

23

Problem Solving

The following list shows the types of problems identified in this chapter:

- Jam clearance
- Copy/print quality problems
- Power problems
- Printer Error messages
- Printer Error codes

Avoiding paper jams

The following conditions cause jams in the Printer.

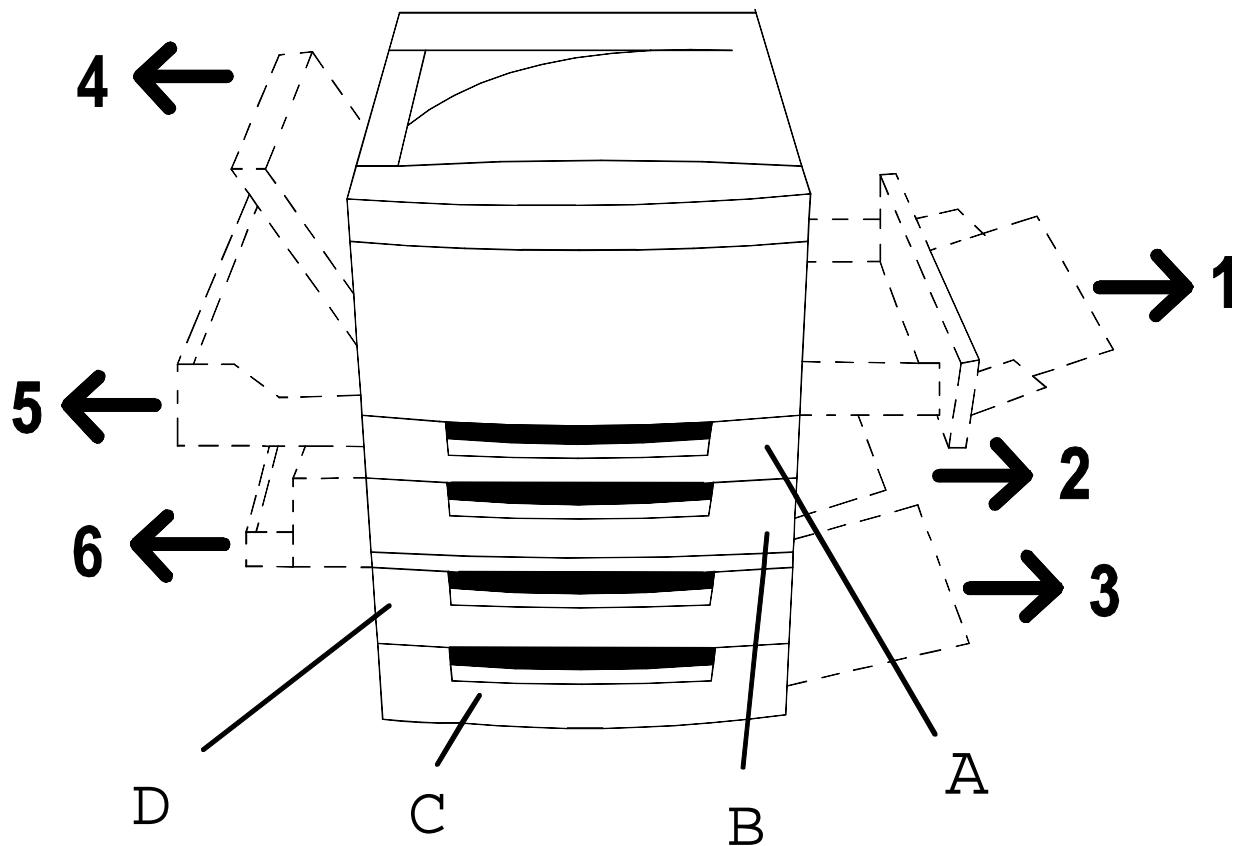
- The paper guides in the paper tray are not adjusted to the size of the paper. Refer to the *Loading paper in the Paper Tray* procedure in the *Setting up the Phaser 790* section.
- Transparencies are incorrectly loaded in the Bypass Tray. Refer to the *Loading Transparencies into the Bypass Tray* procedure.
- Paper not recommended is used. Refer to the *Recommended Materials List*.



CAUTION

DO NOT open the Duplex Tray unless directed to do so from the Printer Control Panel. Opening the Duplex Tray at any other time could create a paper jam.

Printer jam clearance areas



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Area 1: Bypass Tray and Bypass Transport

Area 2: Paper Feed Area from Paper Tray 1, or the Duplex Tray when installed.

Area 3: Paper Feed Area from the 2 Tray Module, when installed.

Area 4: Top Left-hand Cover

Area 5: Upper Inverter, if installed. Also provides access to the Fuser area.

Area 6: Lower Inverter, if installed

A: Duplex Tray

B: Paper Tray 1

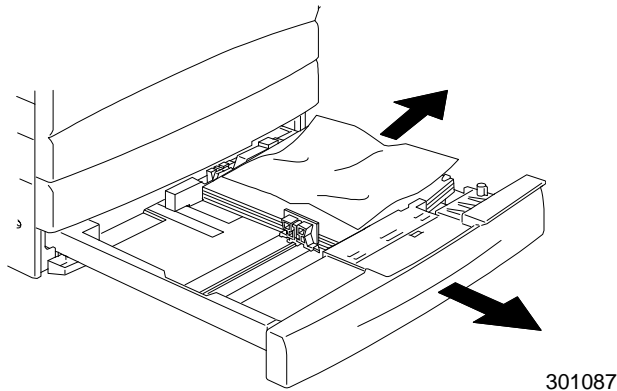
C: Paper Tray 3, in the 2 Tray Module

D: Paper Tray 2, in the 2 Tray Module

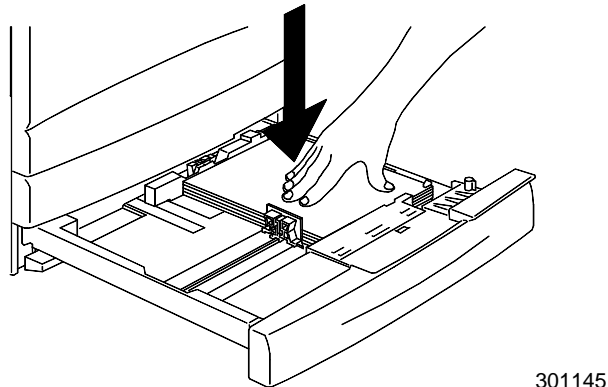
Clearing a Paper Tray jam

Perform this procedure when the message **Check Loading of Tray X** (1, 2, or 3) is displayed on the Control Panel.

1. Slowly open the paper tray all the way. Remove the jammed paper and any paper that is creased or torn. Ensure that there are no pieces of torn paper remaining in the tray.

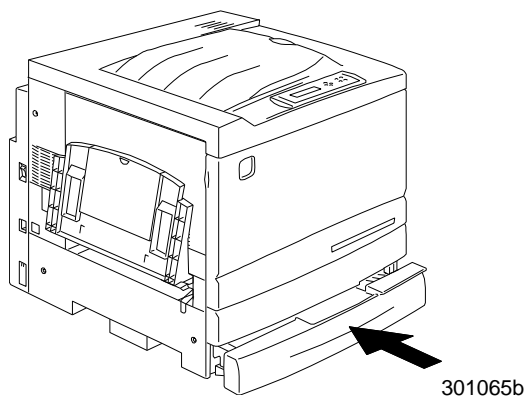


2. Remove the paper stack from the tray, and fluff the edges.
3. Ensure that the stack is flush on all four sides.
4. If this is Paper Tray 1, press down on the paper stack until the metal plate on the bottom of the tray latches into place.



It is not necessary to perform step 4 on Paper Tray 2 and Paper Tray 3, if installed.

5. Firmly close the paper tray.



6. Try running the job again.
7. If the problem still exists, open the tray and turn the stack of paper over.
8. Firmly close the paper tray.

Clearing a Duplex Tray jam

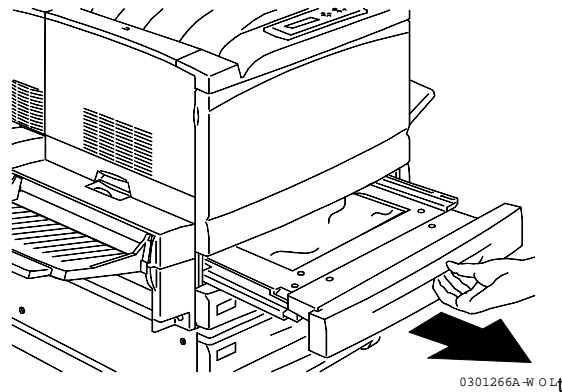
Perform this procedure only when the message **Clear Duplex Tray jam** is displayed on the Control Panel.



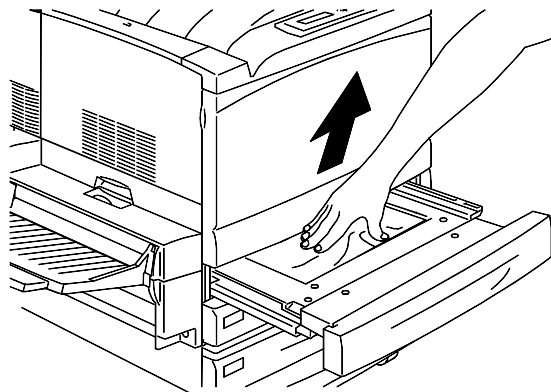
CAUTION

DO NOT open the Duplex Tray unless directed to do so from the Printer Control Panel. Opening the Duplex Tray at any other time could create a paper jam.

