
Xerox DocuPrint 4850/4890 IPS Troubleshooting Guide

**THE DOCUMENT COMPANY
XEROX**

Version 7.1
August 2000
721P89100

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

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Printed in the United States of America

Publication number: 721P89100

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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.

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This *Xerox DocuPrint 4850/4890 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 4850/4890 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, “Clearing paper misfeeds and jams,” illustrates how to clear paper misfeeds and jams from various parts of the paper path.
- Chapter 3, “Correcting stacker problems,” provides solutions to common stitcher/stacker and dual stacker problems.
- Chapter 4, “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 4850/4890 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 4850 or 4890 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:

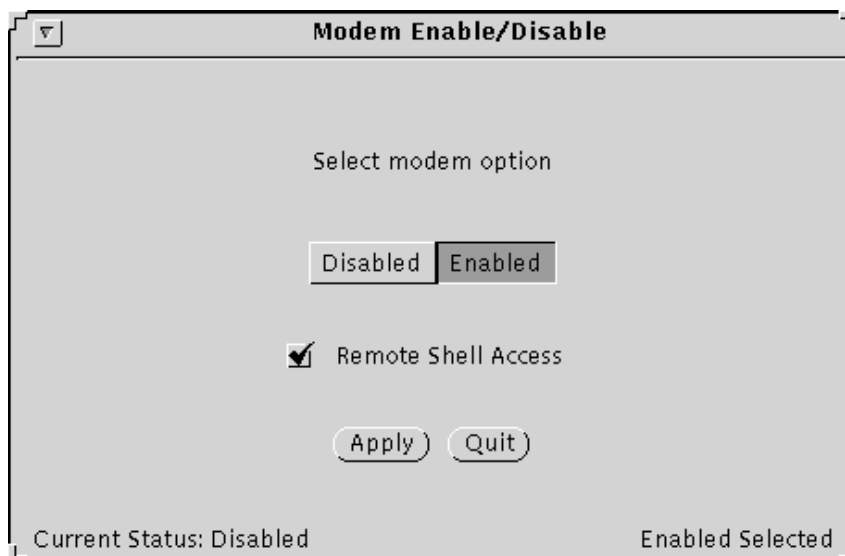
1. Upon request, provide the service representative with your modem telephone number.
2. At the graphical user interface, place the system offline. This will prohibit the printer from running a job while the service representative is analyzing your IPS system.
3. Enable the modem (see “Enabling your 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.

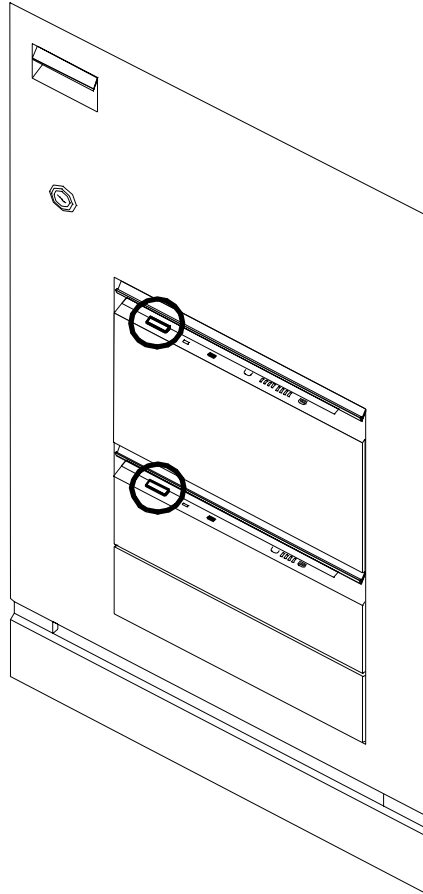
2. Clearing paper misfeeds and jams

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

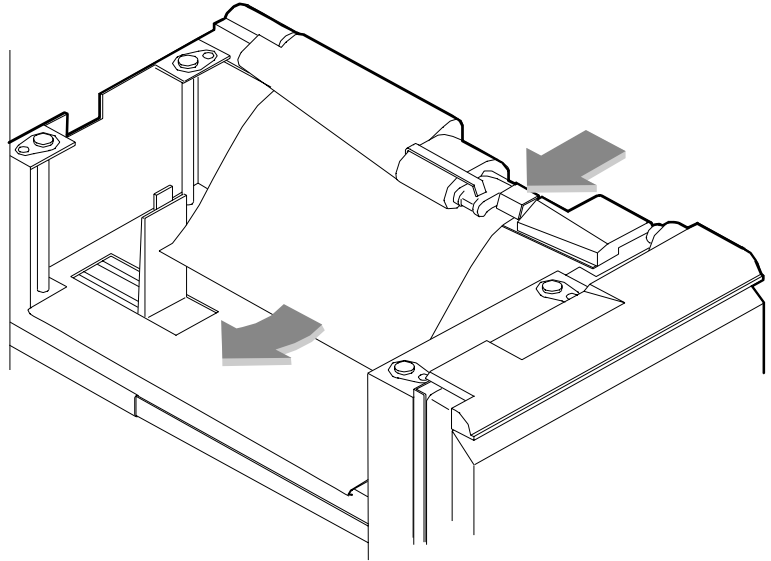
When paper is misfed from the paper trays, complete the following steps:

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.

