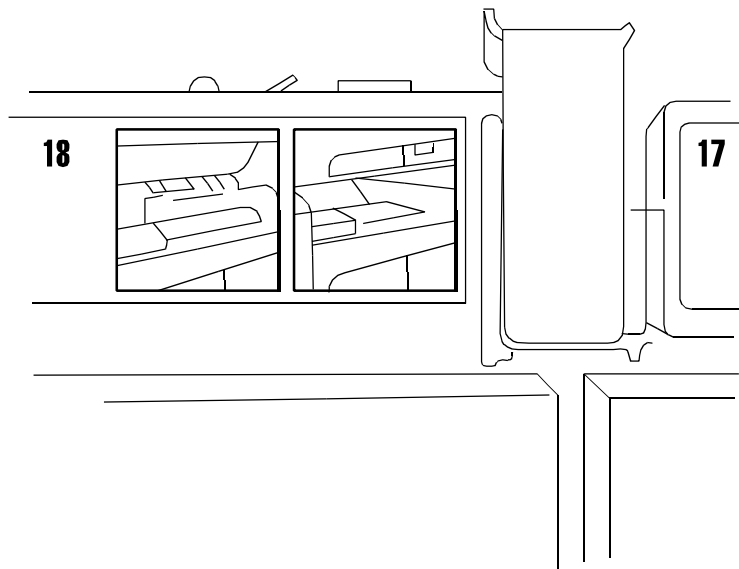


Operate the system as usual. If you continue to experience misfeeds, place a service call.

Clearing paper jams

Each area of the printer where jams can occur has detailed message labels that tell you how to clear the jam.

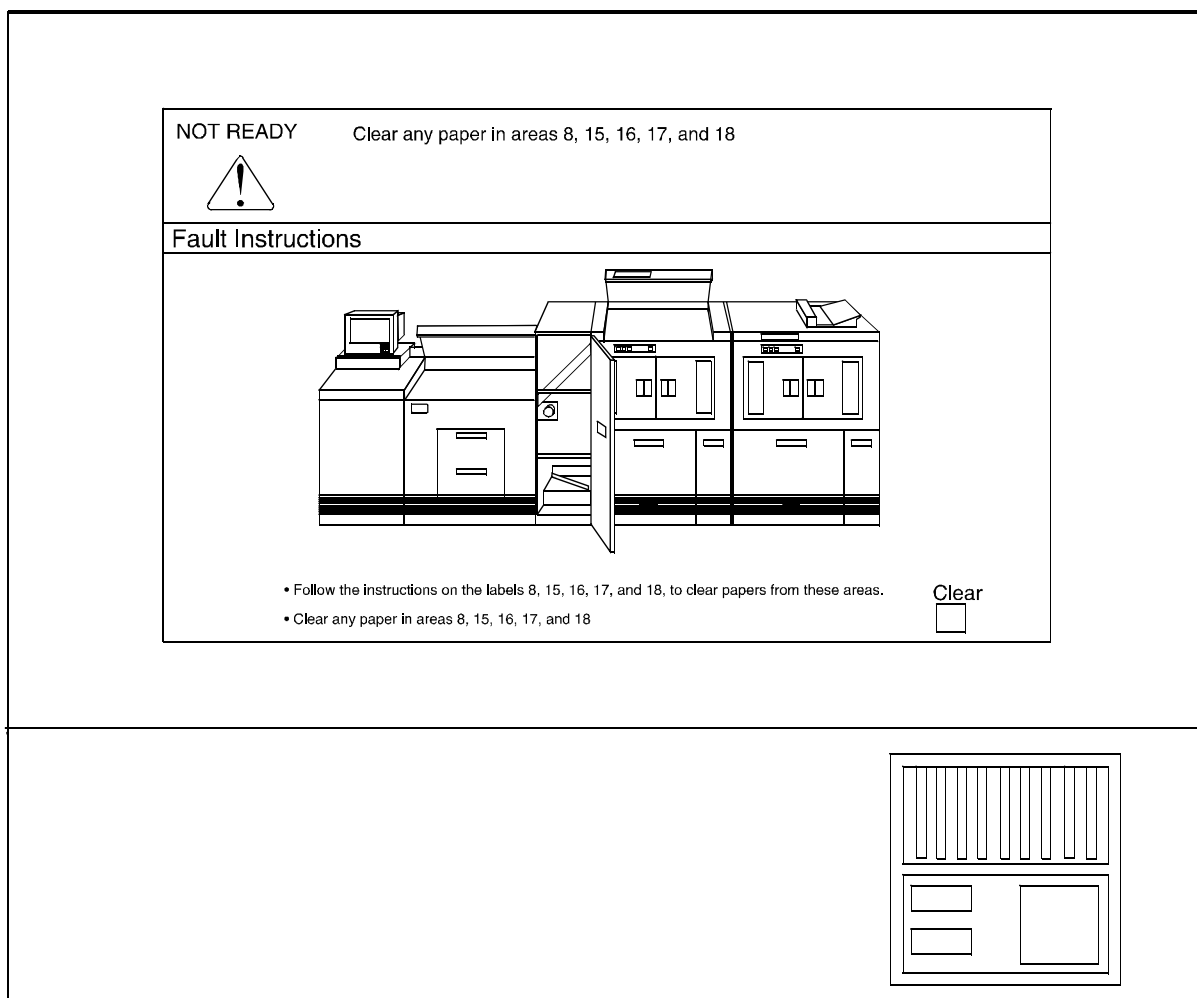
Figure 3-1. **Area jam clearance labels inside the printer**



Each handle, lever, or knob that must be moved to clear a jam is bright green and marked with an arrow indicating the direction it moves.

Follow these steps to clear a paper jam:

1. Go to the area of the printer indicated by the messages and display on the printer control console.



2. Open any printer doors necessary to access the area.
3. Clear the jammed paper from the area, following the instructions on the Printer Controller message labels and the messages on the printer control console.



Note: You may find that the printer has already cleared the paper jam area to the sample or purge trays.

4. Close any printer doors that were opened.
5. Press the Continue button to resume printing.
6. Discard any damaged sheets sent to the sample tray or purge tray.



Sometimes it is necessary to clear the entire paper path, if jams continue to occur after you have cleared one area.

Job recovery

When a jam occurs, the system controller and printer send damaged or lost pages to the print queue. For severe jams, the Printer Controller performs the recovery while the printer reinitiates a system status check.

The next level of recovery is for Host Channel Unit (HCU) errors, on channel-attached systems only. If these occur, reboot the Sun workstation and the HCU. Job recovery restarts and resumes at the last checkpoint held by the host.

Checking job integrity following a paper jam

When printing resumes following a paper jam, there is a slight possibility that duplicate sheets may be printed or sheets may be missing from a job. For that reason, you should check job integrity once the job has been printed.

Follow this procedure:

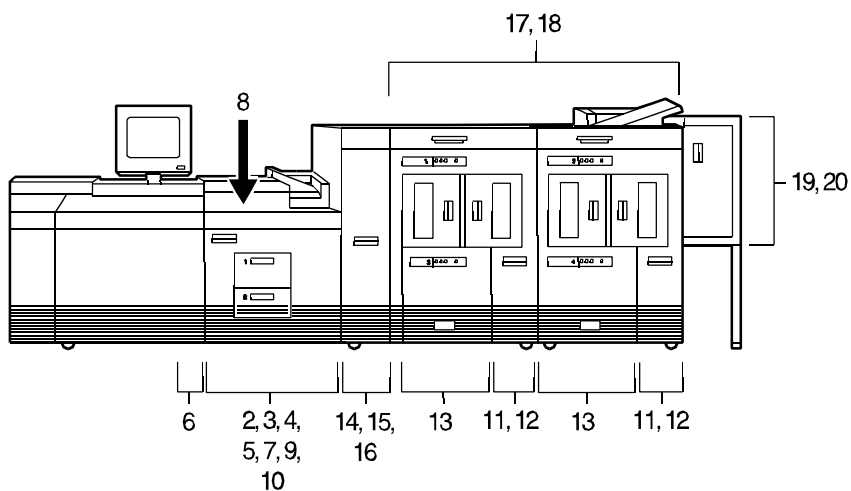
1. The printer offsets the first sheet printed following a paper jam. Locate that sheet.
2. Check the sheets immediately before and after the offset sheet to see if there are any missing or duplicate sheets in the job.
3. Check the output for data missing from the pages.

Printer areas

This section provides illustrations of the various areas of the printer where jams may occur.

