



故障排除 手冊





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本產品使用 John Halleck 所寫的 SHA-1 程式碼,並已獲得作者同意使用。

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印表機會將大量有用資訊儲存成可列印頁面。下頁顯示說明手冊,可列印頁面列出資源以取得說明。



所有可列印頁面都使用這個格式,即在其頁面的頂端及底部都有彩色條紋。在印表機前面板上列印這些頁面。

使用可列印頁面

可由**可列印頁面功能表**使用這些頁面:

- 1. 在前面板上,使用下箭號或上箭號按鍵捲動到可列印頁面功能表,然後按 OK (確定) 鍵。
- 2. 使用**下箭號**或上箭號鍵捲動至所需的可列印頁面(如**列印說明手冊**),然後按OK(確定) 鍵。

若需可列印頁面的完整清單,請列印「功能表項目」。

錯誤訊息

當印表機發生問題時,前面板顯示(1)顯示錯誤訊息。按i按鈕(2)以取得有關錯誤訊息的更多 資訊和解決問題的方法。





Help Guide

Resources

CentreWare® Internet Services (IS)

Printer management tool that helps System Administrators:

- Configure and manage multi-vendor printers.
- Provide remote diagnostics and troubleshooting for printer problems.
- Monitor printer and consumable status.
- Hotlink to software updates and Technical Support.

CentreWare IS uses TCP/IP to communicate directly with the printer's embedded web server and runs on any computer with a web browser.

To launch CentreWare IS, enter your printer's IP address in a web browser (xxx.xxx.xxx). The IP address is listed on your front panel. To view the IP Address on the front panel, highlight **Printer Identification** and press **OK**.

For detailed information on CentreWare IS software, refer to its online help.

PhaserSMART[™] (English Only)

Automated printer diagnostics and troubleshooting through the web and your web browser.

Launch CentreWare IS: From a web browser, enter your printer's IP address. Select **Support**. Select the **Technical Support** link to access PhaserSMART.

For Windows: From your Phaser printer driver properties, select the **Troubleshooting** tab. Select the **PhaserSMART Technical Support** web link.

infoSMART[™] (English Only)

This is the same troubleshooting knowledge base used by Xerox Customer Support. Provides solutions for printer issues, such as error codes, print quality, media jams, software installation, networking, and more.

www.xerox.com/officeprinting/infoSMART

Interactive Documentation CD-ROM

Detailed printer information in the form of topics, instructions, and videos. Information includes printer setup, networking, loading trays/paper, driver and printer features, troubleshooting, and support.

Front panel

The front panel offers a suite of tools along with information pages to help solve print-quality, paper feed, supplies, and printer administration problems.



Page 1 of 3

i Button

You can press the **Information** button at any time to get additional information about the message displayed on the front panel.

Printable pages

To print a Menu Map, navigate the front panel and its menu items:

- 1. Select Menus and press OK.
- 2. Select Print Menu Map and press OK.

Driver help

If you are using Windows 95/98, Windows 2000, or Windows NT, install the driver from your printer's software CD-ROM and access the printer driver to:

- Link to relevant web sites from the Troubleshooting tab.
- View information about the printer features on the driver tabs by clicking the Help button on the tab.
- View troubleshooting information by clicking a Help button, then selecting the Troubleshooting Guide.

Troubleshooting

Paper jams

PhaserSMART

After you launch PhaserSMART, select the **Troubleshooting Guide** to help identify your printer's problem. If your printer detects a jam error, PhaserSMART will point you to a specific solution. Otherwise, select **Media Jams** for PhaserSMART to lead you to the best solution.

Interactive Documentation CD-ROM

For paper jams and error messages, see the **Troubleshooting** section.

Driver help

In the Troubleshooting Guide, refer to Error Messages for Paper Jams.

Print-quality problems

Ensure the paper type selected in the front panel matches the paper loaded in the trays and the Multi-Purpose Tray (MPT). Tray settings can be found by selecting Printer Setup Menu and then Tray Setup Menu.