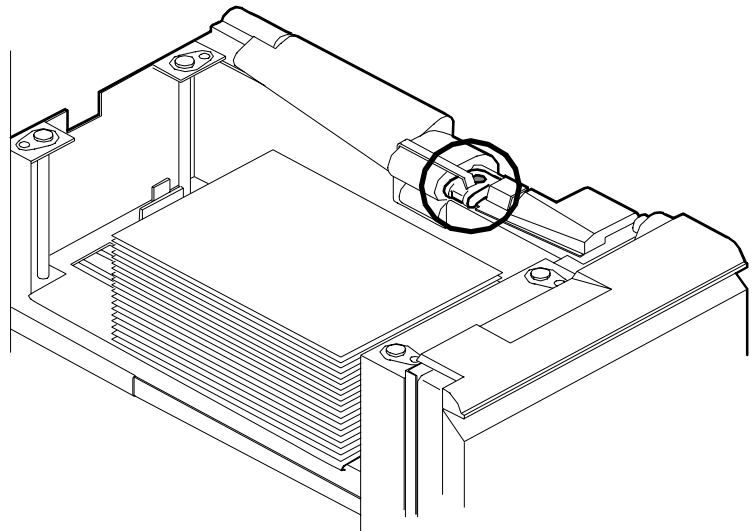


3. When the Ready To Open indicator is lit, pull the bar up and out to open the tray. Pull the tray all the way out for best results.

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.

Frequent misfeeds

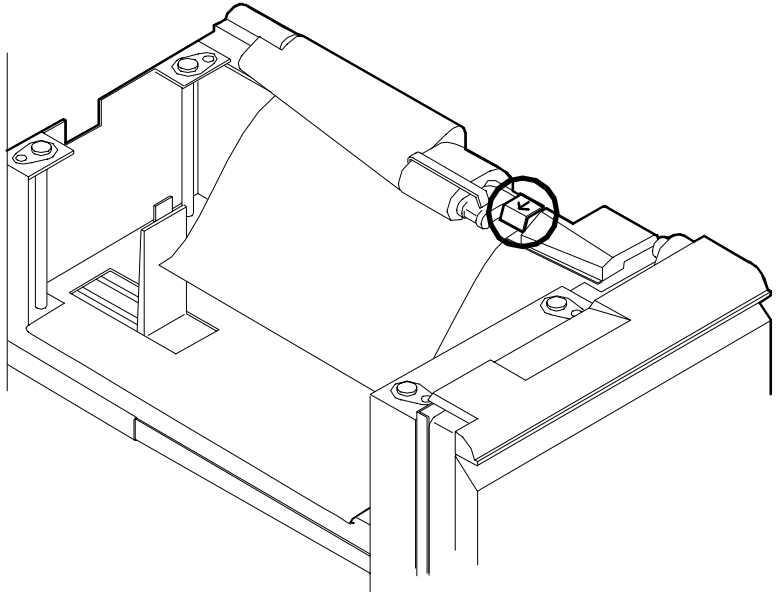
Frequent misfeeds may be caused by a glazed feed belt, especially if one tray feeds the same kind of paper better than another tray does. (Glazing is caused by a buildup of the chemicals found on most papers.)

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

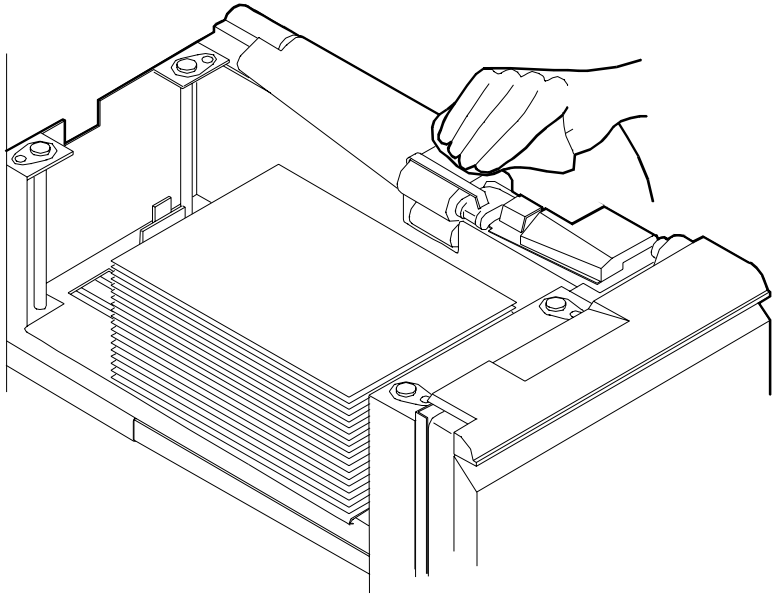


Caution: Clean the feed belt only to correct misfeeds, not as routine maintenance. Because the belt is rubber, frequent cleaning dries it out and makes it fail prematurely. ⓧ