The following illustration shows all the jam clearance areas for the 96/4635/180 IPS.

Figure 3-2. **Jam clearance areas**



The following illustrations show the individual jam clearance areas of the 96/4635/180 IPS printer.

Figure 3-3. **Area 2**

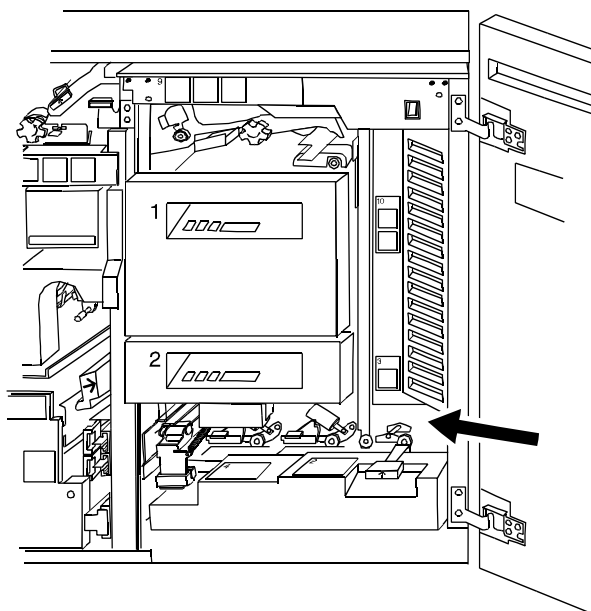


Figure 3-4. **Area 3**

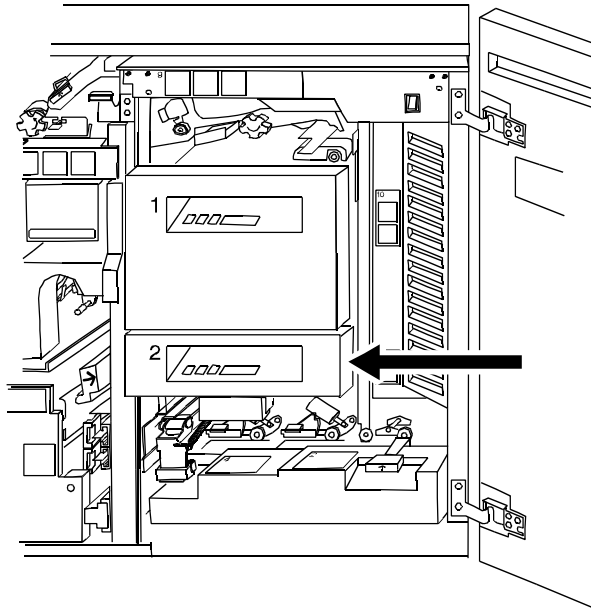


Figure 3-5. **Area 4**

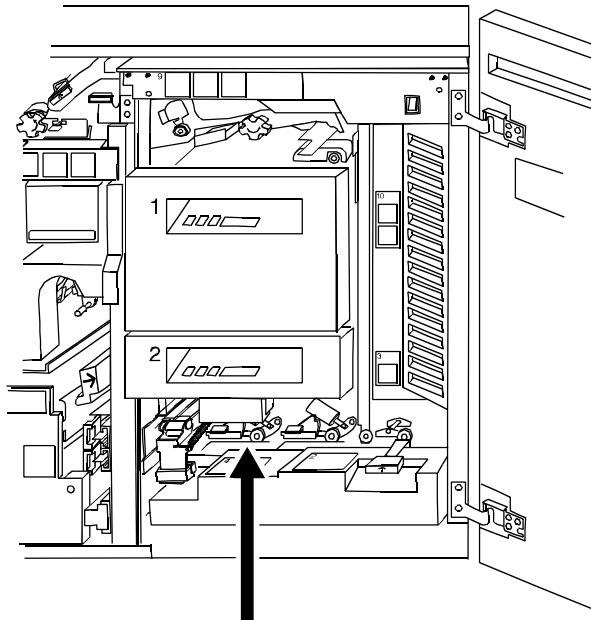


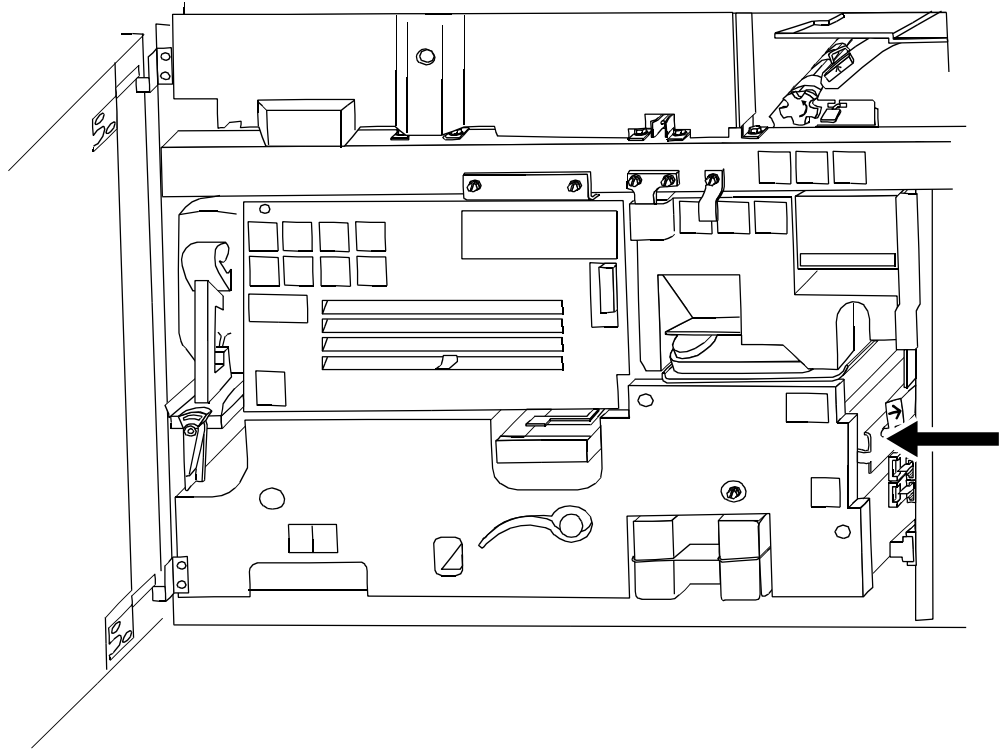
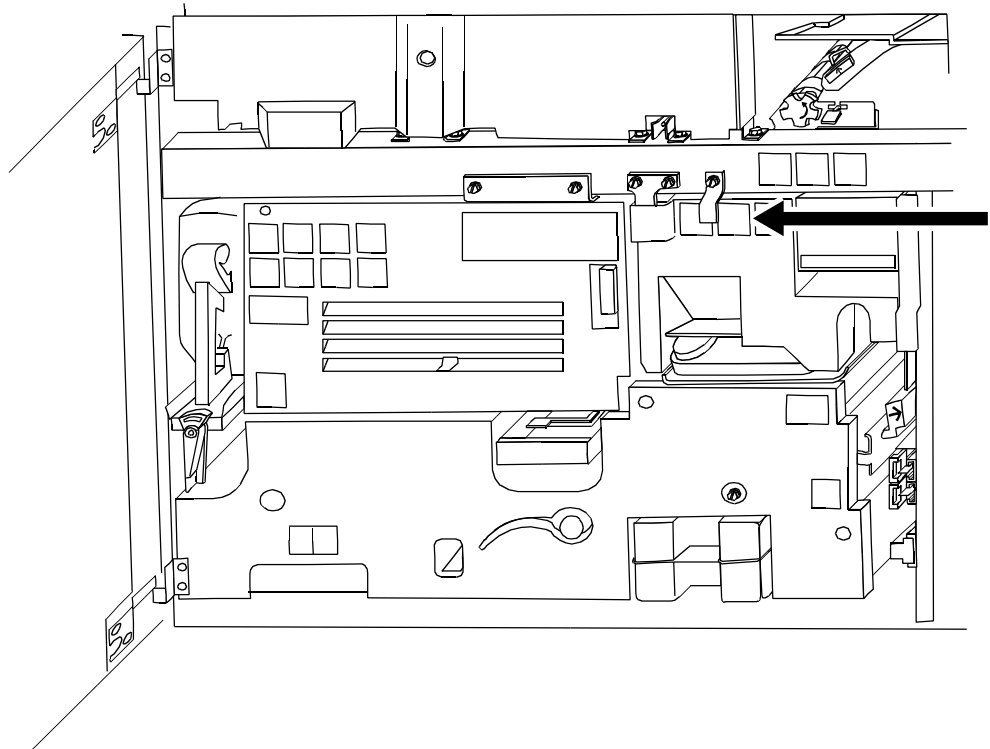
Figure 3-6. **Area 5**Figure 3-7. **Area 6**