The following table provides a list of printable pages that are accessible from the Support Menu and Improve Print Quality?:

Condition	Printable page
For additional paper tips:	Print Paper Tips Page
To troubleshoot print-quality symptoms:	Print Diagnostic Pages
To correct colors:	Print-Quality Tips Page



PhaserSMART

After you launch PhaserSMART, select the **Troubleshooting Guide** to help identify your printer's problem. Starting with **Print/Image Quality Issues**, PhaserSMART will walk you through a decision tree to resolve print-quality problems.

Interactive Documentation CD-ROM

For print-quality problems, see the Troubleshooting section.

Networking problems

Printable pages

To obtain information on printer options, configurations and settings:

- 1. On the front panel, highlight Printable Pages and press OK.
- 2. Scroll to Print Configuration Pages and press OK.

To obtain information on network, parallel and USB connections and setting:

- 1. On the front panel, highlight Menus and press OK.
- 2. Scroll to Connection Setup Menu and press OK.
- 3. Scroll to Print Connection Setup Page and press OK.

Interactive Documentation CD-ROM

For network setup and troubleshooting, see the Networking section.

Replacing consumables

Interactive Documentation CD-ROM

Refer to the **Support** section for instructions and videos that walk you through the replacement of consumables.

Instruction Sheets

Each consumable comes with instructions included in the original packaging.

Web links

To link to product and supplies information, download printer drivers, view documents, and access support information:	www.xerox.com/officeprinting
To access the troubleshooting knowledge base used by Xerox Customer Support staff:	www.xerox.com/officeprinting/infoSMART
To link to a color resource for tools and information, such as interactive tutorials, color printing templates, helpful tips, and customized features to meet your individual needs:	www.colorconnection.xerox.com
To view technical support information:	www.xerox.com/officeprinting/6200support
To order Xerox supplies:	www.xerox.com/officeprinting/6200supplies
To find your local sales and support center:	www.xerox.com/officeprinting/contacts

診斷列印品質

印表機會將大量有用資訊儲存成可列印頁面。下頁顯示診斷列印品質可列印頁面,此頁面可說明列印品質問題的解決方案。



所有可列印頁面都使用這個格式,即在其頁面的頂端及底部都有彩色條紋。在印表機前面板上列印這些頁面。

使用可列印頁面

可由**可列印頁面功能表**使用這些頁面:

- 1. 在前面板上,使用下箭號或上箭號按鍵捲動到可列印頁面功能表,然後按 OK (確定)鍵。
- 2. 使用**下箭號**或上箭號按鍵捲動至所需的可列印頁面(如**列印診斷頁面**),然後按OK(確定) 鍵。

功能表項目

若需可列印頁數的完整清單,請列印「功能表項目」:

- 1. 選擇前面板上的功能表,然後按OK(確定)鍵。
- 2. 選擇列印功能表項目,然後按OK(確定)鍵。



Diagnose Print Quality

Problem

Solution

Dark Lines/Smudges or Streaks-All Colors

Black and/or colored areas appear on the page in all colors and/or in non-print areas.



Repeating Defects

Marks or voids recur uniformly in only one color. Marks of any color or voids recur uniformly in all colors and/or in non-printed areas.



Note: Print the Repeating Defects Page for guides to identify defect.

Color Misregistration

Color has shifted outside of the designated area or has been superimposed over another color area.



1. From the printer's front panel Support Menu select Improve Print Quality?, then select Print Paper Tips Page and press **OK**.