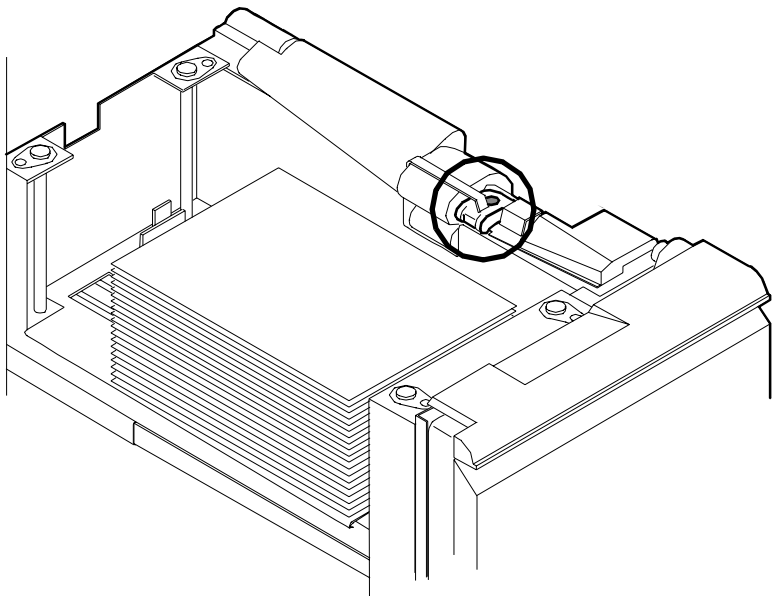
1. Clear any misfeeds that have occurred, but do not latch the paper feeder assembly. If necessary, unlatch it by pressing down on the bright green lever on the right side of the paper tray.



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

Paper sometimes jams as it leaves the feeder trays or moves through the paper path. You must clear the paper jam before you can continue to print. The two illustrations below show the areas along the paper path in which jams may occur.

Figure 2-1. Areas along the simplex paper path

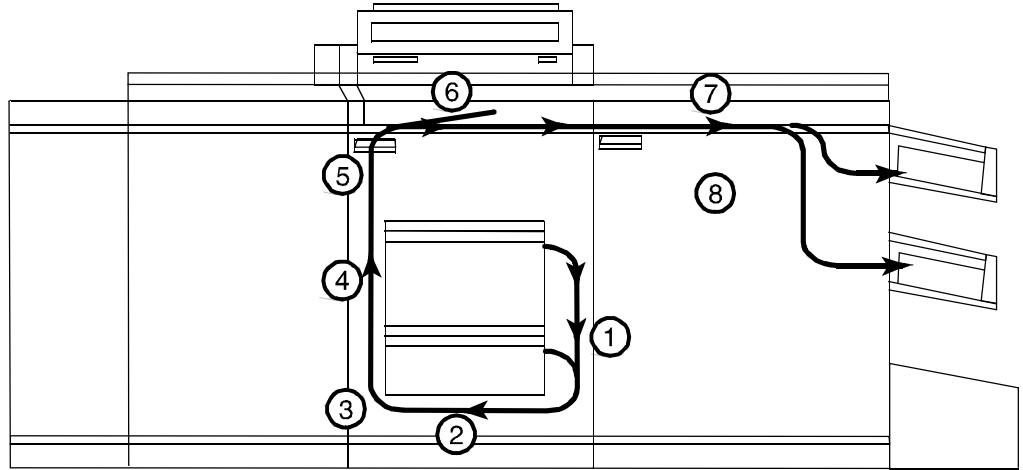
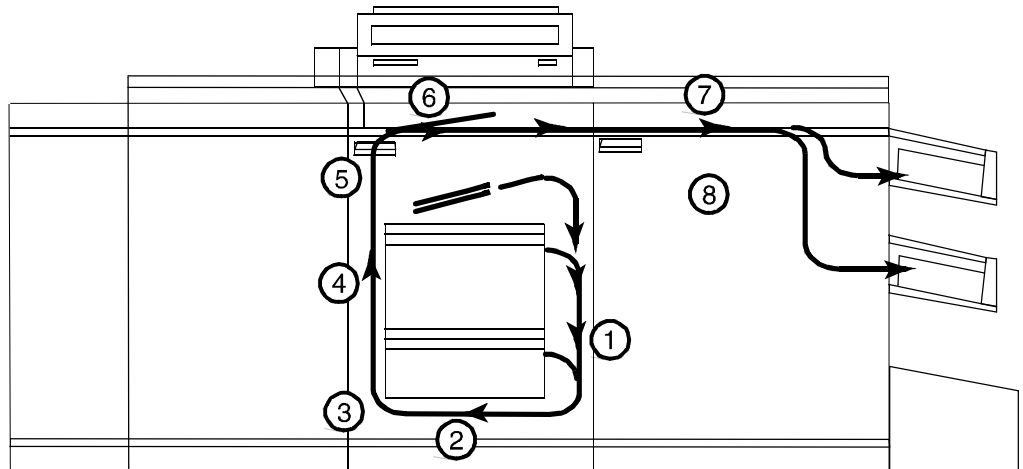