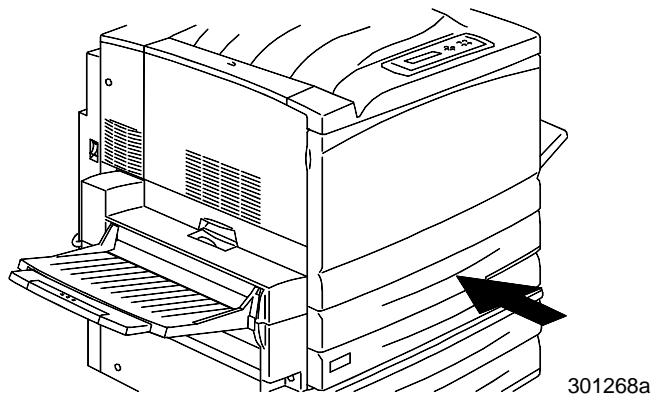
1. Slowly open the Duplex Tray all the way.



2. Remove the jammed paper and any paper that is creased or torn. Ensure that there are no pieces of torn paper remaining in the tray.



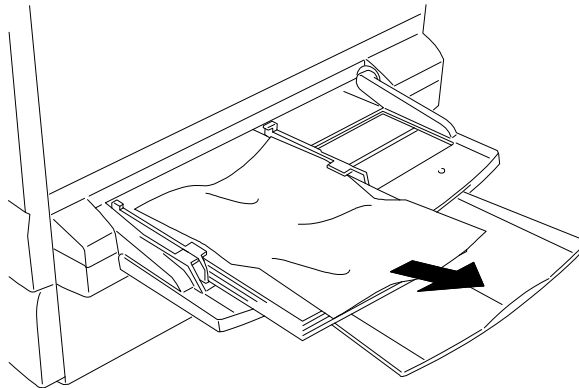
3. Firmly close the Duplex Tray.



Clearing Area 1 jams

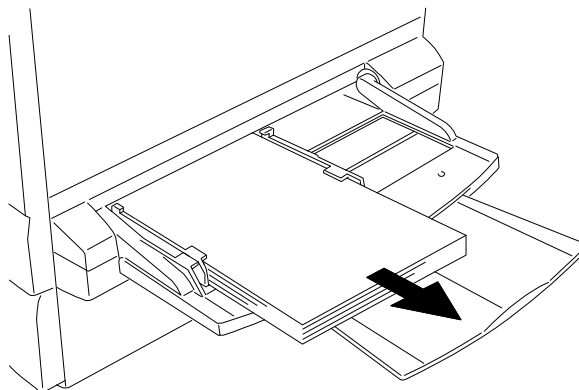
Perform this procedure when the message **Clear Jam in Area 1** is displayed on the Control Panel.

1. Remove any jammed or torn paper or other stock from Area 1, Bypass Tray. Ensure that there are no pieces of torn stock remaining in the tray.



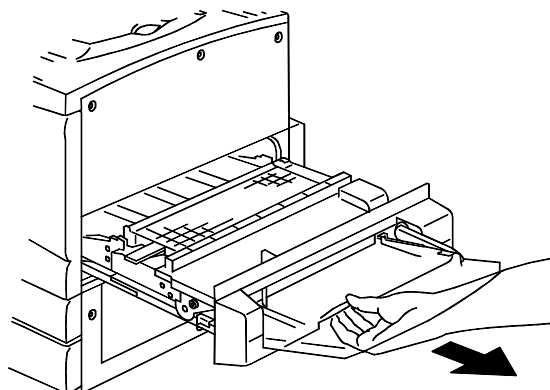
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2. Remove any stock loaded in the Bypass Tray.



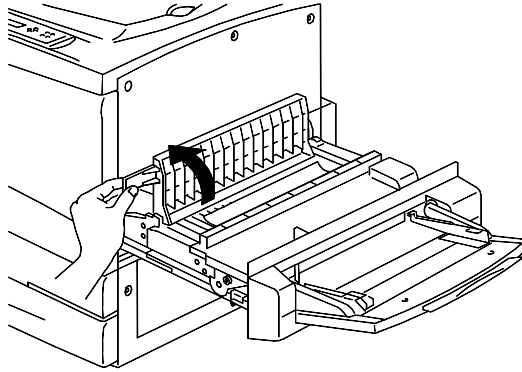
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3. In order to access a jam in the transport, pull the Bypass Tray all the way out of the Printer.



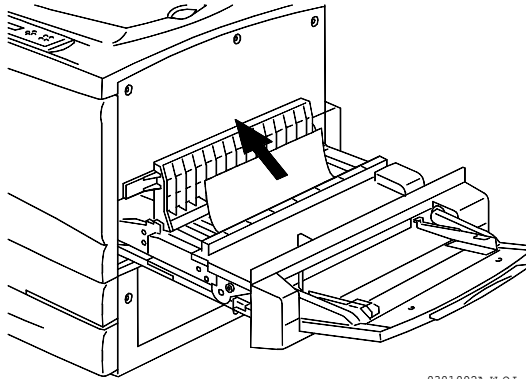
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- Lift the transport cover using the handle as shown.



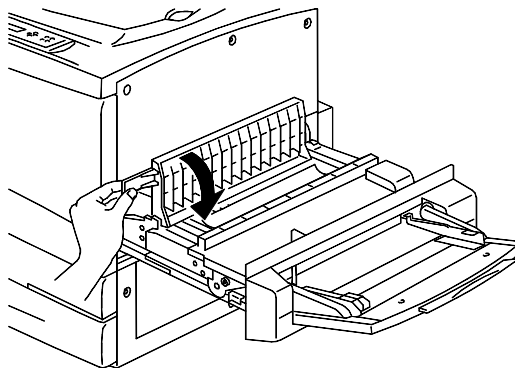
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- Remove any jammed or torn paper as shown below. Ensure that there are no pieces of torn paper remaining in the transport.



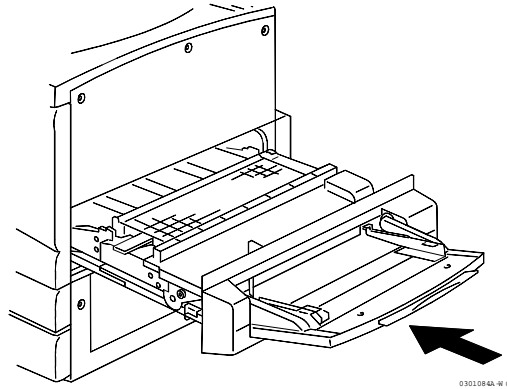
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- Close the transport cover.

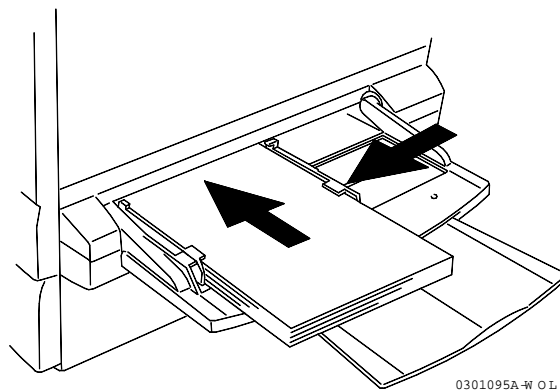


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7. Close the Bypass Tray transport.



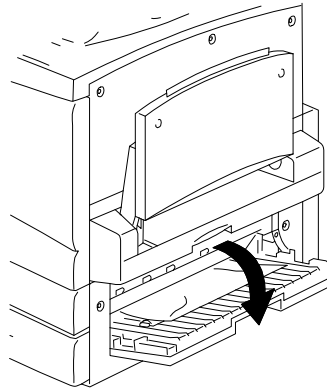
8. Reload the Bypass Tray with the desired stock and ensure that the width guide is adjusted to the size of the stock.



Clearing Area 2 jams

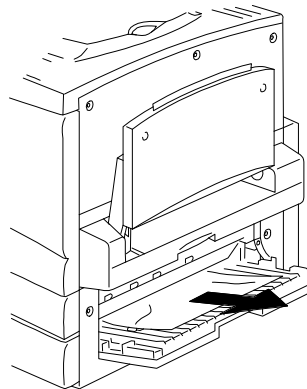
Perform this procedure when the message **Clear Jam in Area 2** is displayed on the Control Panel.

1. Lower the Area 2 access cover.



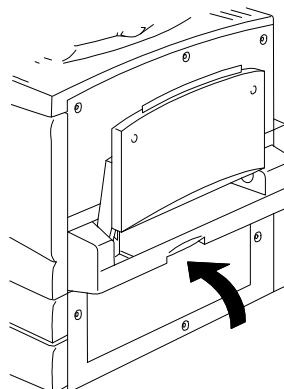
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2. Remove any jammed or torn stock, from Area 2. Ensure that there are no pieces of torn stock remaining in the area.



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3. Close the access cover.

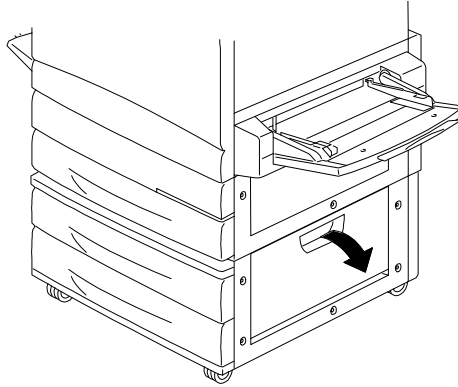


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Clearing Area 3 jams

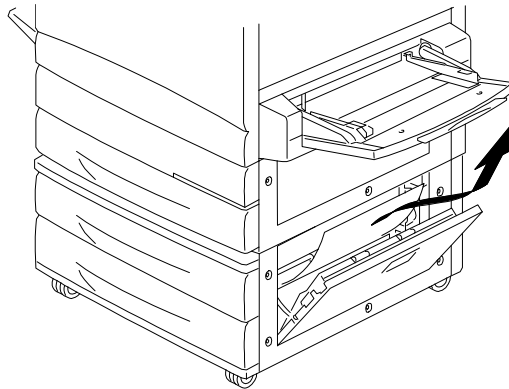
Perform this procedure when the message **Clear Jam in Area 3** is displayed on the Control Panel.