Figure 3-8. **Area 7**

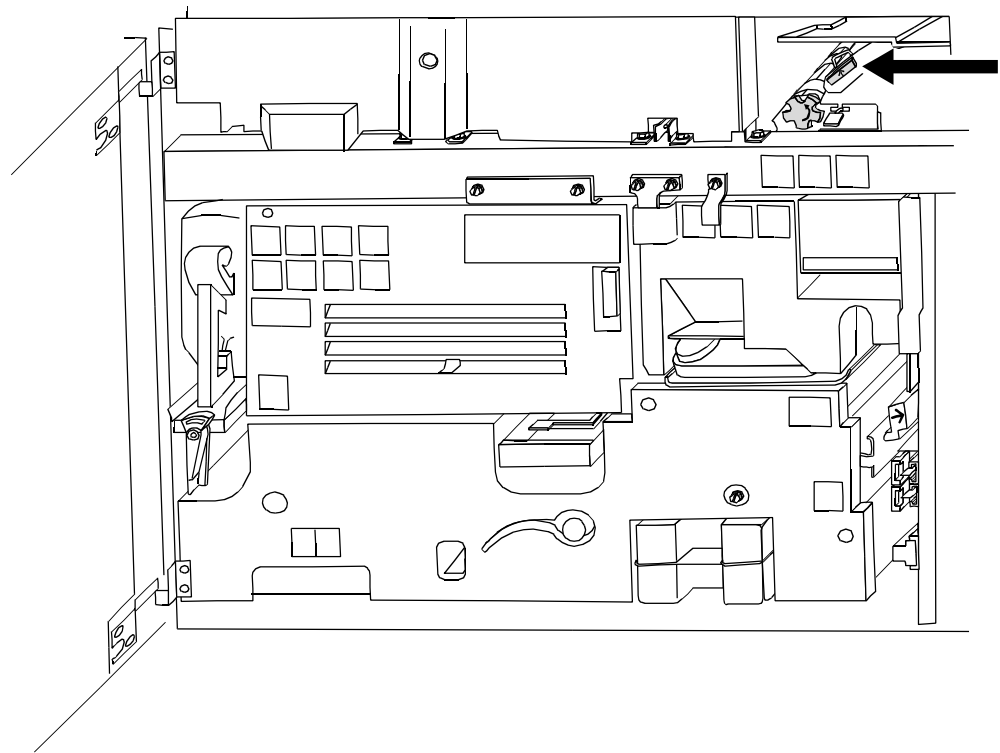
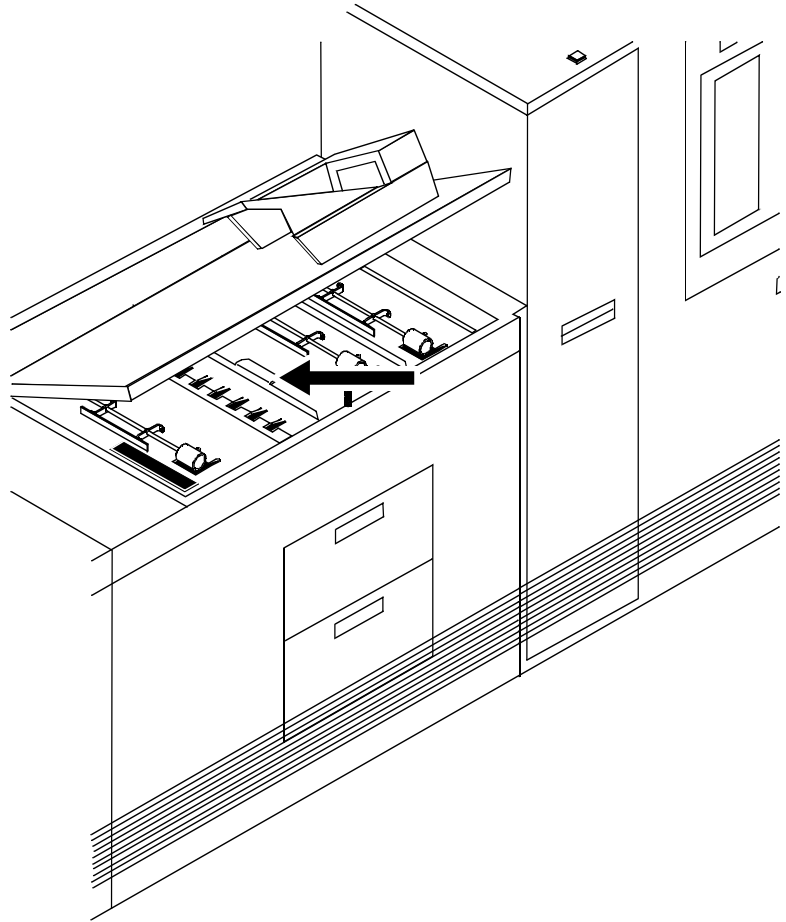


Figure 3-9. Area 8




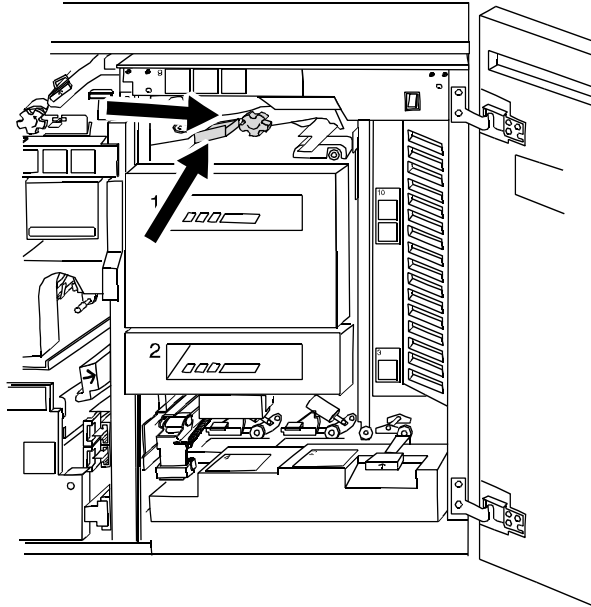

Note: If jammed paper rips as you are removing it from area 8, you may have to use the pinch lever in area 9 to remove the paper. Refer to the note following the figure illustrating area 9. 

Figure 3-10. Area 9




Note: Pull the area 9 green lever toward you to unlatch it. Make sure you relatch the lever once you have cleared any paper in this area. You may also want to pull out tray 1 and hold the green lever down in order to remove paper wedged in this area more easily.

Area 9 also has a green knob (located to the right of the lever), which can be turned to help you clear paper. 

Using the pinch lever to access area 9: If paper rips as you are removing it from area 9, or if you have difficulty removing paper from this area, you may have to use the pinch lever located further inside area 9. Follow this procedure:

1. Locate the green pinch lever directly behind area 9.
2. Carefully reaching your hand into the area, press the edges of the pinch lever and lift it up.



Warning: This area of the printer may be hot. Be careful when inserting your hand. 

3. Remove any paper caught in this area.
4. Replace the green pinch lever to its original position.
5. Discard any paper you removed.