Figure 2-2. Areas along the duplex paper path

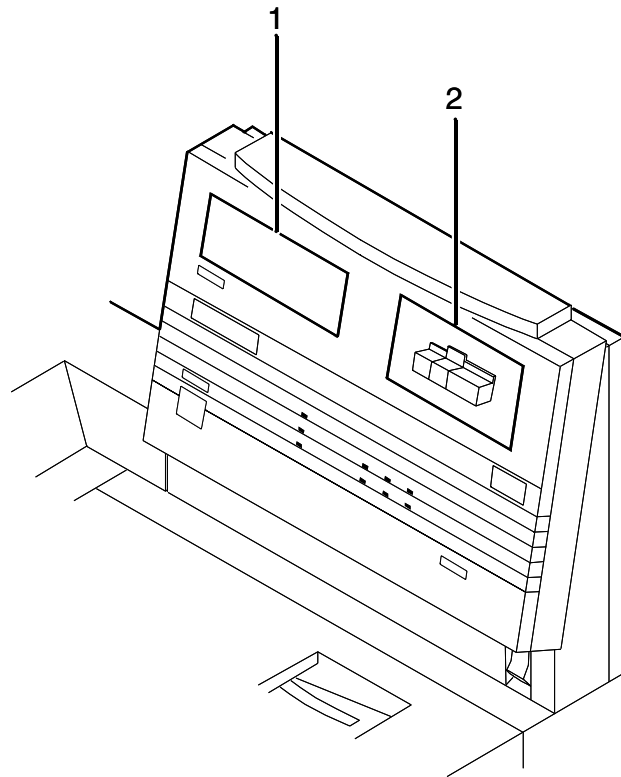


Jam displays on printer control console

In the event of a jam, the printer control console displays the following information:

- The message display describes the areas of the printer you must check and clear.
- The graphic display shows the location of the jams and the doors you must open to access them.

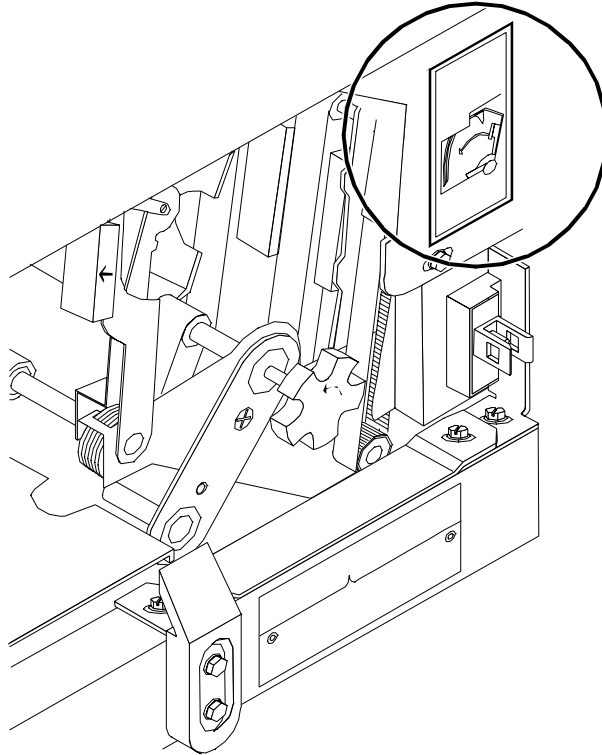
Figure 2-3. **Message and graphic displays on printer control console**



- 1 **Message display**
- 2 **Graphic display**

Interior labels Message labels are located inside the printer at the point of need.

Figure 2-4. **Message labels inside the printer**



Each handle, lever, or knob you use to clear a paper jam is bright green and marked with an arrow indicating the direction it moves.

When a paper jam occurs in the printer, clear only the area or areas indicated by the message and graphic displays.

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.

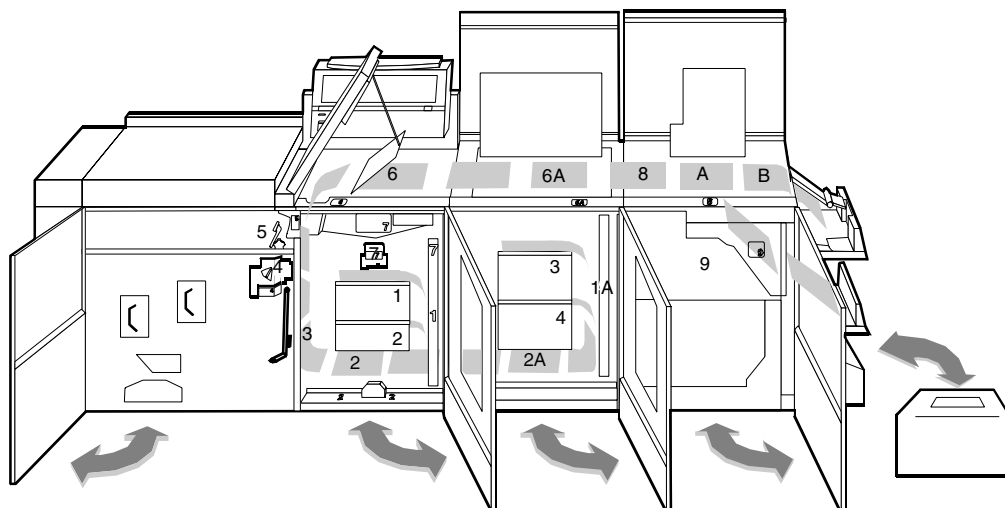
Printer jam clearance areas

The following figure shows all areas in which printer jams can occur.