1. Open the Area 3 access door.



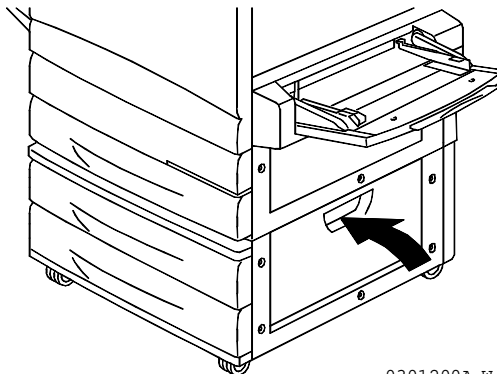
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2. Remove any jammed or torn paper as shown below. Ensure that there are no pieces of torn paper remaining in the feed area.



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3. Close the access door.

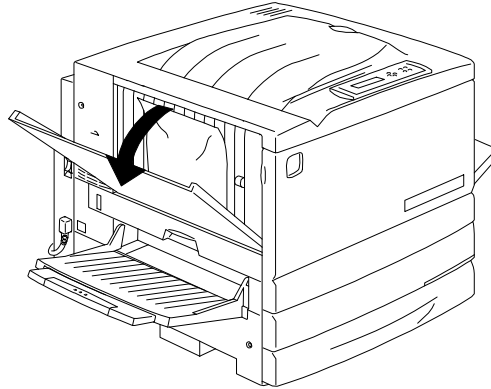


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Clearing Area 4 jams

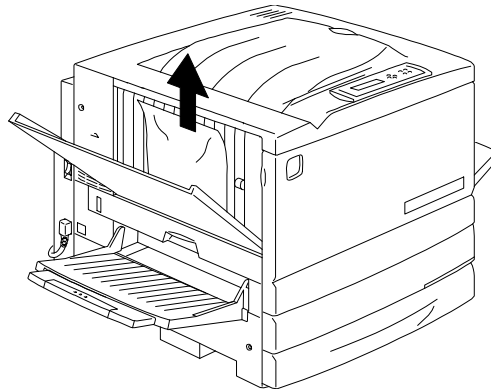
Perform this procedure when the message **Clear Jam in Area 4** is displayed on the Control Panel.

1. Open the Area 4 cover.



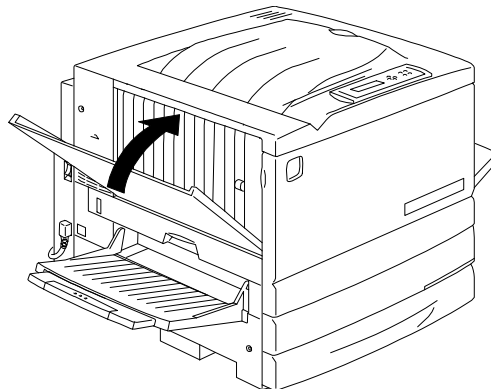
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2. Remove the jammed paper. If the paper is torn ensure that there are no pieces of torn paper remaining in the Printer.



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3. Close the Top Left-hand Cover.



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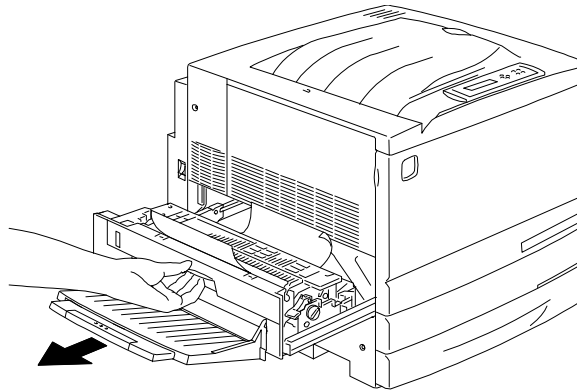
Clearing Area 5 jams

Perform one of the following procedures when the message **Clear Jam in Area 5** is displayed on the Control Panel.

- If you do not have the Duplex Tray option installed perform the procedure below.
- If you have the Duplex Tray option installed, go to the *Clearing the Upper Inverter* procedure.

Clearing the Fuser Area

1. In order to access Area 5, pull open the Fuser Area access Cover.



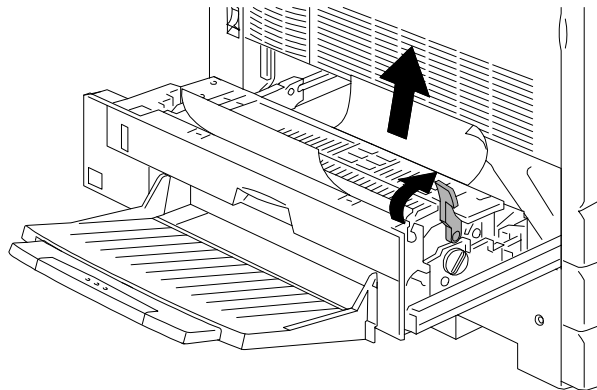
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WARNING

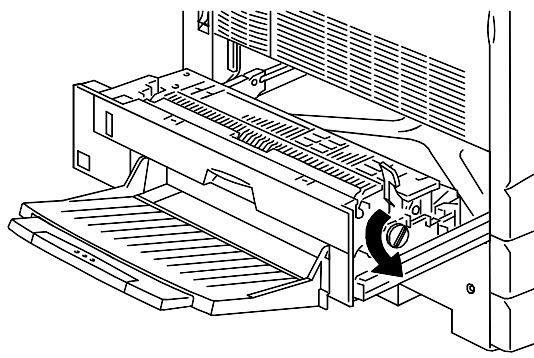
The Fuser may be hot. Use care when reaching into the Fuser Area.

2. To release any paper, lift the **green lever** as shown, and gently pull the paper in the direction of the arrow.



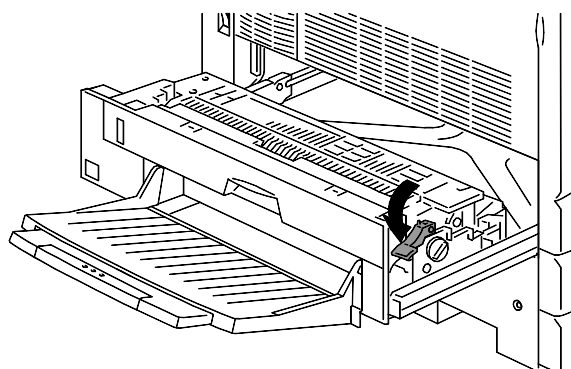
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3. If the paper is not visible, turn the **green knob** in the direction shown.



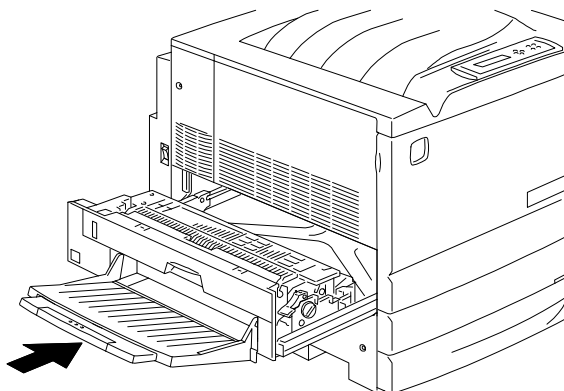
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4. Ensure that there are no pieces of torn paper remaining in the Fuser Area.
5. Return the **green handle** to the original position.



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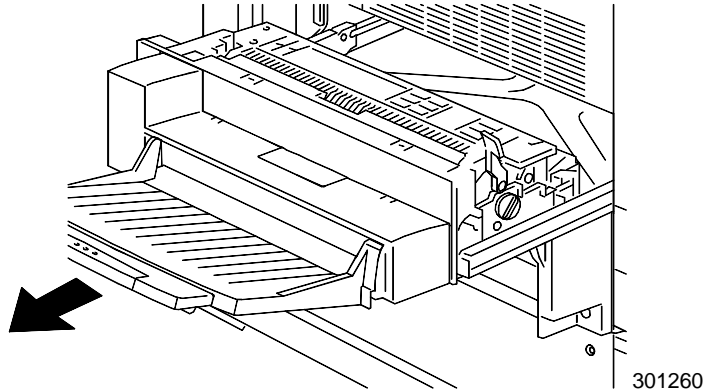
6. Firmly close the Fuser Area.