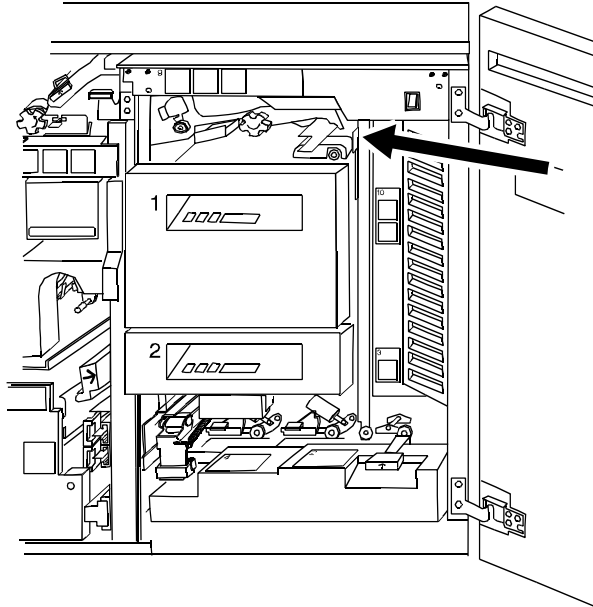
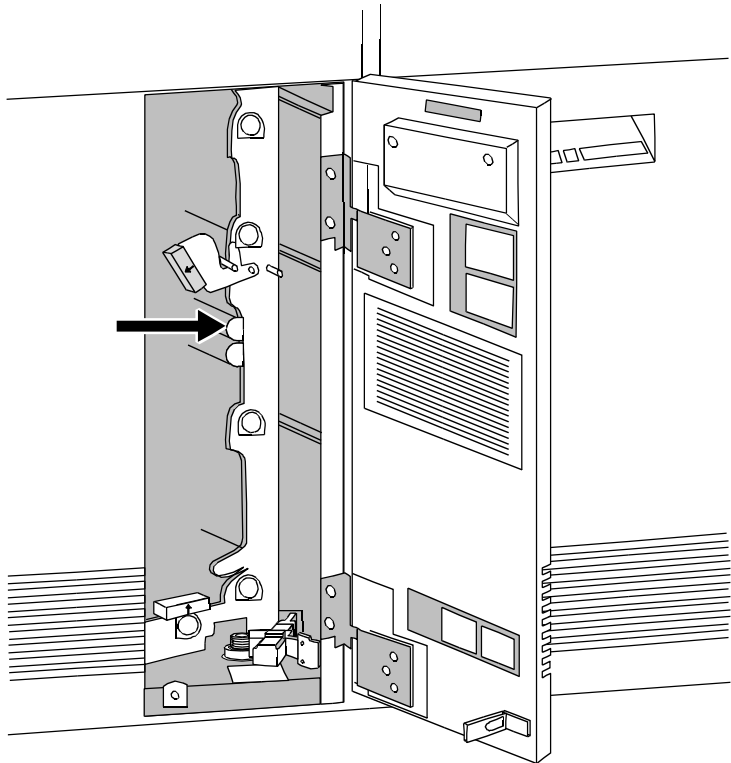
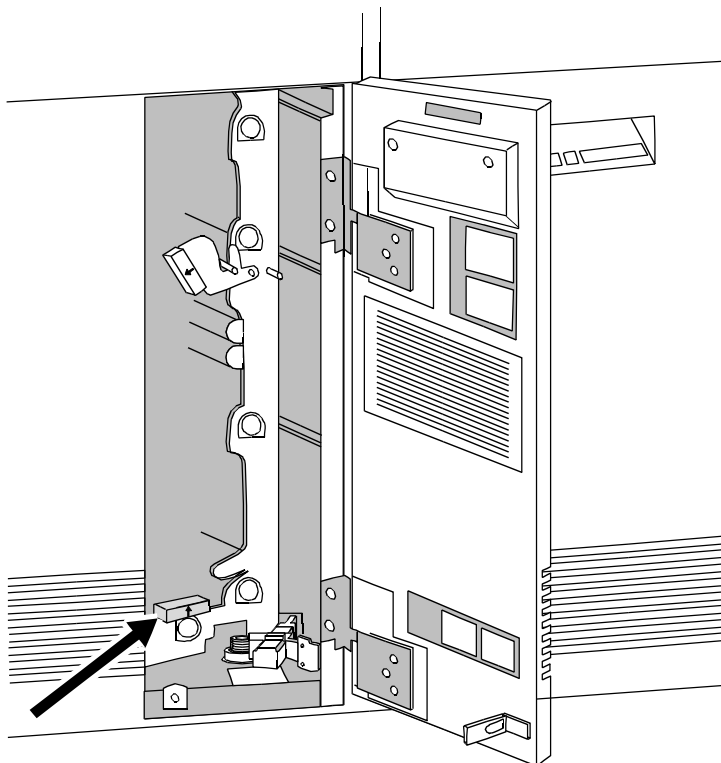
Figure 3-11. **Area 10**Figure 3-12. **Area 11**

Figure 3-13. **Area 12**



Note: For 180 IPS, when clearing area 12, you are required to clear areas 12 and 13. □

Figure 3-14. Area 13

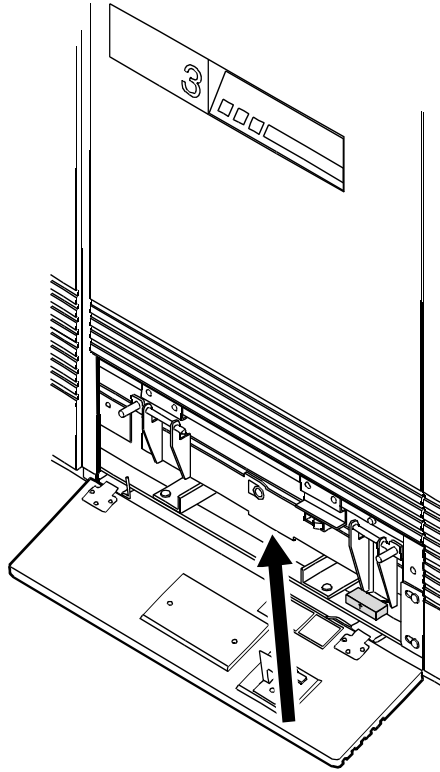
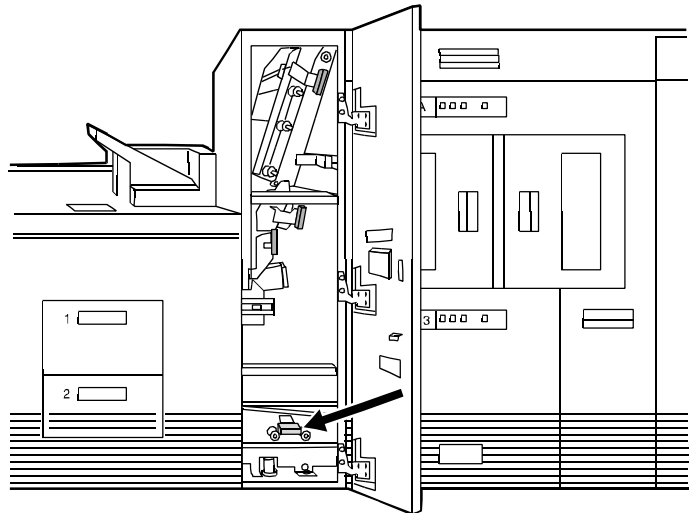


Figure 3-15. Area 14



Note: You may sometimes find paper lying on top of area 14, even though there is no message indicating a jam in this area. Discard the paper. □