Note: This diagram contains the jam clearance areas for both the dual stacker (areas 8, 8A, and 9) and the stitcher/stacker (areas A and B). The purpose of the diagram is to give you an overall perspective of the locations of all the printer areas relative to each other. Note that an actual printer cannot have both a dual stacker and a stitcher/stacker. □

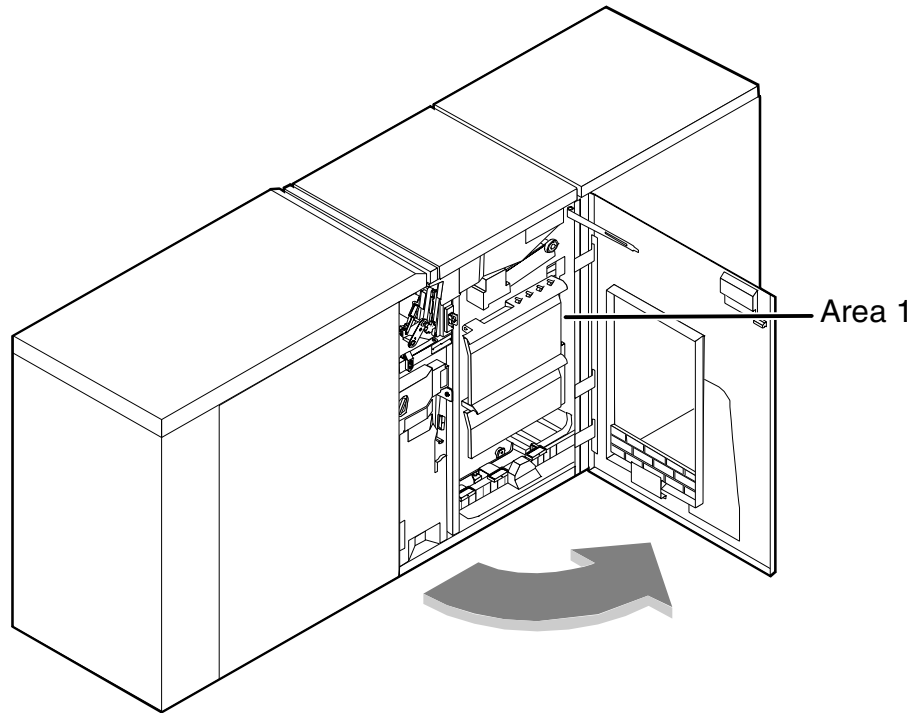
Figure 2-5. Overview of all printer jam areas



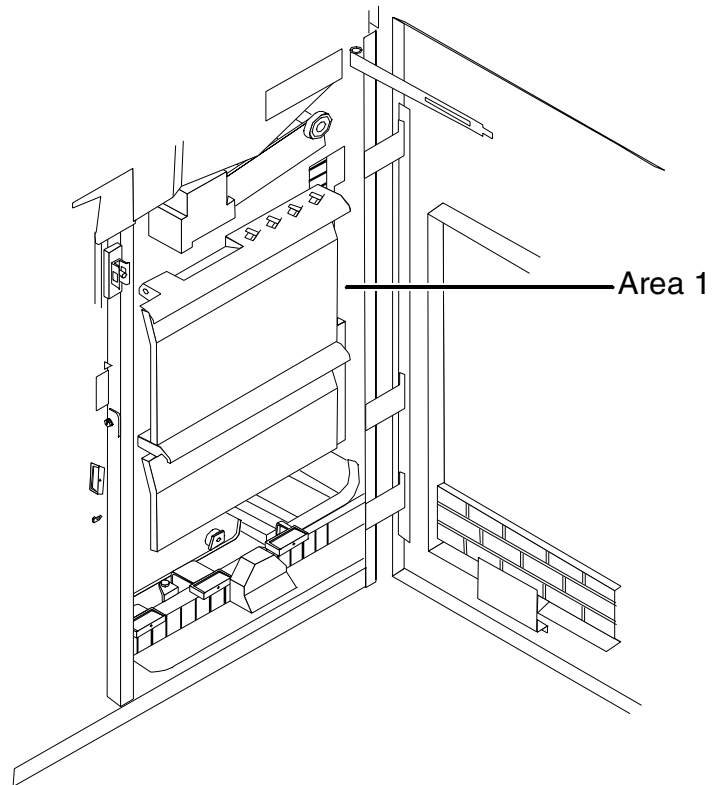
Clearing paper jams from areas 1 and 1A

To clear paper jams from areas 1 and 1A:

1. Open the middle door and locate area 1.

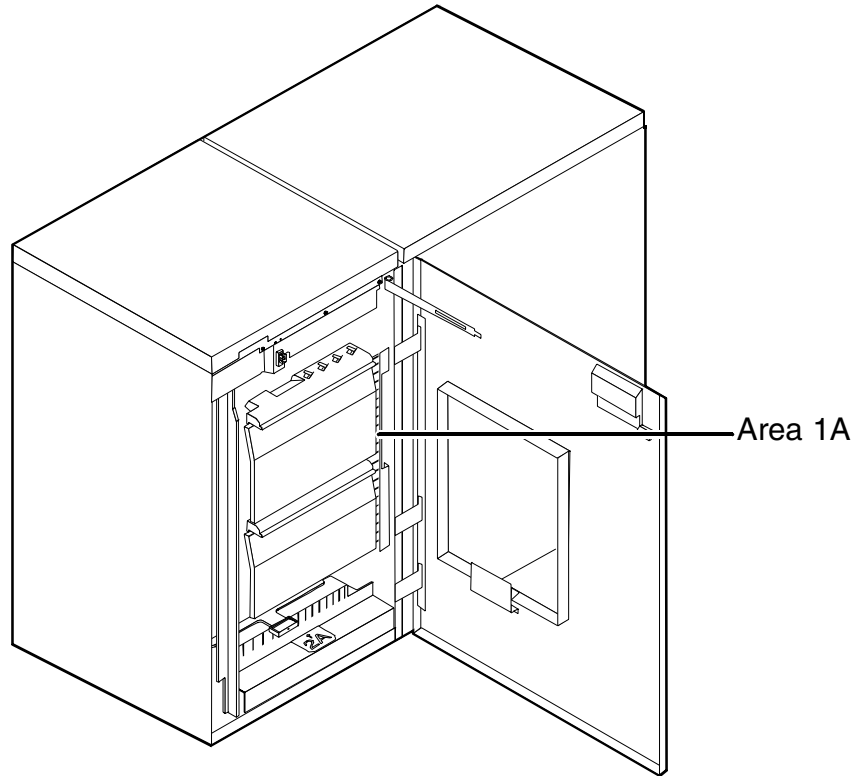


2. Remove and discard any paper you find in the areas indicated.



3. Close the door.

4. Open the high-capacity feeder front door and locate area 1A.

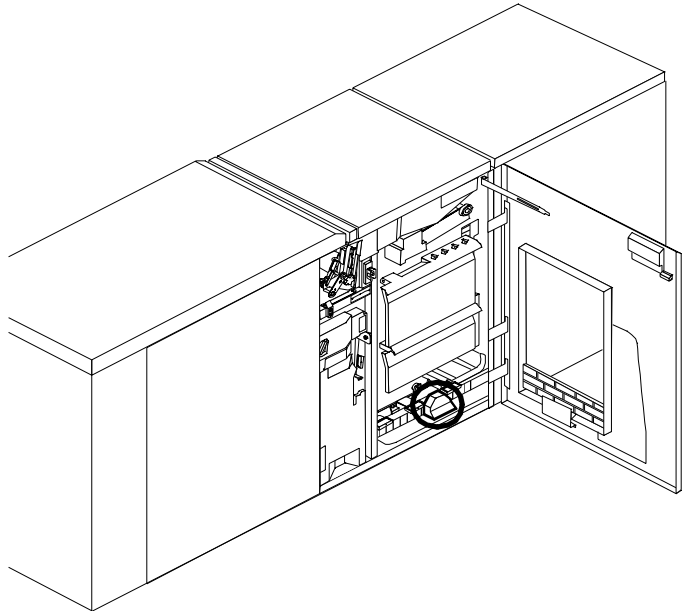


5. Remove and discard any paper you find in the area 1A.
6. Close the door and press Continue to resume printing.

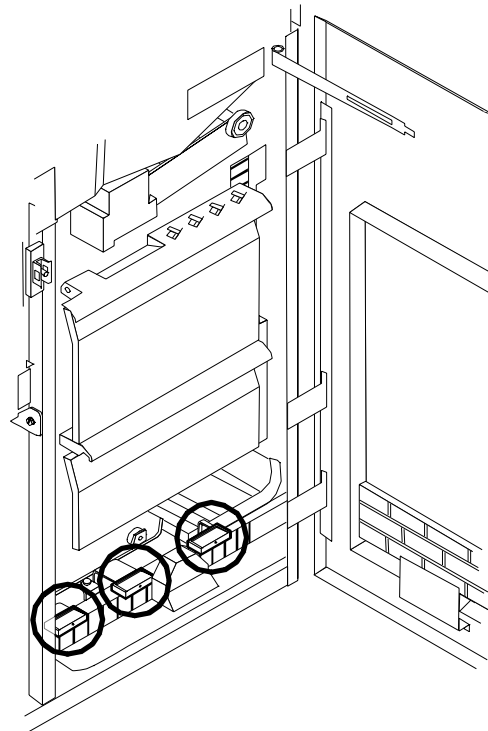
Clearing paper jams from areas 2 and 2A

To clear paper jams from areas 2 and 2A:

1. Open the middle door and locate area 2.

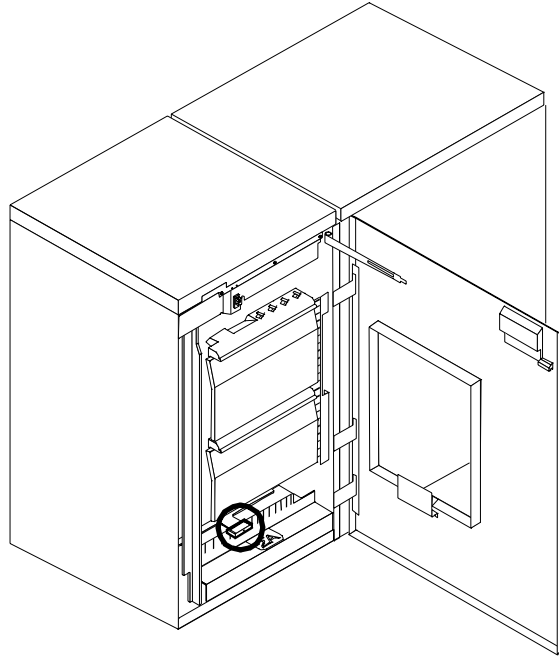


2. Lift the three green handles one by one. Each time you lift a handle, remove and discard any paper you find beneath the open section.