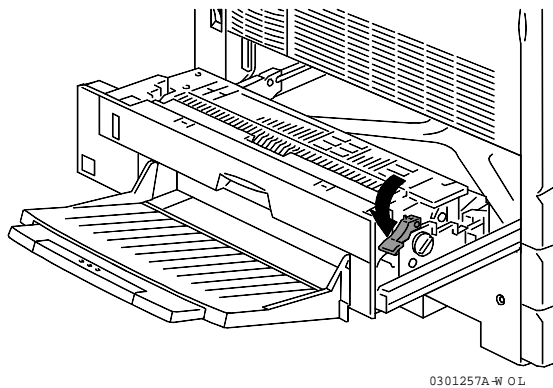
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Clearing the Upper Inverter

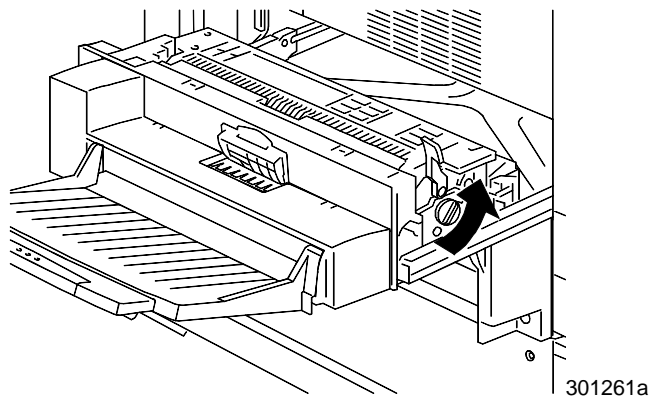
1. In order to access Area 5, pull open the Upper Inverter.



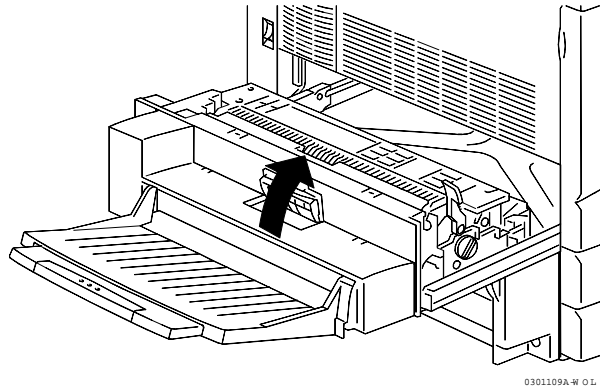
2. To release any paper, lift the **green lever**, and gently pull the paper in the direction of the arrow



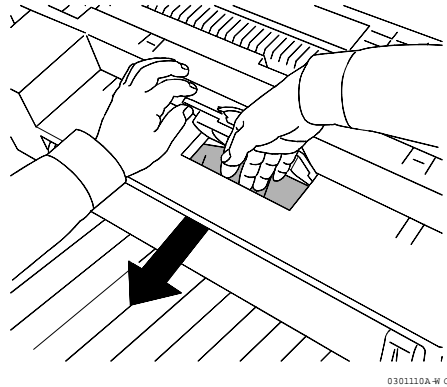
3. If the paper is not visible, turn the green knob in the direction of the arrow.



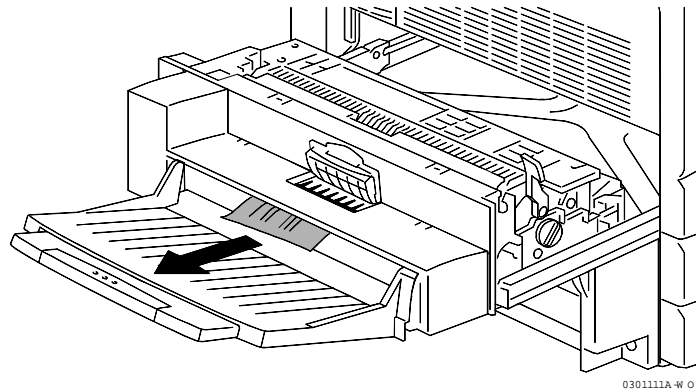
4. Open the small clear cover and ensure that all the paper and paper bits are removed.



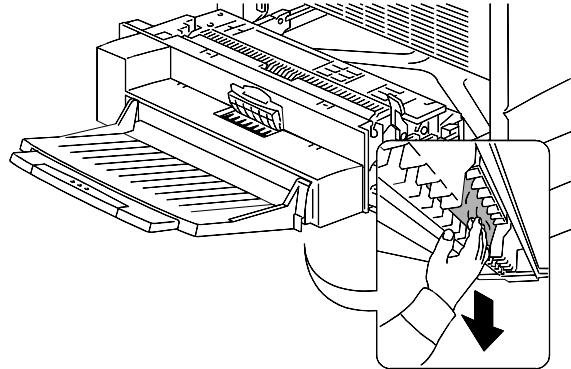
- a. If paper is visible under the clear cover, hold the cover open and push the paper toward the paper exit with your fingers.



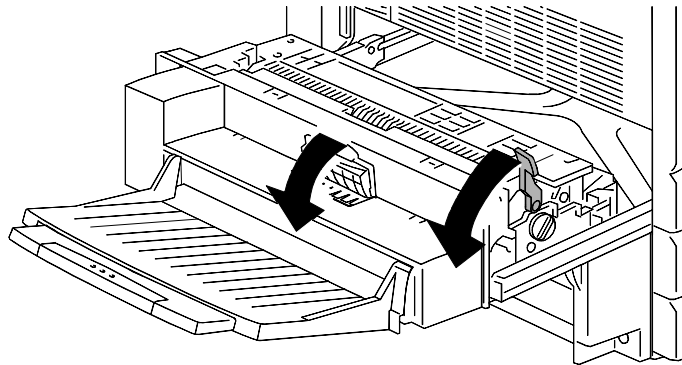
- b. Pull the paper in the direction of the arrow shown below.



- c. If paper is only partially visible under the cover, check under the tray for access to the paper.
- d. Pull the paper down and remove.

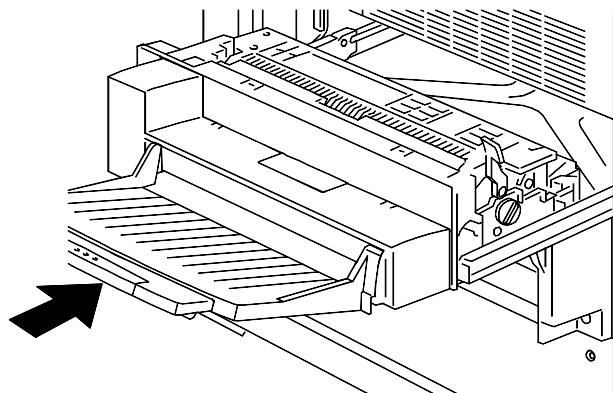


- 5. Close the small clear cover and move the **green lever** to the lower position.



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- 6. Firmly close the Upper Inverter.

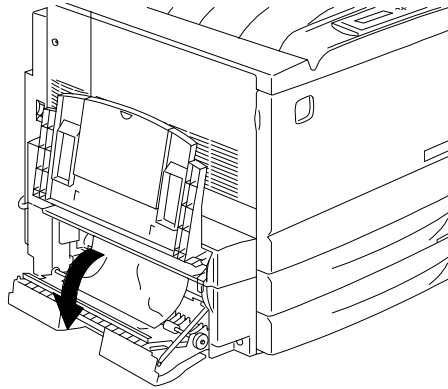


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Clearing Area 6 jams

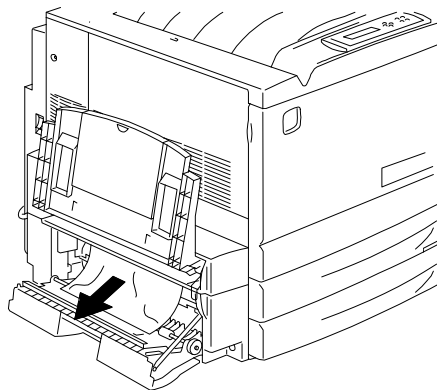
Perform this procedure when the message **Clear Jam in Area 6** is displayed on the Control Panel.

1. In order to access Area 6, open the Lower Inverter cover.



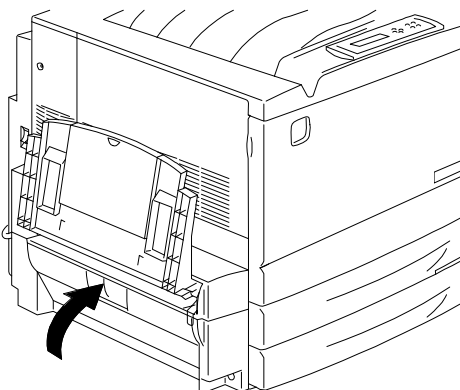
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2. Remove the jammed paper. Ensure that there are no pieces of torn paper remaining in the Lower Inverter.



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3. Close the Lower Inverter cover.



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Copy/print quality problems

If the problem still exists after following the instructions in this table, call your supplier or Xerox for service.

Description	Possible Cause	Action
Faded print/copy	Printer out of adjustment	Go to <i>Adjusting the color</i> in this section.
	The Copy/print Cartridge is old or damaged.	Go to <i>Replacing the supplies</i> in the <i>Maintenance</i> chapter.
	If only some colors are faded, a Dry Ink Cartridge is old or damaged.	Go to <i>Replacing the Dry Ink Cartridges</i> in the <i>Maintenance</i> chapter.
Vertical streaks	The Copy/Print Cartridge is old or damaged.	Go to <i>Replacing the Copy/Print Cartridge</i> in the <i>Maintenance</i> chapter.
Horizontal streaks	Dirt in the paper path	Print 50 blank copies. If the problem still exists, call for service.
Repeating defect	The drum in the Copy/Print Cartridge is old or damaged.	Go to <i>Replacing the Copy/Print Cartridge</i> in the <i>Maintenance</i> chapter.
Dry Ink smears when touched	The Fuser is not operating.	Call for service.
Black pages	The Copy/Print Cartridge is old or damaged.	Go to <i>Replacing the Copy/Print Cartridge</i> in the <i>Maintenance</i> chapter.
Blank pages	Sheets of paper are sticking together.	Remove the paper stack from the paper tray. Fan the corners of the stack, and place it in the Paper Tray.
	The Low Dry Ink message is display on the Control Panel.	Go to <i>Replacing the Dry Ink Cartridges</i> in the <i>Maintenance</i> chapter.
	The Copy/Print Cartridge is old or damaged.	Go to <i>Replacing the Copy/Print Cartridge</i> in the <i>Maintenance</i> chapter.