Figure 3-16. **Area 15**

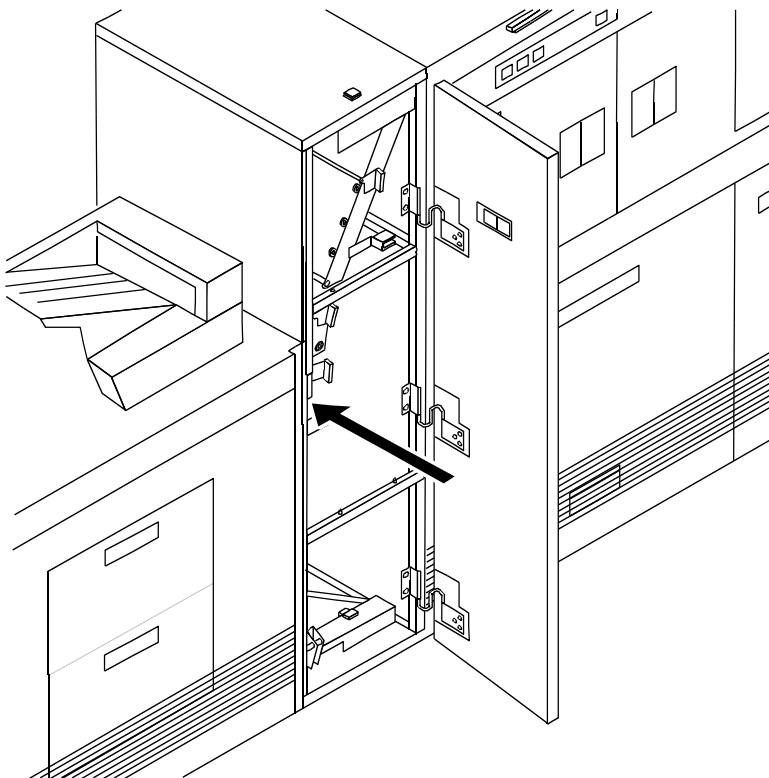
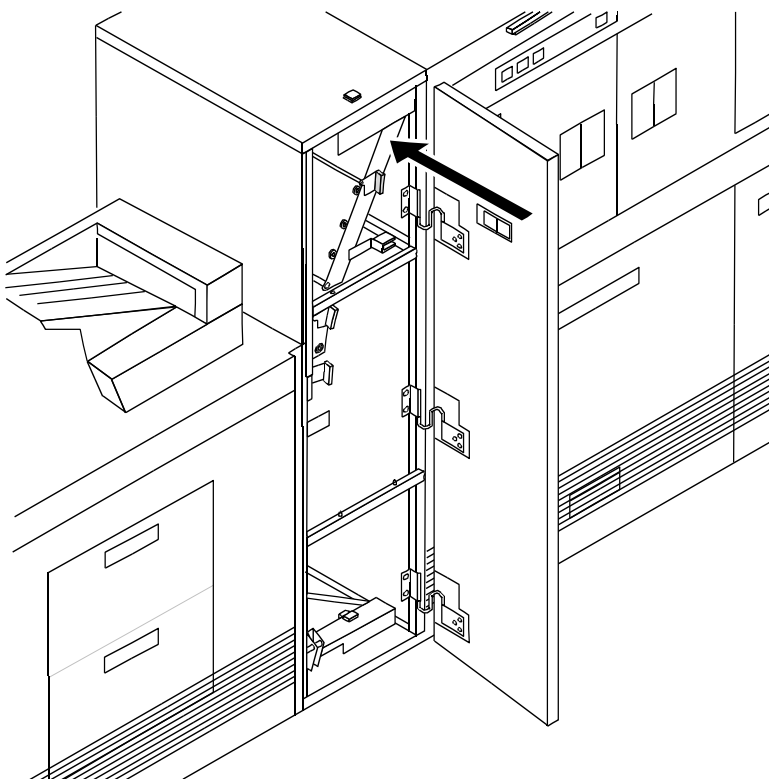
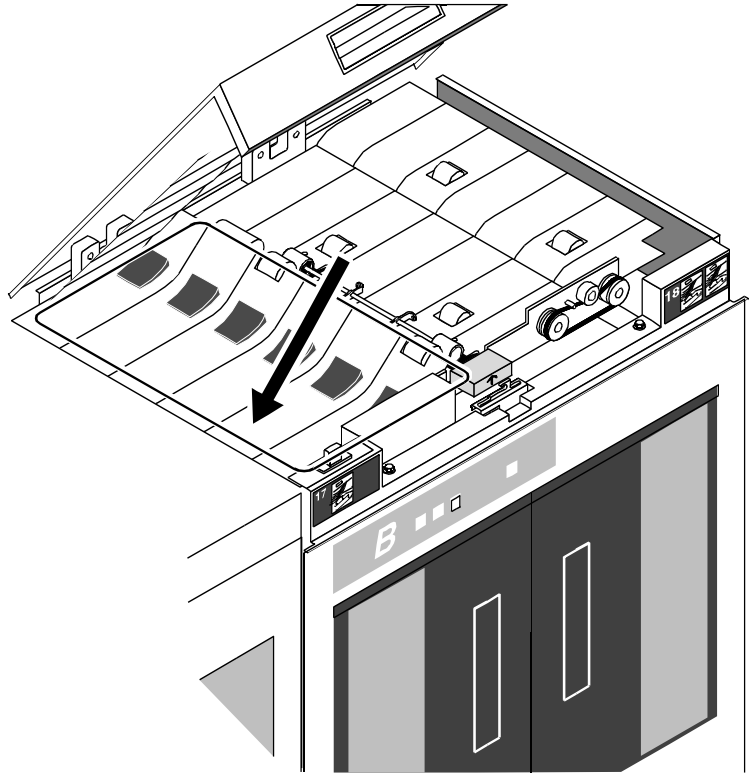
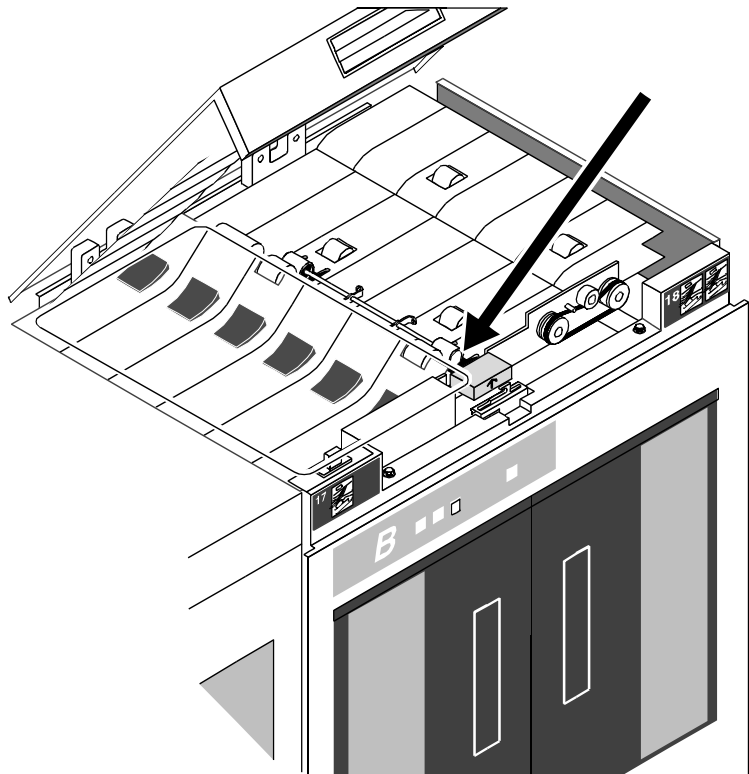


Figure 3-17. **Area 16**




Note: For 180 IPS, when clearing area 16, you are required to clear areas 16 and 17. □

Figure 3-18. **Area 17**Figure 3-19. **Area 18**



Note: Sometimes the printer control console messages direct you to discard the last sheet delivered to the stack following a jam in area 18. Check for this message when clearing an area 18 paper jam.

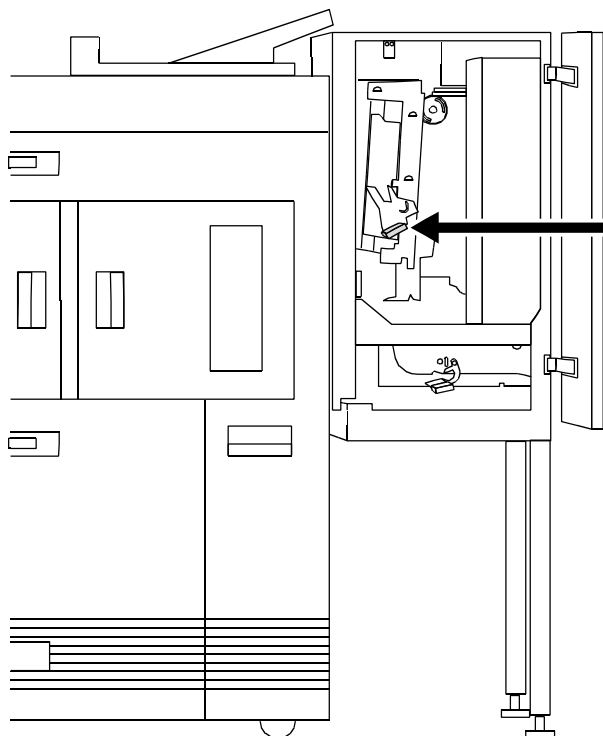
If your printer has frequent jams in this area, you may need to clean the Q1107A sensor. Refer to the “Cleaning the sensors and the reflecting surfaces” section of the *Xerox DocuPrint 96/4635/180 Guide to Performing Routine Maintenance*. 

Clearing bypass transport paper jams

If your IPS is configured with a bypass transport module, you should check for paper jams in areas 19 and 20 after clearing an area 18 paper jam.