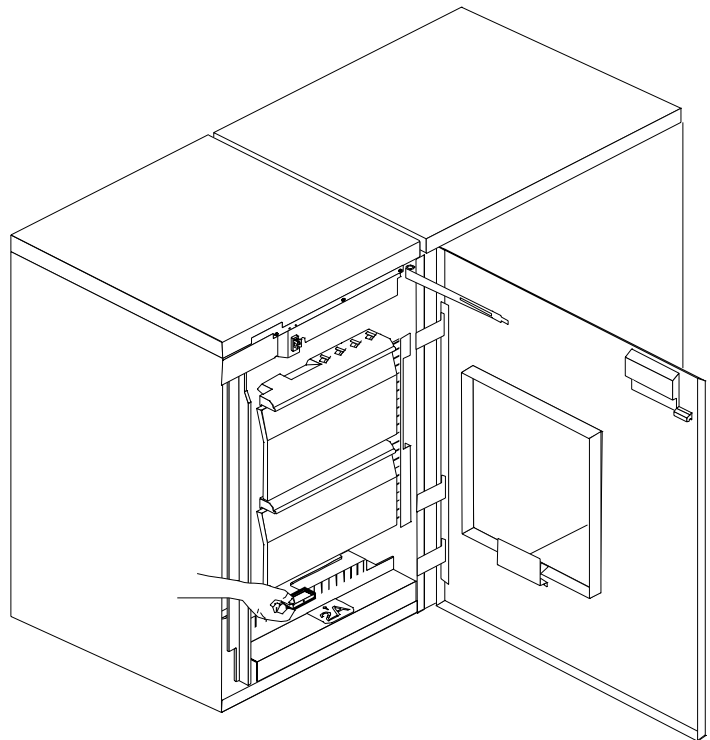


3. Lower the handles and close the door.

4. Open the high-capacity feeder front door and locate area 2A.



5. Lift the green handle. Remove and discard any paper you find in this area.

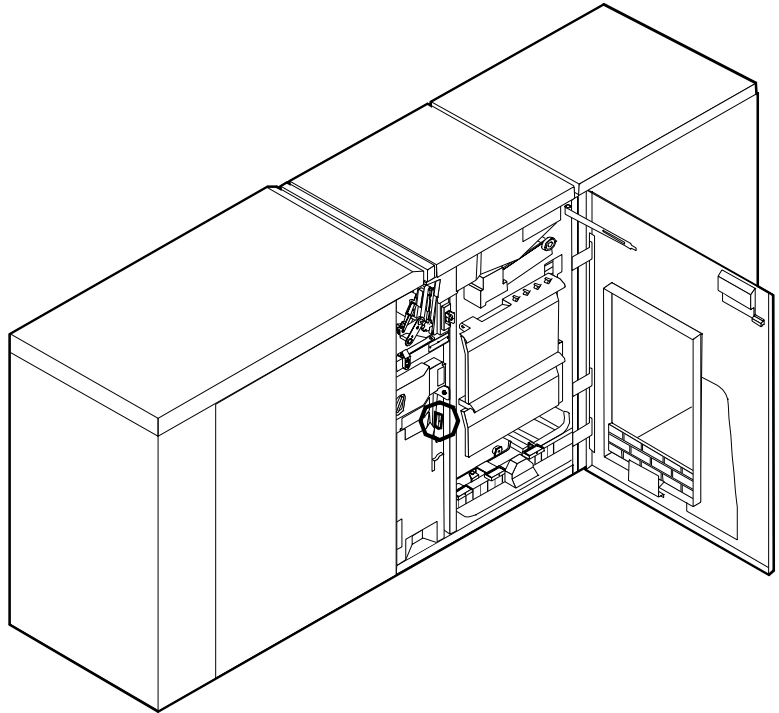


6. Lower the handle, close the door, and press the Continue button to resume printing.

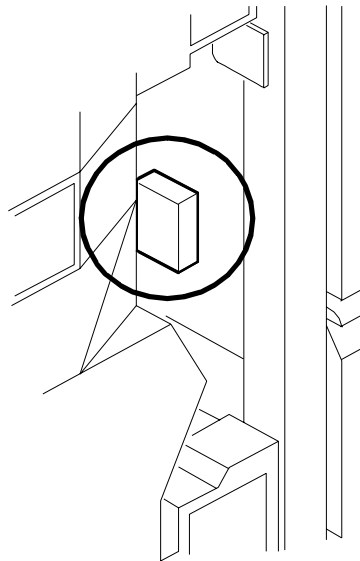
Clearing paper jams from area 3

Follow these steps to clear jams in area 3.

1. Open the middle door and locate area 3.



2. Push and hold the green handle to the right (in the direction of the arrow marked on it).



3. Remove and discard any paper you find in this area.
4. Release the handle, close the door, and press the Continue button to resume printing.