- **2.** Ensure the paper you are using is the correct type for the printer and is properly loaded.
- 3. Ensure the paper loaded in the tray matches the paper type selected on the printer's front panel and in the printer driver.
- From the printer's front panel Support Menu select Improve Print Quality?, then select Remove Print Smears and press OK. Three cleaning pages will run through the printer.
- 5. If the problem continues, replace the Imaging Unit.
- 1. Replace the **Imaging Unit** if defects occur every:
 - 23.3 mm (.91 in.) 28.5 mm (1.12 in.) 62.0 mm (2.44 in.) 131.8 mm (5.19 in.)
- 2. Replace the Transfer Roller if defects occur every:
 - 63.6 mm (2.5 in.)
- 3. If the defect occurs every:
 - 82.25 mm (3.24 in.)
 - a. From the printer's front panel Support Menu select Improve Print Quality?, then select Remove Print Smears and press OK.
 - **b.** If the problem continues, replace the **Fuser**.
- 1. Ensure the printer is on a solid, level, flat surface.
- 2. If the horizontal registration is off:
 - a. From the front panel Support Menu, select Improve Print Quality?, and press OK.
 - b. Select Color Registration Menu and Press OK.
 - **c.** Follow the instructions on the Color Registration Page just printed.
- 3. If the vertical registration is off:
 - a. Turn the printer off and then back on to correct.





Problem

Incomplete Fusing

Toner appears to be pulled off print, or is easy to rub off.



Solution

- 1. From the printer's front panel Support Menu select Improve Print Quality?, then select Print Paper Tips Page.
- 2. Ensure the paper you are using is the correct type for the printer and is properly loaded.
- **3.** Ensure the paper loaded in the tray matches the paper type selected on the printer's front panel and in the printer driver.
- 4. If the problem persists, select the appropriate Tray Setup Menu for the tray you are using and set the paper type to the next heaviest type of paper. Refer to the Paper Tips Page for media types and weight.

Note: To access the Paper Type Menu, open and close the selected paper tray or re-insert the paper loaded in the MPT. The front panel will then prompt you to select the paper type.

Image Offset

Toner appears to have been pulled off the page and placed about 82.25 mm down the page from where it should be.



- From the printer's front panel Support Menu select Improve Print Quality?, then select Print Paper Tips Page and press OK.
- 2. Ensure the paper you are using is the correct type for the printer and is correctly loaded in tray.
- **3.** Ensure the paper loaded in the tray matches the paper type selected on the printer's front panel and in the printer driver.
- 4. If the problem persists, select the appropriate Tray Setup Menu for the tray you are using and set the paper type to the next lightest type of paper. Refer to the Paper Tips Page for media types and weight.

Note: To access the Paper Type Menu, open and close the selected paper tray or re-insert the paper loaded in the MPT. The front panel will then prompt you to select the paper type.



Smeared Toner

Light Bands on print

Printing Is Too Light or Too Dark in All Colors	 Try a different Color Matching mode. From the printer's front panel Support Menu select Improve Print Quality?, then select Print-Quality Tips Page. and press OK. 	
	Note: The TekColor Correction set to Automatic provides the best results for most documents.	
	 If the print is too light, verify that the printer driver Print Quality Mode or Front Panel Defaults is not set to Draft Mode. 	
	3. Adjust the light or darkness levels. From the front panel Support Menu select Improve Print Quality?, then select Calibrate Colors Menu, then selet Print Tutorial Page. Follow the procedure for Lighten/Darken Colors.	
Transparency Print Quality	Use only Phaser® 6200 Transparency.	
Possible Print Quality defects occurring on Transparency media such as: Light and/or Dark spots	Using non-Phaser [®] 6200 Transparencies may cause print- quality problems or damage the printer's Fuser.	

Damage caused by using non-supported media will not be covered under the warranty, service agreement or Total Satisfaction Guarantee.

For a list of Transparency part numbers, refer to the printer's Paper Tips Page.

See www.xerox.com/officeprinting/infoSMART on the world wide web for more on-line support information.