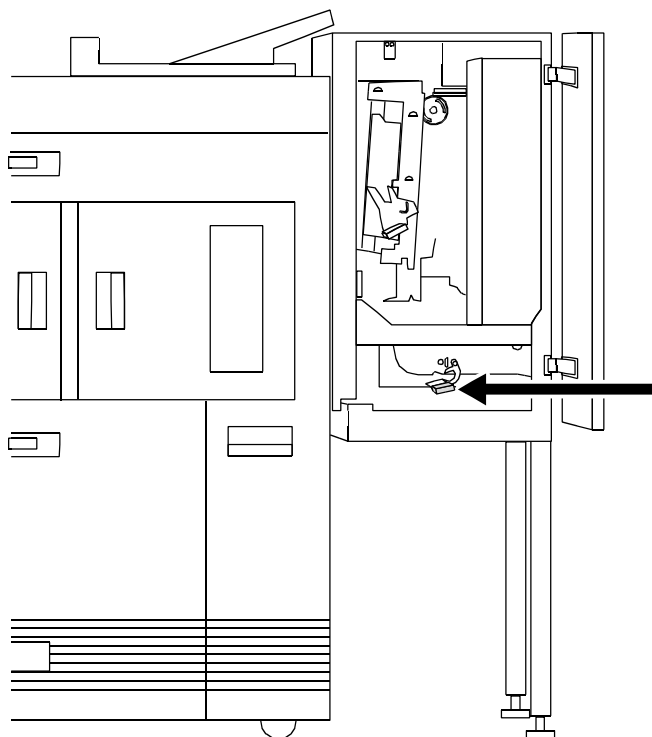
To clear bypass transport jams:

1. Open the bypass transport module door.
2. Press the area 19 green lever in the direction of the arrow printed on it.



3. Remove any paper in the exposed area.
4. Press the green lever to the left until the latch catches.

5. Press the area 20 green lever in the direction of the arrow printed on it.



6. Remove any paper in the exposed area.
7. Press the green lever down and to the left until the latch catches.
8. Close the bypass transport module door.

Paper curl and paper jams

Too much curl in the paper stock can cause paper jams. You can adjust the decurler lever to correct most of these problems. Refer to the paper curl chart at the end of this chapter to determine the amount of curl in the paper stock.

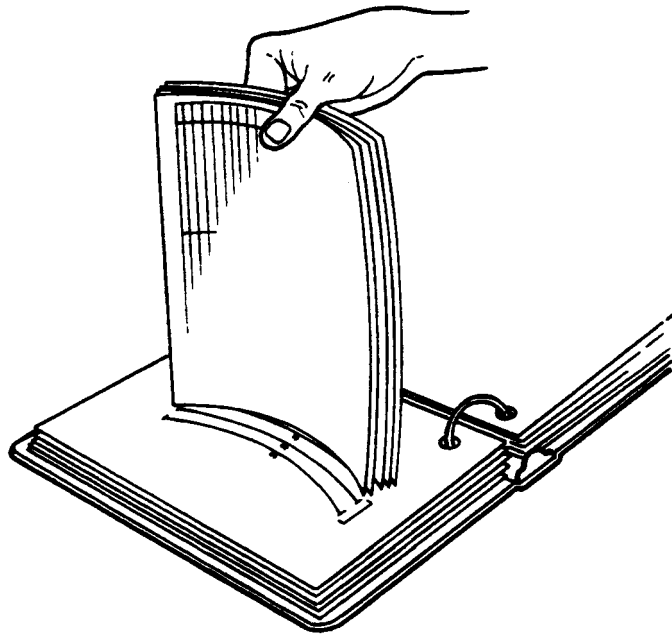
Measuring the paper curl

To measure the paper curl:

1. Print five one-sided (simplex) 8.5 by 11 inch or A4 sheets.
2. Measure the amount of curl in the prints by holding the five prints in the top center of the short edge (see the paper curl chart at the end of this chapter).

Keep the image toward you.

Figure 3-20. **Measuring the paper curl**



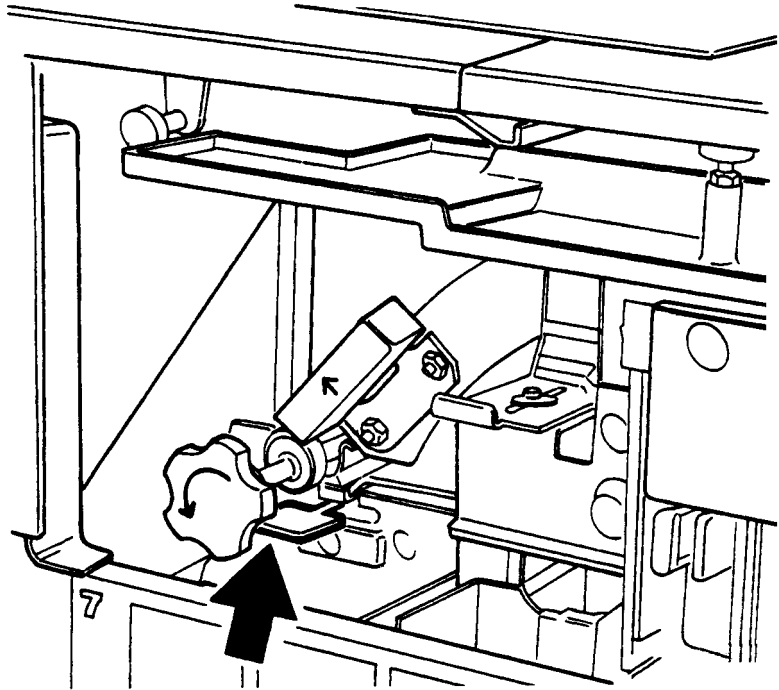
3. Place the bottom edge of the prints over the paper curl measurement chart located at the end of this chapter.
 - If the print curl on the printed paper stock measures between +2 and -2, do not change the decurler setting.
 - If the curl is between +2 and +3, or -3 and -4, use the following procedure to adjust the decurler lever.

Adjusting the decurler lever

To adjust the decurler lever:

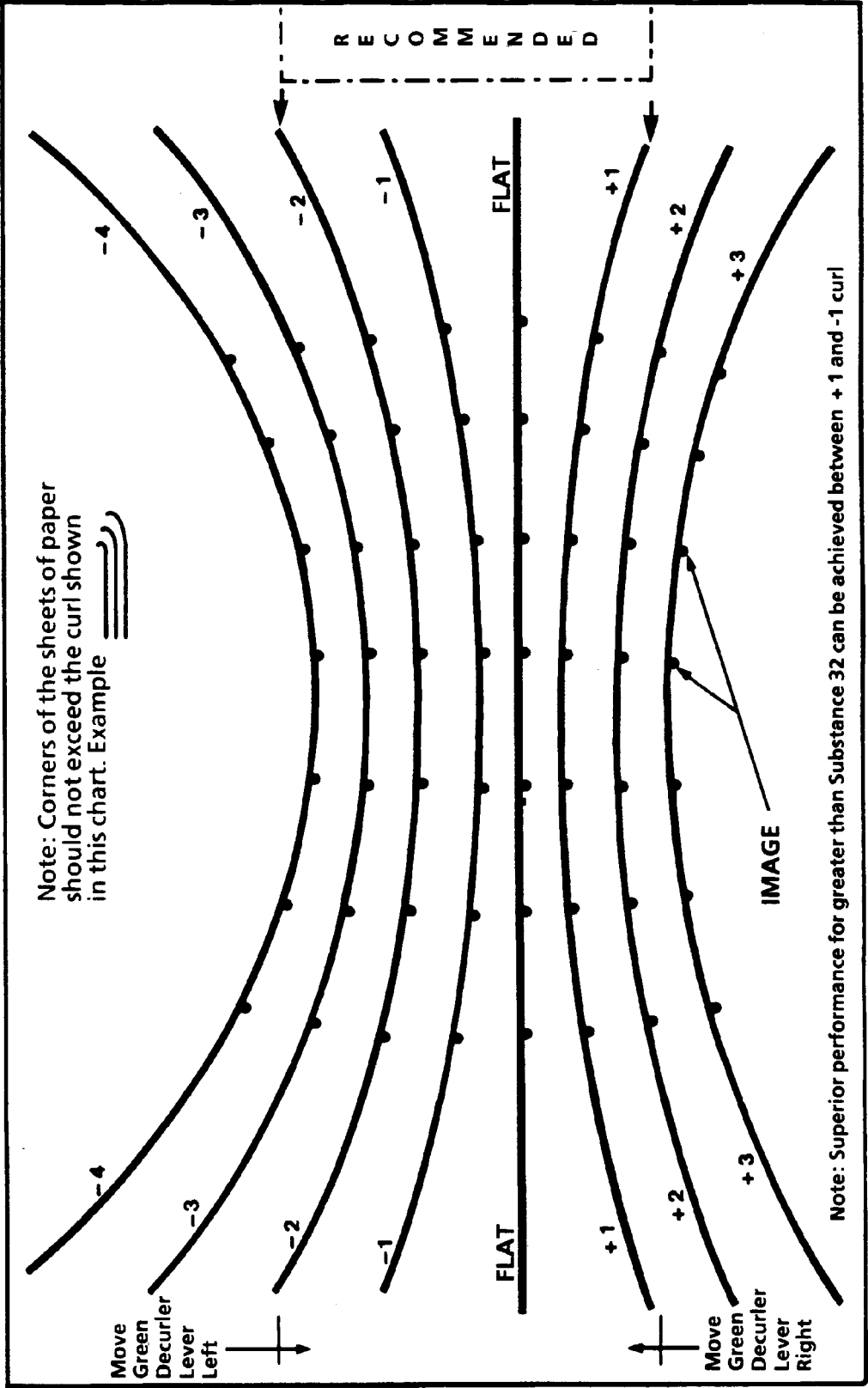
1. Open the right door of the printer and locate the decurler lever.