Description	Possible Cause	Action
Vertical blanks	The Copy/print Cartridge is old or damaged.	Go to <i>Replacing the Copy/Print Cartridge</i> in the <i>Maintenance</i> chapter.
Image is slanted	The paper guides in the paper tray are not in the appropriate position.	Open the paper tray and adjust the paper guides to the size of the paper. For more information, go to the <i>Loading the paper in the paper tray</i> procedure in the <i>Setting up the Phaser 790</i> chapter.
The color is too light or too dark.	Color is out of adjustment.	Go to the <i>Adjusting the color</i> procedure in this section.

Adjusting the color

Perform this procedure if you have color problems such as insufficient amounts of one or more colors, or excessive amounts of one or more colors.



*If a message to replace a Dry Ink Color Cartridge is displayed on the Printer Control Panel, replace the cartridge **BEFORE** performing this adjustment.*

VisualCal

There are three parts to the VisualCal adjustment. Do not skip any steps or perform any part out of sequence.



*If you wish to stop the VisualCal adjustment you may press the Clear/Stop button at any time. Pressing the Clear/Stop button returns the menu to **READY**.*

1. Print Limits Page

1. Ensure that **READY** is displayed on the Printer Control Panel.
2. Press the **Menu** button repeatedly until **VISUALCAL** is displayed.
3. Press the **Item/Enter** button. **PRINT LIMITS YES** is displayed on the Control Panel screen.
4. Press the **Item/Enter** button. **PRINTING LIMITS PAGE** is displayed and after a few moments, the page is delivered to the Printer Output Tray.
5. Under your normal lighting, study the Black Start row.
 - a. Select the left-most circle that you can distinguish from the background and draw a circle around it.



View the page at an angle for the best results.

- b. Select the left-most circle that you can distinguish from the background on the next row, **Black End**, and draw a circle around it.
- c. If you cannot see any circle in the row, write **9** next to the row.
- d. If you see all the circles in a row, write **0** next to the row.

6. Repeat step 5 for each for the color rows, drawing circles around your preferred selections or recording a 9 or a 0 next to the row.
7. For the 30% Match row, hold the sheet at arms length. Select the circle that best matches the background and draw a circle around it.
8. BLACK START 4 is displayed on the Printer Control Panel. Press the up and down arrows button to enter the number that corresponds to the value that you selected on the first row.



Pressing the up arrow button increases the number displayed. Pressing the down arrow button decreases the number.

- a. When the desired number is displayed, press the **Item/Enter** button. BLACK END 4 appears on the Control Panel.
 - b. Use the up and down arrow buttons to enter the number that corresponds to the value that you selected on the next row.
 - c. Press the **Item/Enter** button. CYAN START 4 appears on the Control Panel.
9. Repeat step 8 for each of the color rows and for the 30% Match row.



If you entered a 9 or a 0 for any row, VisualCal will generate another Print Limits Page containing the adjustments from your previous selections. Perform step 8 again until you are able to select circles within the desired 1 to 8 range.

10. When all the values are entered and accepted by VisualCal, PRINT GRAYS YES is displayed on the Control Panel.

2. Gray Balance Page

1. Press the **Item/Enter** button. PRINTING GRAY BALANCE PAGE is displayed, and after a moment the page is delivered the Top Output Tray.
 - a. Select the color patch that is most like the gray that surrounds the color patches.
 - b. Circle your selection.

11. BEST PATCH (ROW) is displayed on the Printer Control Panel. Use the up and down arrow buttons to enter the number of the row that corresponds to your circled selection.
12. Press the **Item/Enter** button and perform one of the following steps:
 - If you enter any number other than 0, BEST PATCH (COL) appears on the Control Panel.
 - a. Use the up and down arrow buttons to select the letter or name of the column that corresponds to your circled selection.
 - b. Press the **Item/Enter** button. PRINTING GRAY BALANCE PAGE is displayed, and after a moment the page is delivered the Printer Output Tray.
 - c. Select the color patch that is most like the gray, and perform steps 2 and 3 again.
 - If you enter 0, PRINT COLOR TEST YES appears on the Control Panel.
 - a. Press the **Item/Enter** button and, after a moment, the Comparison Page is delivered to the output tray.
 - b. Go to part 3 Comparison Page.

3. Comparison Page

The Comparison Page allows you to see the changes you that made during the VisualCal adjustment. On the page are four rows of color photographs. The first row and the third row show the color setup before you selected VisualCal. Row two and row four show the color setup after the VisualCal adjustment was completed. Now you must decide which setup is preferred.

Perform one of the following steps:

- If you are satisfied with your adjustments press the **Item/Enter** button. VISUALCAL appears on the Control Panel. The system saves your changes and after a moment READY is displayed.
- If you are not satisfied with your adjustments, press the down arrow button and ensure that “No” is displayed on the Control Panel.
 - a. Press the **Item/Enter** button. APPLY CHANGES DEFAULT COLOR appears on the Control Panel.
 - b. Press the **Item/Enter** button again. The system erases your adjustments and returns to the color default settings. After a moment READY is displayed.

Printer Error messages

If the problem still exists after following the instructions in this table, call your service support and report the problem.

Message	Possible Cause	Action
010-317 Call for Service	There may be an electrical problem.	Call your service support and report the code displayed in the message.
Black Ink Low	The Black Dry Ink Cartridge is low.	When prompted, replace the Black Dry Ink Cartridge.
Check Loading of [paper tray] in Use	The input document size does not match the size of the paper in the selected tray.	Select Auto Tray. Adjust the paper tray Width Guide.
Clear Jam in Area 1	There is a paper jam in Area 1.	Refer to the <i>Area 1 jam clearance</i> procedure in this chapter.
Clear Jam in Area 2	There is a paper jam in Area 2.	Refer to the <i>Area 2 jam clearance</i> procedure in this chapter.
Clear Jam in Area 3	There is a paper jam in Area 3.	Refer to the <i>Area 3 jam clearance</i> procedure in this chapter.
Clear Jam in Area 4	There is a paper jam in Area 4.	Refer to the <i>Area 4 jam clearance</i> procedure in this chapter.
Clear Jam in Area 5	There is a paper jam in Area 5.	Refer to the <i>Area 5 jam clearance</i> procedure in this chapter.
Clear Jam in Area 6	There is a paper jam in Area 6.	Refer to the <i>Area 6 jam clearance</i> procedure in this chapter.
Clear Jam in Duplex Tray	There is a paper jam in the Duplex Tray.	Refer to the <i>Duplex Tray jam clearance</i> procedure in this chapter.
Close Area 1	The Area 1 access cover is open.	Close the Area 1 access cover.
Close Area 2	The Area 2 access cover is open.	Close the Area 2 access cover.
Close Area 3	The Area 3 access cover is open.	Close the Area 3 access cover.
Close Area 4	The Area 4 access cover is open.	Close the Area 4 access cover.

Message	Possible Cause	Action
Close Area 5	The Area 5 access cover is open.	Close the Area 5 access cover.
Close Duplex Tray	The Duplex Tray is open.	Close the Duplex Tray.
Close Front Cover	The Front Cover is open.	Close the Front Cover.
Close Paper Tray 1	Paper Tray 1 is open.	Close the tray.
Close Paper Tray 2	Paper Tray 2 is open.	Close the tray.
Close Paper Tray 3	Paper Tray 3 is open.	Close the tray.
Cyan Ink Low	The Cyan Dry Ink Cartridge is low.	When prompted, replace the Cyan Dry Ink Cartridge.
Empty Top Tray	The Top Output Tray is full, or contains unusable copies.	Remove the copies from the Top Output Tray.
Install Black Ink Cartridge	The Black Dry Ink Cartridge is empty.	Replace the Black Dry Ink Cartridge.
Install Copy/Print Cartridge	The Copy/Print Cartridge has failed or reached end-of-life.	Replace the Copy/Print Cartridge.
Install Cyan Ink Cartridge	The Cyan Dry Ink Cartridge is empty	Replace the Cyan Dry Ink Cartridge.
Install Magenta Ink Cartridge	The Magenta Dry Ink Cartridge is empty	Replace the Magenta Dry Ink Cartridge.
Install Waste Container	The Waste Container is not in the Printer, or is not pushed in all the way.	Ensure that the Waste Container is installed and pushed all the way into the Printer.
Install Waste Container	The Waste Container is Full.	Replace the Waste Container.
Install Yellow Ink Cartridge	The Yellow Dry Ink Cartridge is empty	Replace the Yellow Dry Ink Cartridge.
Load [stock size] in Tray 1	Tray 1 is low on the specified stock.	Fill the Paper Tray with the appropriate stock.