校正

印表機會將大量有用資訊儲存成可列印頁面。下列頁面顯示**色彩套色功能表,色彩校正指南**和校準邊界可列印頁面,解釋如何校正印表機。



所有可列印頁面都使用這個格式,即在其頁面的頂端及底部都有彩色條紋。在印表機前面板上列印這些頁面。

使用可列印頁面

可由可列印頁面功能表來存取可列印頁面:可由支援功能表來存取校正頁面:

- 1. 在前面板上,使用下箭號或上箭號鍵捲動到支援功能表,然後按OK(確定)鍵。
- 2. 捲動到改善列印品質?使用下箭號或上箭號鍵且按OK(確定)鍵。
- 捲動到色彩登錄功能表,校準彩色功能表或校準邊界功能表使用下箭頭或上箭頭鍵且按 OK(確定)鍵。
- 捲動到所需的可列印頁面(如列印色彩登錄頁面,列印教學程式頁面或列印校準邊界頁面)且按 OK(確定)鍵。

功能表項目

若需可列印頁數的完整清單,請列印「功能表項目」:

- 1. 選擇前面板上的功能表,然後按OK(確定)鍵。
- 2. 選擇列印功能表項目,然後按OK(確定)鍵。



Color Registration Menu

The Color Registration Menu allows you to adjust the printer's cyan, magenta and yellow against black to ensure that the colors are properly aligned.

Steps:

You can adjust the settings from -7 to +7 units. (left to right). See the images on the left. 0 is always the printer's current color registration setting.

- 1. From the printer's front panel Support Menu, scroll to Improve Print Quality? and press OK.
- 2. Scroll to the Color Registration Menu and press OK to print this page.
- 3. To adjust the color registration, select Adjust Cyan and press OK.
 - **a.** Using the page just printed, select the number for the heaviest Cyan area.
 - b. The Cyan lines above that number should form a straight line with the black lines.
 - c. Enter that number by using the Up Arrow or Down Arrow keys and press OK.
- 4. Repeat steps a through c for Adjust Magenta and Adjust Yellow.
- **Note:** The adjustment value entered is stored and is now the new 0 positon for that color. Repeat the process until all three colors are aligned at the 0 position.
- 5. Reprint this page to verify the adjustment.













Color Calibration Tutorial

Overview

Color calibration procedures adjust the printer for optimal color output. Color settings may need adjustment upon initial printer set-up or when toners and imaging units are replaced. There are two procedures: Lighten/Darken Colors and Balance Colors. If the overall image appears either too light or dark, use the Lighten/Darken Colors procedure. If a finer adjustment of the primary colors (cyan, magenta and yellow) are needed, continue with the Balance Colors procedure.

Lighten/Darken Colors

The Lighten/Darken Colors procedure uniformly increases or decreases each primary color (cyan, magenta, yellow and black) to produce a lighter or darker image.

Procedure:

- 1. Select Lighten/Darken Colors from the Calibrate Colors Menu and press OK. Use the printed Color Reference Page to evaluate the lightness/darkness of the image. The printer's current Lighten/Darken Value is listed on the page.
- 2. Use the Up Arrow and Down Arrow keys to change the value from -5 (lightest) to 5 (darkest) and press OK.
- 3. The Color Reference Page automatically prints using the new lighten/darken value. Repeat this procedure until you achieve the desired result.
- 4. To finish the procedure select one of the following:

Accept Changes and Continue: Saves the new value and returns to the Calibrate Colors Menu.

Accept Changes and Exit: Saves the new value and returns to the Main Menu.

Discard Changes and Exit: Returns to the Main Menu without saving

Balance Colors

The Balance Colors procedure sets the balance between the primary colors (cyan, magenta and yellow) to simulate black.

Each of the color balance pages (like the page illustrated on the right) contains a large cluster of circles, numbered from 0 to 54, that vary in hue.

The center circle (0) should match or appear to blend with some portion of its surrounding hexagonal gray ring. The circle can show a color shift if one or more of the colors are printing with a different density. For example, if cyan is printing lighter than normal, the circle will appear redder.



Procedure:

- 1. Select Balance Colors from the Calibrate Colors Menu; The Light Color Balance page prints automatically.
- 2. Follow the steps on the Light Color Balance page until the desired adjustment is achieved.
- 3. Follow the steps on the Dark Color Balance page until the desired adjustment is achieved.





Calibrate for Margins

The Calibrate Margins Menu allows you to adjust the printer's imaging area relative to the edges of the paper. The imaging area is shown as a dashed rectangle; the printer will not print outside this rectangle.