Figure 3-21. **Decurler lever**



2. If the print curl is +2 or more, move the green decurler lever to the right.
3. If the print is -3 or more, move the green decurler lever to the left.
4. If the decurler adjustment does not eliminate the paper curl problem, turn the paper stack over in the feeder tray.
5. If there is still a paper curl problem, perform steps 1 to 4 again.
6. If all else fails, insert paper from a new ream.

Figure 3-22. Paper curl chart

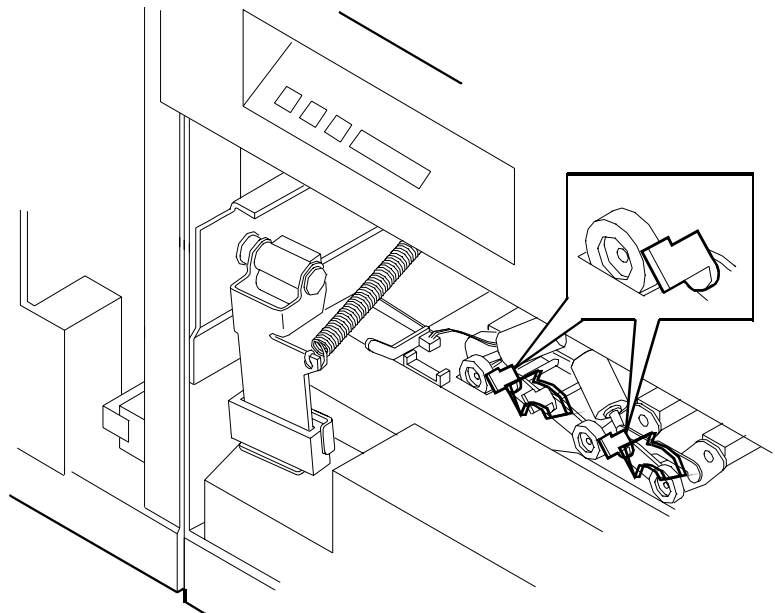


4. Correcting skewed or damaged printing

If the printed output is repeatedly delivered with the image skewed (crooked on the page), or the pages themselves are damaged on arrival at the output bin, you may need to adjust the registration transport roll (heavy paper) levers. This may occur with heavy weight papers. Follow this procedure:

1. Open the right and left doors of the printer and locate the heavy paper levers, behind areas 2 and 4.
2. Pull the levers forward (toward you) on the silver latch release.
3. Turn both levers to the left (counter-clockwise), as illustrated in the following figure.

Figure 4-1. **Adjusting the registration transport roll levers**





Note: If your 4635 or 180 IPS is equipped with the optional 7 by 10-inch paper enablement kit, it has three levers, as illustrated below.


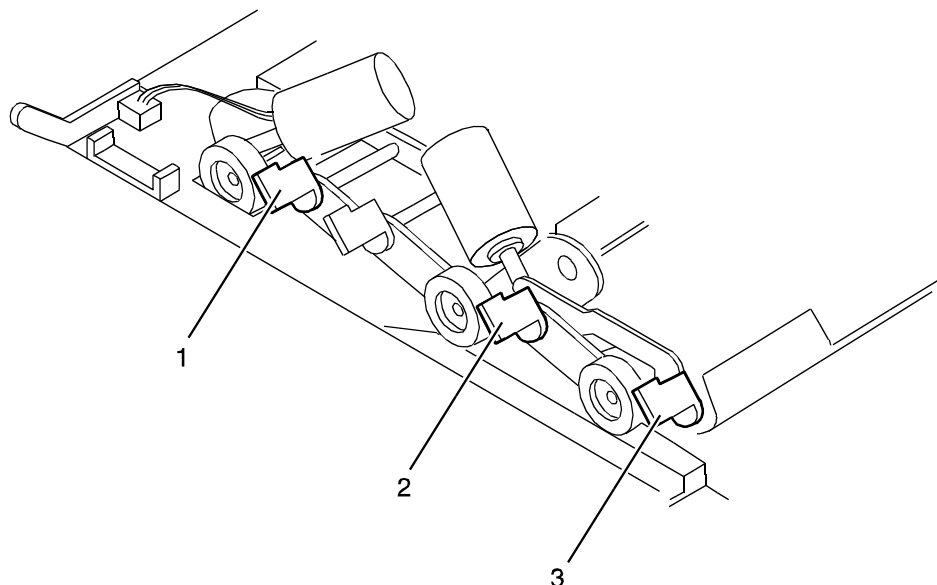
Turn the left-most lever to the left (counter-clockwise) and the other two levers to the right (clockwise). 

Figure 4-2. **Three registration transport roll levers on system with 7 by 10-inch enablement kit**



1 Lever 1: Left - Maximum Pressure setting


2 Lever 2: Right - Maximum Pressure setting

3 Lever 3: Right - Maximum Pressure setting

4. When the print job is complete, return the levers to their normal position.



Note: Here are a few things to keep in mind when adjusting the registration transport roll levers:

- Position all levers for the same (either minimum or maximum) pressure setting. Do not intermix the positions of the levers.
- Paper greater than 14.33 inches / 364 mm in any dimension is considered oversized.
- Paper heavier than 24 pounds / 90 gsm is considered heavy weight.
- The following factors may affect the positioning of the paper levers:
 - Machine tolerance
 - Paper supplier
 - Job type (e.g., duplex). 

5. Correcting stacker problems

This chapter describes stacker problems other than paper jams. It suggests corrective actions when papers are thrown around the stacker or the bin. (See “Clearing paper misfeeds and jams” for stacker paper jams.)

Symptom	Probable cause	Action
Papers are thrown around the stacker	Someone unloaded paper by opening the top cover of the stacker bin.	Unload the bin following the normal procedure. See “Unloading Stacker bin” in the <i>Xerox DocuPrint 96/4635/180 Guide to Performing Routine Maintenance</i> .
Paper stack falls over or slides around the bin	Excessive paper curl	Try adjusting for paper curl (See the “Paper curl and paper jams” section in the “Clearing paper misfeeds and jams” chapter in this document.)
Printing stops and the printer console displays a message indicating that an incorrect paper size is loaded in a feeder tray.	Incorrect paper size, a misfeed in feeder trays 3 or 4, or a damaged sheet.	<ol style="list-style-type: none">1. Check the paper in the indicated tray.2. Check trays 3 and 4, and remove any misfed sheets.3. If the paper is not the correct size, load the correct size paper or select another feeder tray containing the correct paper size. <p>If the paper size is correct, press the Continue button to resume printing.</p>

6.

System unresponsive

This chapter describes problems in which your monitor shows no image, the printer does not respond when you press the Continue button, or the IPS main window does not respond.

Symptom	Probable cause	Action
Blank display: pressing a key fails to restore image.	Monitor is switched off; brightness and contrast controls are misadjusted; or there's a more serious problem.	<ol style="list-style-type: none">1. Make sure that the monitor is switched on.2. Make sure that the brightness and contrast controls (if available) are turned far enough to the left to brighten the screen.3. If switch is on and controls are turned to the left, call the service representative.
Printing does not continue when you press the Continue button even though printer console displays the message: Ready	You pressed the Continue button before all printer faults were cleared, so that the outstanding faults became masked faults.	<ol style="list-style-type: none">1. Touch the Fault List icon on the printer display to display the Fault List screen.2. Clear any faults displayed on that screen.3. Press the Continue button again.
You have cleared all faults that are listed on the printer control console, but the Attention light is still on and the following message is displayed: Output is stopped. See message at the System Display	There is an uncleared output fault.	Follow the instructions in the output message and press the Continue button.
Printer main window does not respond (lockout).	Someone accessed the System Meter Readings display from the System Options menu while the printer cable was disconnected.	Call for service. Tell the representative if the printer cable is connected to the printer and the Printer Controller. Caution: Do not attempt to reconnect the cable yourself.
Printer console displays the message: Press continue to resume printing, but the printer does not respond to the Continue button.	An internal error has occurred.	<ol style="list-style-type: none">1. Be sure you have pressed the Continue button on the <i>printer</i>, instead of clicking the button on the screen.2. Power the printer off and on to reset the printer.3. Reboot the Sun workstation. Caution: Do not power off the Sun workstation to reboot it. Use the rebooting procedure described in the <i>Xerox DocuPrint 96/4635/180 IPS Guide to Configuring and Managing the System</i> .