Message	Possible Cause	Action
Load [stock size] in Tray 2	Tray 2 is low on the specified stock.	Fill the Paper Tray with the appropriate stock.
Load [stock size] in Tray 3	Tray 3 is low on the specified stock.	Fill the Paper Tray with the appropriate stock.
Load [stock size], [stock type] in Bypass Tray	The Bypass Tray is empty.	Fill the Bypass Tray with the appropriate stock.
Magenta Ink Low	The Magenta Dry Ink Cartridge is low.	When prompted, replace the Magenta Dry Ink Cartridge.
Order Copy/Print Cartridge	The Copy/Print Cartridge is approaching end-of-life.	When prompted, replace the Copy/Print Cartridge.
Reload [stock size] in Tray 2	Tray 2 is low on the specified stock.	Refill the Paper Tray with the appropriate stock.
Reload [stock size] in Tray 3	Tray 3 is low on the specified stock.	Refill the Paper Tray with the appropriate stock.
Reload [stock size], [stock type] in Bypass Tray	The Bypass Tray is empty.	Refill the Bypass Tray with the appropriate stock.
Replace Copy/Print Cartridge	The Copy/Print Cartridge has failed.	Replace Copy/Print Cartridge.
Yellow Ink Low	The Yellow Dry Ink Cartridge is low.	When prompted, replace the Yellow Dry Ink Cartridge.

Printer Error Codes

An error code may indicate that an electrical or mechanical problem exists in the Printer. Typical error codes, six digit numbers with a hyphen in the middle, are followed by the words CALL FOR SERVICE.

If an error code should appear on the Printer Control Panel perform the following steps:

1. Write down the code number.
2. Switch OFF the Printer power switch.
3. Wait 20 seconds.
4. Switch ON the Printer power switch.
 - If the problem is resolved, resume printing.
 - If the problem is not resolved, call your service representative and report the error code.

Network Problem Solving



Because the Phaser 790 server is part of the Printer, most references in this chapter are simply to the Printer. The word server is used to refer to network servers.

Troubleshooting during Setup from the Control Panel

If you have difficulty printing the test page and no message is displayed, perform the following steps:

1. Check the Printer status.
2. Use the table below to attempt to resolve the problem.
3. Try printing again.

Symptom	Possible cause	Possible solution
None of the control panel lights are on. Nothing is displayed on the Control Panel Screen.	The power switch is not switched on.	Switch ON the Printer power switch.
	The power cord is not securely attached.	Ensure that the power cord is securely plugged into the wall and into the Printer.
	There is no power to the electrical outlet.	Ensure that the outlet is switched on.
The In Progress light is not lit during a network print job, or a copy job is in progress.	The network cable or the parallel cable is not securely connected.	Ensure that the network cable or the parallel cable connector is securely attached.
	Either the print driver is not installed or a server has is not correctly set up.	Check the settings on the host server.

Network Protocol Setup messages

The following table lists the network protocol messages that you may be seen during the Network Protocol setup. It also contains the last Setup screen shown before the message appears, a description of the problem, and any action required.

Message	Setup screen	Description and action
No AppleTalk zone found.	Enable AppleTalk (Network Protocol Setup> AppleTalk Setup)	<ul style="list-style-type: none"> The Ethernet network cable is not attached to the connector on the Phaser 790 or the network cable is not plugged into the hub or network. If your AppleTalk network has zones, and you want to specify a zone for the Printer, you must connect the network cable to the Phaser 790 before performing AppleTalk Setup. AppleTalk network does not have zones. Zones are not required for printing to the Phaser 790. Press OK to continue.
You must first enable a network port.	Protocol Setup or Service Setup (Network Setup)	Enable at least one network port (Ethernet or Token Ring) in Port Setup before beginning Protocol Setup or Service Setup.
Invalid frame size	Frame Type selection (Network Protocol Setup> IPX>SPX Setup)	The network hub is not connected to a Novell server when the Phaser 790 tries to bind.
Warning IPX network number is zero.	Frame Type selection (Network Protocol Setup> IPX>SPX Setup)	No other IPX computer can be found on the network, or the network hub is not connected to the network when the Phaser 790 tries to bind. When this occurs, the network number defaults to zero.
Can't detect Token Ring hardware.	Frame Type selection (Network Protocol	The Printer queries the Token Ring hardware. Either some

Message	Setup screen	Description and action
Token Ring Hardware not installed or not functioning.	Setup> IPX>SPX Setup)	components are not installed, are not installed correctly, or are not installed in the correct device. An unsupported Token Ring board may be in use. Call for support.
Can't autodetect the ring speed. No device on ring.	Token Ring Setup	The Printer is trying to detect the current ring speed, but it is the only machine on the Token Ring network. Connect another machine to the Token Ring network before connecting the Phaser 790.
No NDS trees found.	Enable NDS (Network Setup>Service Setup>PServer Setup>NDS Setup)	No NDS trees were found on the Novell network. Ensure that the frame types on the Printer are properly configured.
Warning! Selecting a new NDS tree deletes Bindery setup.	Select NDS Tree (Network Setup>Service Setup>PServer Setup>NDS Setup)	<p>You have previously connected the Phaser 790 to a different NDS tree. NetWise supports only a single NDS tree connection. To avoid a potential conflict with the existing tree connection, all bindery settings will be deleted.</p> <p>When the message <i>Delete Bindery setup and continue?</i> appears:</p> <ul style="list-style-type: none"> • Select OK and Yes to delete the current bindery settings. Reenter the settings in Bindery Setup. • Press the Menu key or select OK and No when the message appears to avoid deleting the bindery settings. <p style="text-align: right;">Continued...</p> <p>Repeat NDS Setup without changing the NDS Tree, or exit to Bindery Setup to review the current bindery settings.</p>

Message	Setup screen	Description and action
_____ is empty.	Navigating NDS Tree (Network Setup>Service Setup>PServer Setup>NDS Setup)	The selected container has no subcontainers or objects relevant to the current mode of navigation.
If you plan to use NDS, set up NDS before Bindery.	Bindery Setup (Network Setup>Service Setup>PServer Setup> Bindery Setup)	No NDS settings are present. You are reminded to perform NDS Setup before Bindery Setup in case the network includes both NDS and bindery servers.
Error. Cannot open bindery connection to NDS server.	Select File Server From List (Network Setup>Service Setup>PServer Setup> Bindery Setup)	Select this server through NDS Setup or disable NDS and select it through bindery.
No NetWare file server found.	Select File Server From List (Network Setup>Service Setup>PServer Setup> Bindery Setup)	No file server was found when the Phaser 790 queried the network to create a list of supported servers or a list of all servers. Check cable connections and ensure that the NetWare server is switched on.
File Server name not found. Try again?	Enter First Letters of Server Name (Network Setup>Service Setup>PServer Setup> Bindery Setup)	No file server with those letters was found when the Phaser 790 queried the network. Check the name of the NetWare file server, check cable connections, and ensure that the NetWare server is switched on.
No file server is selected.	View Server List, Edit Connection (Network Setup>Service Setup>PServer Setup> Bindery Setup)	No file server has been added in Bindery Setup.

Message	Setup screen	Description and action
All connections used. Remove server?	Add File Server (Network Setup> Service Setup>PServer Setup> Bindery Setup)	You have added the maximum 8 bindery servers. You must disconnect one of those servers in order to add a different server.
No NetWare print server found.	Add Server, Enter Your Login Name, Enter Your File Server Password (Network Setup> Service Setup>PServer Setup> Bindery Setup)	No print server was found when the Phaser 790 queried the file server you selected. You must configure a print server and a print queue for every NetWare file server that will handle Phaser 790 print jobs.
Novell error code, followed by a message.	Any Bindery Setup screen	Novell NetWare has reported an error. The Printer Control Panel reports the error number and displays a brief message. For the most common errors, a screen is displayed, enabling you to retry the action that caused the error. If the action cannot be completed, you are prompted to notify the Novell administrator to troubleshoot the error on the network. Consult NetWare Administrator documentation for further explanation of Novell error codes.

Novell problems during Network Setup

In Network Setup, when you are configuring your IPX (Novell) connection, the Phaser 790 queries the network for Novell file servers and trees and temporarily attaches to them. If a guest login is enabled, it will be used. If not, you will be prompted to log in from the Phaser 790 Printer Control Panel.

If the selected NetWare file server or tree does not have a guest account, or if the guest account has expired or has been disabled by the NetWare supervisor, you will be prompted to notify the IPX (Novell) administrator. In that case, you or the supervisor may perform one of the following actions:

- Enable a guest account on the NetWare server or tree for the purpose of setup.
- Log in with a different account. At the log in screen, change the default name (guest) to supervisor or enter another valid login name. When you are prompted for a password, enter the correct password for the account you named.

For any Novell error, ensure that:

- The IPX (Novell) network is connected to the Phaser 790. The NetWare server you are trying to access is running.
- The Novell network has been configured with at least one print server and queue for the Phaser 790.
- You have the appropriate permissions and login information, including user name and password, if necessary.
- The Phaser 790 is configured with the correct frame types for communication with the desired Novell servers.

Novell error messages

Message	Cause	Suggested action or exit
220 Guest account not available.	The guest account, which you have selected for initial login, has expired or has been disabled by the NetWare supervisor.	<ul style="list-style-type: none"> • Enable a guest account on the NetWare server for the purpose of setup. • Log in to a different account. On the log in screen, change the default name (guest) to supervisor or enter another valid login name. When you are prompted for a password, enter the correct password for the account you named.
222 Unable to log in to server. Password has expired for login name.	The server has connected to a file server, but is unable to log in to the file server or print server because the password has expired for the login account name or the named print server.	<ul style="list-style-type: none"> • Select a different login account or print server. • The error screen exits to the File Server Login screen (if login to the file server failed) or NetWare Print Server screen (if login to Print Server failed). Press the Menu button to display the PServer Setup menu.
252 Unable to log in to the server. Login does not exist.	The server has connected to a file server, but is unable to log in to the server because the selected login account does not exist on the file server.	Select a different login account. The error screen exits to the File Server Login screen. Pressing the Menu button to display the PServer Setup menu.
255 Unable to connect to file server. File server is down or out of connections.	The Novell file server is down or out of connections. This error occurs while the server is trying to connect to the requested file server.	Select a different file server or try to get someone else to log off. Pressing the Menu button to display the PServer Setup menu
nnn	Indicates other network errors when the Phaser	Notify the Novell Administrator and report the error number.