Step 1. Adjust Side 1 Margins. To move the dashed rectangle to the postion you want it on the page:

- 1. From the printer's front panel Support Menu, scroll to Improve Print Quality? and press OK.
- 2. Scroll to the Calibrate Margins Menu and press OK. Select Print Calibrate Margins Page and press OK to print this page.
- 3. To move the dashed rectangle you see on the page printed to the position you want, use the front panel menu items Adjust Side 1 "A" Margin and Adjust Side 1 "B" Margin as illustrated below.
- 4. Reprint this page to verify the adjustment.

You can adjust the settings from -40 to +40 units. The thickness of the rectangle's dashed lines is 1 unit. 12 units move the rectangle 1 mm. The maximum distance the rectangle can be moved (-40 to +40) is 6.7 mm.



Step 2. If the printer has the duplex option, adjust Side 2 Margins.

- 1. With Side 1 facing you, hold the print up to a strong light. Note the shadow of the solid lines printed on Side 2.
- 2. Use the front panel menu items Adjust Side 2 "A" Margin and Adjust Side 2 "B" Margin to move the Side 2 solid lines until they align with the Side 1 rectangle. Reprint to verify your adjustment.







除了有關避免夾紙及導致夾紙的原因等資訊外,本節還包含清除下列夾紙的說明:

- 1—在定影器處夾紙—請參閱第5頁。
- **2** 在雙面列印單元處夾紙 請參閱第 7頁。
- 3—多功能紙匣夾紙—請參閱第8頁。
- 4 登錄滾輪處夾紙 請參閱第 9頁。
- 5 紙匣處夾紙 請參閱第 11 頁。



當夾紙發生時,印表機的前面板顯示(1)會顯示夾紙錯誤訊息。按i按鈕(2)以取得有關如何清除夾紙的更多資訊。



小心

請小心不要觸碰到位在夾紙上的碳粉因為碳粉可能尚未定影到紙上且可能被擦掉。



避免夾紙

- 若要減少夾紙及投影的頻率,請只使用專為 Phaser® 6200 印表機設計、Xerox Phaser 品牌的紙張。請參閱互動式文件光碟上《支援手冊》中的耗材章節或至 Xerox 網站: http://www.xerox.com/officeprinting/6200supplies 來訂購耗材。
- 在裝入紙匣或多功能紙匣中前,請散開紙張。
- 若需支援的紙張尺寸,請參閱互動式文件光碟上《紙匣和紙張手冊》中的支援的紙張 章節。
- 若需適當的紙張載入指示,請參閱互動式文件光碟上《紙匣和紙張手冊》中的支援的紙 匣章節。
- 使用清潔、未損壞的紙張請勿使用已捲曲的紙張。
- 從新開啟的包裝中裝入紙張。
- 請勿加紙超過紙匣的上限刻度。
- 請確定紙匣導紙器已適當的設定紙張尺寸。

為什麼夾紙?

夾紙通常發生於以下這些狀況:

- 在印表機驅動程式中選擇了不正確的紙張類型。
- 紙張不符合規格。
- 裝入的紙張尺寸或重量不被紙張紙匣所支援。
- 紙張已損壞、潮濕、捲曲、摺痕或有摺疊。
- 紙張未適當的裝入。
- 紙匣的側面和後面導紙器未適當地調整至紙張的尺寸。
- 紙匣超過紙匣的上限刻度;裝入的紙張已超過紙匣的上限刻度。