Symptom	Probable cause	Action
Printing does not resume after a paper tray fault or after paper is changed in the feeder.	The printer did not receive the signal that the input tray has paper and is ready to feed.	Pull out, then push back the feeder tray.
When the system is being started up, the Main window does not open. Instead, the Input Configuration window is displayed, along with an error message window displaying: Loading of the Input Configuration failed. Please verify each tray contains the proper media and that media is loaded correctly in the tray.	The printer has not warmed up; therefore, the controller has not received information on what paper is loaded in the trays.	<ol style="list-style-type: none"> 1. Click OK on the message window to close it. 2. Wait until the printer control console displays READY. 3. Click Quit on the Input Configuration window. The Main window should appear. 4. If the Input Configuration window does not close, check the printer trays against the displayed configuration for a possible mismatch. 5. If there is a feeder tray mismatch, either change the input configuration or load paper in the trays to match what the configuration specifies. (Refer to "Setting the system configuration" in your <i>DocuPrint 96/4635/180 IPS Guide to Configuring and Managing the System</i>.)
IPS Main window temporarily freezes after entering a new date on the SUN.	This behavior occurs when a new date with a year is entered right after opening a command tool.	Reboot the system after the date change.
The following message appears on the User Interface of a dual mode system: Media Definition Conflict	System does not recognize the NPS mode.	Start your system and set trays in NPS mode.
96/4635/180 MICR IPS: MICR mode on the Control Unit Configuration section of the Main window displays "OFF" when you reboot the system, even though MICR was set to "ON."		No action required. This is a problem in the display only. The system will function according to the original MICR "ON" setting.
180 IPS: Printer does not print, it is in Screen Saver mode after being in the "Output has caught up with Input" state.		Press the Continue button on the printer twice.
180 IPS: The paper tray or stacker image on the Printer control console appears faded.	The printer fails to recognize the presence of a paper tray or a stacker.	<ol style="list-style-type: none"> 1. Lower the affected tray or stacker. 2. Open, then close the drawer and/or doors.

**Restarting the IPS
after an error condition**

To restart the IPS after you have cleared an error condition:

1. Drain the printer at the host. (Follow procedures for your host system.)
2. In an MVS environment, cancel the FSS (Functional Subsystem), which automatically drains the printer.
3. Reboot the Printer Controller using the following procedure:
 - a. Move the pointer to the background on the IPS screen, ensuring that it is not on any window or icon.
 - b. Hold down the right mouse button to display the workspace pull-down menu.
 - c. Select Restart. A confirmation prompt window appears.
 - d. Select Restart again from the confirmation prompt window.
4. Restart the printer at the host.

A

Attention light, 2-1

B

bypass transport, clearing paper jams, 3-21–3-22

C

clearing

feeder trays, 3-2–3-3

paper jams

bypass transport, 3-21–3-22

steps, 3-7

Continue button, no response, 6-1

D

damaged printing, correcting, 4-1

danger labels, iii

decurler lever, adjusting, 3-24

documentation

other, ix

E

error condition, restarting printer, 6-3

F

Fault List

icon, 2-1, 6-1

screen, 2-1–2-2

faults, masking, 2-1–2-2

feed belt, cleaning, 3-4–3-5

feeder trays, clearing faults, 3-2–3-3

G

glazing, 3-4

H

HCU errors, 3-8

Hint icon, 2-1

hotlines

ozone information, iii

safety, iv

J

job integrity, checking after paper jam, 3-8

L

labels, danger, iii

laser safety, iii

M

masking faults, 2-1–2-2

misfeeds, frequent, 3-4–3-5

modem

enable and disable, 1-2

monitor, blank display, 6-1

O

operation safety, iv

ozone, iii

P

paper

curl, 3-23

adjusting, 3-24

measuring, 3-23

jams, 3-23

jams, clearing

bypass transport, 3-21–3-22

checking job integrity, 3-8

steps, 3-7

types, 3-1

print jobs, automatic recovery, 3-8

printers

paper jam areas, 3-9–3-20

restarting, 6-3

procedures

feed belt, cleaning, 3-4–3-5

paper trays, clearing misfeeds, 3-2–3-3

printers, restarting, 6-3

publications, related, ix

Q

Q1107A sensor, 3-20

R

Ready To Open indicator, 3-2
registration transport roll levers, adjusting, 4-1
remote service, 1-2

S

safety
 hotline, iv
 laser, iii
 precautions, iv
 standards, iii
service call, required information, 1-1
Sixth Sense Technology, 1-2
 disabling a modem, 1-3
 enabling a modem, 1-3
 remote service, 1-2
skewed printing, correcting, 4-1
stacker problems, 5-1
system unresponsive, 6-1

T

Tray Unlock button, 3-2

../../../../IPS & LPS Graphics/DPC0010A.CGM iii
../../../../IPS & LPS Graphics/DPC0010A.CGM iii
../../../../IPS & LPS Graphics/70 -- modem.TIF @ 83 dpi 1-3
../../../../IPS & LPS Graphics/nps61.tif @ 300 dpi 2-1
../../../../IPS & LPS Graphics/Mt282.tif @ 300 dpi 2-2
../../../../IPS & LPS Graphics/dpc0580.cgm 3-2
../../../../IPS & LPS Graphics/dpc0703.cgm 3-2
../../../../IPS & LPS Graphics/qtc0226-clr.cgm 3-3
../../../../IPS & LPS Graphics/qtc0227-clr.cgm 3-3
../../../../IPS & LPS Graphics/qtc0228-clr.cgm 3-4
../../../../IPS & LPS Graphics/qtc0229-clr.cgm 3-5
../../../../IPS & LPS Graphics/qtc0227-clr.cgm 3-5
../../../../IPS & LPS Graphics/qtc0205.cgm 3-6
../../../../IPS & LPS Graphics/Tqtc0201.cgm 3-7
../../../../IPS & LPS Graphics/qtc0206.cgm 3-9
../../../../IPS & LPS Graphics/qtc0207.cgm 3-9
../../../../IPS & LPS Graphics/qtc0208.cgm 3-10
../../../../IPS & LPS Graphics/qtc0209.cgm 3-10
../../../../IPS & LPS Graphics/qtc0210.cgm 3-11
../../../../IPS & LPS Graphics/qtc0211.cgm 3-11
../../../../IPS & LPS Graphics/qtc0212-clr.cgm 3-12
../../../../IPS & LPS Graphics/qtc0213.cgm 3-13
../../../../IPS & LPS Graphics/qtc0214-clr.cgm 3-14
../../../../IPS & LPS Graphics/qtc0215.cgm 3-15
../../../../IPS & LPS Graphics/qtc0216-clr.cgm 3-15
../../../../IPS & LPS Graphics/qtc0217-clr.cgm 3-16
../../../../IPS & LPS Graphics/qtc0218-clr.cgm 3-17
../../../../IPS & LPS Graphics/qtc0268-clr.cgm 3-17
../../../../IPS & LPS Graphics/qtc0220.cgm 3-18
../../../../IPS & LPS Graphics/qtc0219-clr.cgm 3-18
../../../../IPS & LPS Graphics/qtc0221-clr.cgm 3-19
../../../../IPS & LPS Graphics/qtc0222-clr.cgm 3-19
../../../../IPS & LPS Graphics/qtc0223-clr.cgm 3-21
../../../../IPS & LPS Graphics/qtc0224-clr.cgm 3-22
../../../../IPS & LPS Graphics/mt131.tif @ 300 dpi 3-23
../../../../IPS & LPS Graphics/mt132.tif @ 300 dpi 3-24
../../../../IPS & LPS Graphics/mt133a.tif @ 300 dpi 3-25
../../../../IPS & LPS Graphics/dpc0219a.eps 4-1
../../../../IPS & LPS Graphics/qtc0235.cgm 4-2