Message	Cause	Suggested action or exit
Notify IPX (Novell) Administrator	<p>790 is already connected to a file server. Something unexpected has happened and the user generally cannot recover without the intervention of the system administrator.</p> <p>Error #197 indicates that you have exceeded the number of login attempts permitted for this account on the NetWare file server.</p> <p>Error #255 usually indicates a hard failure.</p>	The error screen exits to the PServer Setup screen.

Runtime Printer error messages

For error messages related to canceling jobs and printing, including the Disk full message and alerts to local media, refer to the sections *Job management error messages* and *Clearing the Printer*.

Users can turn on PostScript error reporting as a print option from Mac OS applications.

The following table lists the messages, a description of the problem, and action to take.

Message	Description and action
Check power and cable	Ensure that the interface cable between the server and the Printer is connected, or the Printer may be off.
Printer not found	<p>The printer may have a conflicting or missing name, or address setting. The required names are:</p> <ul style="list-style-type: none"> • TCP/IP host name (also known as the DNS name), which is defined by your organization. Enter the host name as the Server Name in Printer Setup. • Remote Printer (internal machine) name. Use either print or hold. <p>Configure one of the Fiery utilities on each workstation if you change the DNS name (also known as the TCP/IP host name of the Printer).</p> <p>Refer to the Name Table that follows for the appropriate name to use.</p>
Cannot connect to Printer with Fiery utilities	<p>Check the following:</p> <ul style="list-style-type: none"> • Printer Setup—the appropriate network protocol must be enabled, with the correct parameters (for example, TCP/IP, the IP address, etc.) and you must have published either the Print queue or the Hold queue. <p style="text-align: right;">Continued...</p>

Message	Description and action
	<ul style="list-style-type: none"> • Check these settings quickly by printing a Configuration page. <p>At the client workstation, ensure that the appropriate network protocols are loaded, and that the Windows directory contains a configured Efinl.ini file.</p>
<p>Cannot connect to the Printer with the Command WorkStation</p>	<p>If there is a problem connecting to the Printer, an error message is displayed. The problem can occur when:</p> <ul style="list-style-type: none"> • the Printer is first switched on • the Printer reboots • you have changed settings affecting the server address and have not reconfigured the connection to the server <p>Check for the following conditions and perform the solutions in the order given:</p> <ul style="list-style-type: none"> • A remote workstation running the Fiery utilities or Fiery WebTools may be interfering by obtaining status information. If possible, close the remote application, and try to connect again. • Restart the Command WorkStation application and try again to connect. • Check the configuration of the connection and modify it if necessary, or, delete the Efinl.ini file from the WINDOWS directory and start over with the process of configuring the connection. • Reboot the Printer.

Name Table

In this location:	For this item:	IPX/SPX networks:	TCP/IP networks
Server Setup	Server Name option	Administrator defines name	Administrator defines name
Windows NT hosts file	Host name		DNS name (TCP/IP hostname)
Windows NT setup for TCP/IP	lpd host name		
	Name of Printer on lpd host machine		print or hold
UNIX /etc/printcap file (BSD)	rp line		print or hold
Solaris	lpadmin queuename		print or hold
NetWare administration utility	print queues (must be all lowercase and in English)	_direct _print _hold	
Add New Server dialog box, when configuring a Fiery utility	New Device	Utilities are not supported over IPX/SPX.	Printer name
	Server Name	Utilities are not supported over IPX/SPX.	DNS name (TCP/IP host name)

Printing problems

On a Windows workstation

<p>Setting up printing on Windows NT 4.0 Workstations</p>	<p>If you have problems installing the Printer with Windows NT 4.0, try installing another PostScript Printer (such as the Apple Laser Writer II g) and then install the Printer. Installing another Printer ensures that all files are properly installed and available.</p> <p>For additional details, refer to the Windows NT 4.0 documentation or the Adobe README file (ReadMeNT.txt) included in the prntdrv folder on the User Software CD.</p>
<p>Reinstalling the Adobe PostScript Printer Driver on Windows 95/98 or Windows 2000</p>	<p>If you are reinstalling the Adobe PostScript Printer Driver, delete any previous versions and related files before installing. Search for and delete all files named Efax.* in the Windows\System folder.</p> <p>For additional details, refer to the Adobe README file (ReadMe9x.doc) included in the prntdrv folder on the User Software CD.</p>
<p>Problems with the Fiery utilities on Windows 95/98, Windows 2000 or Windows NT 4.0</p>	<ol style="list-style-type: none"> 1. If you are using Windows 95/98 or Windows 2000, ensure that IPX/SPX and TCP/IP networking protocols are enabled. 2. If you are using Windows NT 4.0, ensure that the TCP/IP networking protocol is enabled. 3. Ensure that the connection is configured correctly for your site. <p>To check the current configuration, launch a Fiery utility and select Open from the File menu. Select the Printer and Modify to see current settings. If the settings are incorrect, you can change them in this dialog box.</p>

On a Mac OS workstation

Setting up the Printer in the Chooser	<p>If auto-setup does not work and you are prompted to select the PPD, select the appropriate Printer file in your System:Extensions:Printer Descriptions folder.</p> <p>Select Phaser 790.</p>
Installing screen fonts	<p>If you experience problems installing the PostScript screen fonts from the User Software CD to the System:Fonts folder, perform the following.</p> <ol style="list-style-type: none"> 1. Quit all applications and close all windows. 2. Create a new folder and name it Uninstalled Fonts. This folder must be located outside of the System folder. 3. Move fonts that you are not using from the System:Fonts folder to the Uninstalled Fonts folder. 4. Install the fonts from the User Software CD to a folder called CD fonts. Copy the fonts to the System:Fonts folder. 5. Create aliases to the System:Fonts folder and the Uninstalled Fonts folder. 6. Place both aliases on the desktop. 7. When necessary, use the aliases to open both folders and move fonts between them. <p>If you have any applications running, you must quit and relaunch them in order to view and use the newly installed fonts.</p> <p>Alternately, you can try combining fonts from multiple suitcases into a single suitcase.</p>

General printing problems

If this happens:	Try this:
You cannot connect to the Printer.	<p>Make sure that the Printer is not being calibrated from the Control Panel.</p> <p>If the Printer is being calibrated from the Control Panel, you can select it in the Chooser, but you cannot connect to it. This ensures that only one person is calibrating the server at any time and that print jobs do not use unexpected calibration.</p>
You cannot select or view one of the queues.	Have your system administrator enable the queue in Setup.
You cannot connect to the Printer from a Windows computer with the Command WorkStation or Fiery utilities.	Make sure the connection is configured correctly.
Printing seems to take too long.	<p>Print to a queue instead of to the Direct connection.</p> <p>When you print to a queue, the job is stored on the Printer until it can be processed and printed. When you print to the Direct connection, the job cannot be sent to the Printer until the previous job is finished processing, so you must wait longer to use your computer.</p>
One or more Media Type options are dimmed.	<p>Select a Paper Source that supports the Media Type you are using.</p> <p>For information on requirements and constraints pertaining to special papers and transparencies, refer to the chapter <i>Print options</i>.</p>
The Phaser 790 does not respond to a Print command.	<ul style="list-style-type: none"> • Has someone disconnected the Printer by selecting Suspend Printing from the Functions menu? <p>If the administrator or operator has selected Suspend Printing on the Printer Control Panel or Command WorkStation to interrupt printing, your print job will not resume until someone selects Resume Printing</p>

	<p>from the Functions menu on the Control Panel or selects the function key on the Command WorkStation.</p> <ul style="list-style-type: none"> • Did you select the Phaser 790 as the current Printer? <p>Before printing, you must select the Phaser 790 as the current Printer from your Windows computer, Mac OS computer, or UNIX workstation.</p> <ul style="list-style-type: none"> • Make sure that the Printer is switched on. <p>Someone may have turned the Printer off, or the Automatic Power-Off or Power Saver mode function may have engaged.</p> <ul style="list-style-type: none"> • If you are printing over an IPX (Novell) network, verify through the PCONSOLE utility that the job was sent to the Novell queue and that the queue is being used by the Printer. • Ensure that the job does not contain a PostScript error. <p>Check with the operator, or use Command WorkStation or Fiery WebSpooler to check the job status. A job containing a PostScript error appears in red.</p> <p>To obtain information on the PostScript error, make sure the Print to PS Error option is set to Yes in Printer Setup.</p>
<p>Jobs sent to the parallel port do not print.</p>	<ul style="list-style-type: none"> • Ask the administrator to increase the parallel Port Timeout in Seconds on the Printer Control Panel. • Ask the administrator to change the Ignore EOF Character setting on the Printer Control Panel. <p style="text-align: right;">Continued...</p>