在定影器處夾紙

請依照這些步驟來清除夾紙。參考印表機內部標籤上的夾紙清除指示。

1. 使用印表機右側的閂鎖開啟前門 B。



2. 在定影器單元上面的兩側旋轉綠色的拉桿。



3. 移除夾住的紙張。請確定紙張殘留的紙屑已清除。



4. 將定影器兩側的拉桿完全拉下。



灰紙

5. 將前門關閉。



若需額外的資訊,請使用 PhaserSMART。

在雙面列印單元處夾紙

請依照這些步驟清除夾紙。請參考印表機內側標籤上清除夾紙的指示。

1. 請開啟前門 B



2. 移除夾住的紙張。請確定紙張殘留的紙屑已清除。



3. 將前門關閉。



若需額外的資訊,請使用 PhaserSMART。

多功能紙匣夾紙

1. 由多功能紙匣中清空夾住的紙張。



2. 使用印表機前方的閂鎖開啟前門A。



3. 清除所有夾紙。請確定紙張殘留的紙屑已清除。

夾紙

4. 將前門關閉。



5. 開啟多功能紙匣中且裝入紙張。裝紙時請勿超過紙匣的上限刻度。請確定導紙器與紙張對 齊。請確定紙張已清除且未阻塞在一起。



登錄滾輪處夾紙

請依照這些步驟來清除夾紙。參考印表機內部標籤上的夾紙清除指示。

1. 完全地移除紙匣1。



2. 清空在印表機紙匣槽內部的夾紙。請確定已清空所有紙張所殘留的紙屑。



3. 插入紙匣1且將其完全推入印表機中。



4. 使用印表機前方的閂鎖開啟前門A。



5. 清除所有夾紙。



6. 將前門關閉。



若需額外的資訊,請使用 PhaserSMART。

紙匣處夾紙

請依照這些步驟清除夾紙。請參考印表機內側標籤上清除夾紙的指示。

1. 將前面板上指定的紙匣拉出。



2. 清除所有夾紙。



3. 確認紙匣中已正確地裝入紙張且導紙器也與紙張對齊。



4. 清空在印表機紙匣槽內部的夾紙。請確定紙張殘留的紙屑已清除。



5. 插入紙匣且將之完全地推入印表機。



6. 使用印表機前方的閂鎖開啟前門A。



- 7. 清除所有夾紙。
- 8. 將前門關閉。



灰紙

定期印表機維護

您的印表機除了定期清潔密度感應器及更換下列客戶自行更換消耗品 (CRC) 外,很少需要其他的維護:

- 碳粉匣(黑色、青綠色、洋紅色、和黃色)— 請參閱第 17 頁
- 成像單元 請參閱第 18 頁
- 轉印滾輪 請參閱第 23 頁
- 定影器 請參閱第 20 頁
- 送紙滾輪 請參閱第 25 頁

當前面板顯示耗材量低或接近其壽命時,請訂購額外的印表機耗材。當前面板顯示耗材已用完或接近其壽命時,您必須更換耗材。有關料號的資訊,請參考**互動式文件光碟**上《支援手冊》中的耗材章節。若要訂購耗材及其他耗材,請造訪 Phaser@ 6200 耗材及附件網站。包裝中的每個項目都有安裝指示。

小心

成像單元需遠離直接的日光照射。否則可能會使影像褪色、出現明亮區或暗色條紋。 請勿將印表機放置在出風口或容易產生灰塵的設備附近。

警告

請勿燒毀舊的碳粉匣、成像單元、轉印滾輪或定影器。

清潔印表機外殼

您可以沾濕柔軟的布,擰乾後用來清潔印表機的外殼。您可以使用溫和的中性清潔劑來清除污垢;不要將清潔器直接噴灑於印表機上。

警告

若要避免觸電,在清潔印表機時,請關閉印表機電源且拔掉電源線。

小心

請勿使用吸塵器來清潔印表機。請勿以油來潤滑印表機。

清潔密度感應器

當密度感應器髒時,印表機會停止列印。若要清潔密度感應器:

1. 使用印表機前方的閂鎖開啟前門A。



2. 移除轉印滾輪。擠壓在轉印滾輪兩側的橘色按片且輕輕地將滾輪抬出印表機。



3. 使用毛巾或棉花紗布擦拭密度感應器。



小心

請勿使用罐裝空形或異丙基醇於印表機上。

4. 重新安裝轉印滾輪。插入轉印滾輪的圓端到印表機內部彎曲的黑色導紙器。向下推橘色按 片直到聽到一聲卡嗒聲來鎖定轉印滾輪到印表機上。



5. 將前門關閉。





更換成像單元

























更換轉印滾輪























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