	<p>If you are printing in ASCII format PostScript only, set Ignore EOF Character to No; if you are printing in Binary format PostScript, set it to Yes.</p> <ul style="list-style-type: none"> • If you print using the DOS copy command, make sure to use the /b option when printing binary files. • Restart your Windows computer, enter BIOS setup, and if you have a BIOS setting for the parallel port, ensure that it is set to Compatible mode and not to Bi-Directional, ECP, EPP, or any other mode. • If you are using Windows 95/98 or Windows 2000, open the System Properties control panel. Select the Device Manager tab and Ports. Double-click the parallel port you are using and ensure that the driver selected is the standard Printer Port driver, and not ECP Port, EPP Port, or any other driver. <p>For information about changing this setting, refer to your Windows documentation.</p>
<p>You cannot print with Quark XPress 3.32 using the PSPrinter 8.5.1 driver on a Mac OS workstation.</p>	<p>Remove the file called Balloon Help from your Quark XPress application folder and relaunch Quark XPress.</p>

Problems with print quality

If this happens:	Try this:
Print settings for your job output do not match the settings you gave.	<p>Ensure that you did not override the setting for the job in another place.</p> <p>For information about options and overrides, refer to the chapter <i>Print options</i>.</p>
You get poor printing results.	<ul style="list-style-type: none"> • Does your application require one of the Phaser 790 Printer description files? <p>If you are printing from Adobe PageMaker, ensure that the Phaser 790 Printer description file is installed correctly.</p> <ul style="list-style-type: none"> • Ensure the system has been calibrated.
Separations do not combine properly.	<ul style="list-style-type: none"> • Ensure that the file was initially created as separations. • If you are printing separations or a DCS format file, set the Combine Separations print option to On. <p>With Combine Separations On, all four colors will be printed on a single page; with Combine Separations Off, four black-and-white pages will print to simulate four single-color plates.</p>
The registration or colors of an image are not what you expected.	<p>Ask the operator to print a test page.</p> <p>The problem may be with the Printer. If your test page shows that the Printer is working properly, correct the problem within your application software. If the test page is wrong, your Printer may need to be calibrated or adjusted in some other way.</p>

If this happens:	Try this:
Your printed file appears too dark.	Adjust the Brightness option. Use the Brightness option when printing from an application to lighten your image whenever you print a PostScript or Encapsulated PostScript (EPS) file.
Color output is incorrect.	Check with the operator or administrator about the current calibration information. The Printer may need recalibration. t.
Color file prints in black and white.	In the Color Matching dialog box, make sure that Color/Grayscale or ColorSync Color Matching or PostScript Color Matching is selected (not Black and White). Ensure that the Color Mode print option is set to CMYK or Standard Color/Expert Color (Windows 95/98 or Windows 2000) and not Grayscale.
Desktop Color Separations (DCS) format images print incorrectly.	<ul style="list-style-type: none"> • Ensure that you selected the correct options to send separations in the application Print dialog box. • Ensure that you have the file for every layer of separation that you are printing. • Set the Combine Separations option to On. <p>This combines the high-resolution files for an image and prints them. With Combine Separations Off, the low-resolution master file will print.</p>
QuickDraw fill patterns print as solids.	Use the Adobe PostScript Printer driver (or the Apple LaserWriter 8.3 or later Printer driver).

Job Management Problem Solving

This section lists error messages you might see, and provides some troubleshooting guidelines should a problem arise with the Printer or the Command WorkStation. If you are unable to resolve a problem after referring to this chapter, contact your authorized service/support center.

Job management error messages

Error messages can result from problems with the print job, the Command WorkStation, a server, or the Phaser 790. Some of the most common error conditions are listed here.

A Phaser 790 error message sometimes remains displayed on the Command WorkStation even after you have resolved the error. A time lag in communicating the resolution of the error to the Command WorkStation may lead you to believe the error has not been resolved. However, printing will resume and the Command WorkStation display is updated after a short delay.

When an error interferes with printing, you will see a message at the Command WorkStation. The status bar that displays the message indicates the process where the error occurred. The following table contains the messages, listed in alphabetical order, with the appropriate corrective action. You can cancel the pending print job while you attend to the error condition. A few normal status messages are included in this list in case they cause concern.

Message	Corrective Action/Additional Information
Check power & cable	Ensure that the Printer is on and all the cables are secure.
Communication failure while printing. Please resubmit job.	A Printer error occurred. Try printing the job again.
Copier busy	The Phaser 790 has received a print job while running a copy job. The job will print when the copy job has completed.
Copier in Energy Save Mode	The Phaser 790 is in Energy Save Mode. You must wait for the Phaser 790 to warm-up before printing.
Copier offline	The Suspend Printing option has been selected from the Functions menu. Press Resume Printing in the

Message	Corrective Action/Additional Information
	Functions menu.
Platen Scan in progress	The Printer is completing a scan and will be ready for printing in a few minutes.
Print/Copy Cartrdg. misplaced	The print/copy cartridge is not correctly placed in the Printer. Check the cartridge and reinstall it as necessary.
Print/Copy Cartrdg. type mismatched	The print/copy cartridge installed is not the correct cartridge. Remove the cartridge and check your documentation for specifications on the correct cartridge to install.
Printing . . .	This is a normal status message indicating that printing is in progress.
Ready within 1 minute	This is a normal status message. The Printer is warming up. It will be ready for printing in a minute.
Run setup and enter correct security key	This message is displayed if your model requires that you enter a security code.
Trying to connect Please wait . . .	An error may have occurred with the Printer. Refer to the message panel for information.
Turn power off and on.	Switch off the Printer power, wait 20 seconds, and then switch on the power.
Warming Up . . .	This is a normal status message. The print engine is powering up. It will be ready for printing in a few minutes.

Command WorkStation Problem Solving

In case of problems, and before you call for service, check the steps in this section. If you are unable to resolve the problem, make a note of the error condition and contact your authorized service/support center.

Command WorkStation hangs

If the Command WorkStation windows do not update:

1. Try selecting the Log in/out slider and logging out.
2. Exit the Command WorkStation. Restart the Command WorkStation application or restart the computer.

The Printer is probably down or communication over the network has failed if one of the following conditions exists:

- The Command WorkStation windows do not update.
- No jobs are displayed.
- The mouse has no effect (you cannot select a job or a window, use a right mouse command, or select a menu item).

To force an exit from the Command WorkStation application:

1. Press **Ctrl-Alt-Delete**, and with the Command WorkStation highlighted, select **End Task**.
2. At the Printer, disconnect and reconnect the network cable, and try printing a Test Page or Configuration page.
3. If that fails, reboot the server.
4. If the Printer Control Panel does not respond to the Menu button, press the **Reset** button, switch off the server and switch it on again.
5. When it reaches Idle, restart the Command WorkStation application.

Command WorkStation fails to connect to a server

If a remote Command WorkStation cannot connect to a server that was connected previously, you may need to reconfigure the connection.

1. If you can, select **Exit** from the Command WorkStation File menu.
2. In the C:\Windows folder, find the **Efinl.ini** file and move the file out of the C:\Windows folder to another folder.

If the Efinl.ini file contains a limited amount of configuration information that is easily recreated (i.e., information for only one or two servers), you can delete the file altogether. A new Efinl.ini file will be created in the C:\Windows folder when you reconfigure the connection.

If the Efinl.ini file contains configuration information for several servers, or information that is not readily recreated, keep the Efinl.ini file as a backup.

3. Print a Configuration page.
Use the information on this page to configure the connection to the server.
4. Launch the Command WorkStation application.
5. When you are prompted to configure a server connection, select **OK**.
For more information, refer to the chapter *Setting up the network server*.
6. If you still cannot connect to the Printer, the administrator should reinstall Command WorkStation software.

Unexpected printing results

If this happens	This is the problem
A cover page is not printed when you reprint a saved raster job	Cover pages are not printed with saved raster jobs that have already printed.
The job settings are not carried out as you expected	<p>If printing from a Mac OS, refer to the chapter <i>Print options</i> for the table of job properties and conflicting properties.</p> <p>If you expected the settings you see in the Properties window, be aware that the Copies field does not currently reflect user settings. The Page Range is All, and the Scale percent is 100%, unless they were changed after being sent for printing.</p>
The job does not print	Some printing errors may be displayed in the Print status bar. When the job is in the Printed queue, jobs that had a PostScript error are displayed in a light red job row. Double-click anywhere in the row to see the error message.
There are font errors	<p>If user-specified non-resident fonts are not printing correctly in PostScript files that are downloaded by users, request that they embed the fonts in the PostScript file or print directly from their application. When users print from their applications, if special fonts are not downloaded automatically, they should be downloaded directly to the Printer. Users can load fonts, provided the Direct connection is enabled. For more information, go to the chapter <i>Using the Fiery WebTools</i>.</p>

Clearing the Printer

Clearing the Printer is an Administrator option that can be used as a last resort if a job persists in the system and prevents printing despite attempts to cancel or delete it. Clearing the Printer deletes all jobs currently saved in any queue and all locally archived jobs. It also clears the Job Log and the index of archived jobs.

Before clearing the Printer, export the Job Log if you have not recorded the information in it. If you can, notify users that you will clear their jobs from the Printer so they can back them up and resend them when the Printer is back in operation.

You can clear the Printer from the Control Panel, refer to the chapter *Performing Setup from the Printer Control Panel*, or by using the **Clear** command from the Command WorkStation, refer to the chapter *Introduction to the Command WorkStation*.

Users are unable to connect to the Phaser 790

If users are unable to connect to the Phaser 790, or are unable to find the Phaser 790 from their workstations, the system administrator may need to check the network connections, and the settings on the servers they use for printing. If the settings have changed, it may be necessary to reconfigure the Printer.

For example, if print servers or print queues on a Novell server are renamed or deleted, or if accounts or permissions are changed, the system administrator may have to edit the settings or enter new settings in IPX (Novell) Setup to reflect the new configuration.

Mac OS users may fail to see the Phaser 790 if a system administrator has assigned it to a different zone, or has added zones where previously there were none.