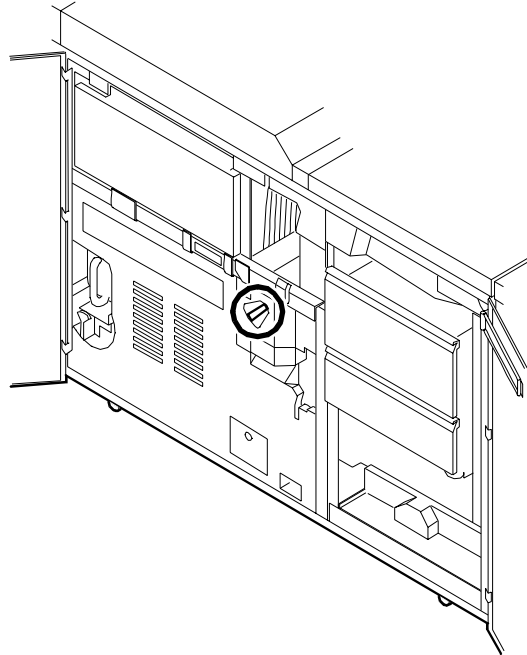


Note: When paper jams occur in areas 3 through 5, three extra blank sheets are sent through the printer to ensure that the fuser is clean. These sheets are sent to the top tray and should be discarded. You are not charged for these sheets. □

Clearing paper jams from area 4

Follow these steps to clear jams from area 4.

1. Open the middle and left doors and locate area 4. Remember to clear the jam in area 5 first, if you are directed to clear both areas.



Warning: The laser safety label located on the inside left front door of the printer advises you that the panel below it must not be removed, except by a service representative. ⚠

DANGER

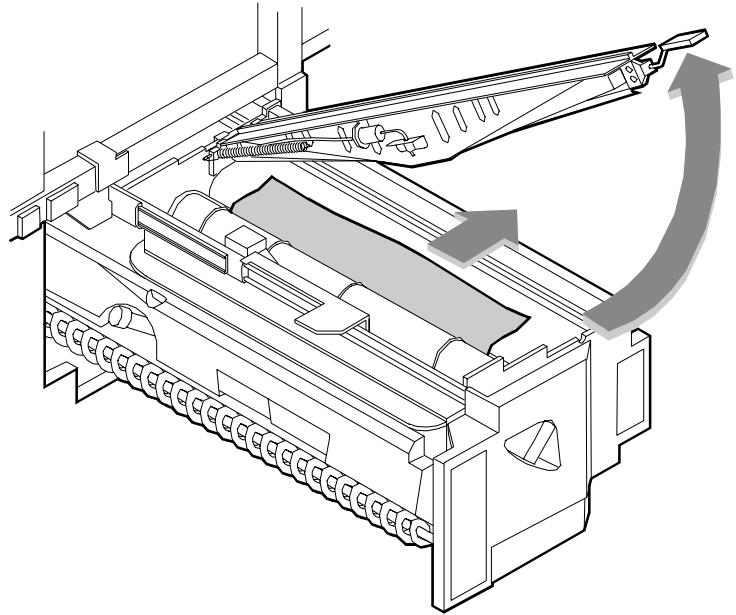
**LASER RADIATION WHEN OPEN
AVOID DIRECT EXPOSURE TO BEAM**

2. With your left hand, move and hold the green latch to the right (the direction of the arrow marked on it). With your right hand, pull out the large green handle until the fuser unit latches in the fully open position.




Warning: Take care not to touch any parts in this area. They may be hot enough to cause burns. ⚠

3. Raise the small green handle at the front of the fuser assembly.




4. Remove and discard any paper you find in this area.

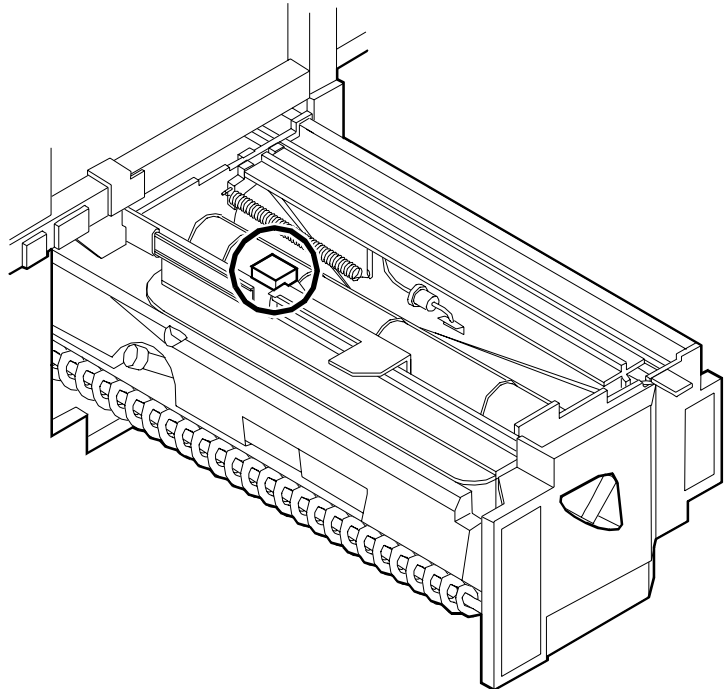


Warning: Take care not to touch any parts in this area. They may be hot enough to cause burns. 



Caution: Do not use a sharp object to remove paper wrapped around the fuser rolls. Attempting to do so could damage the roller and require its replacement. 

5. Return the small green handle to its original position.
6. Push down on the green release latch, and slide the fuser unit back into the printer until it latches into the closed position.

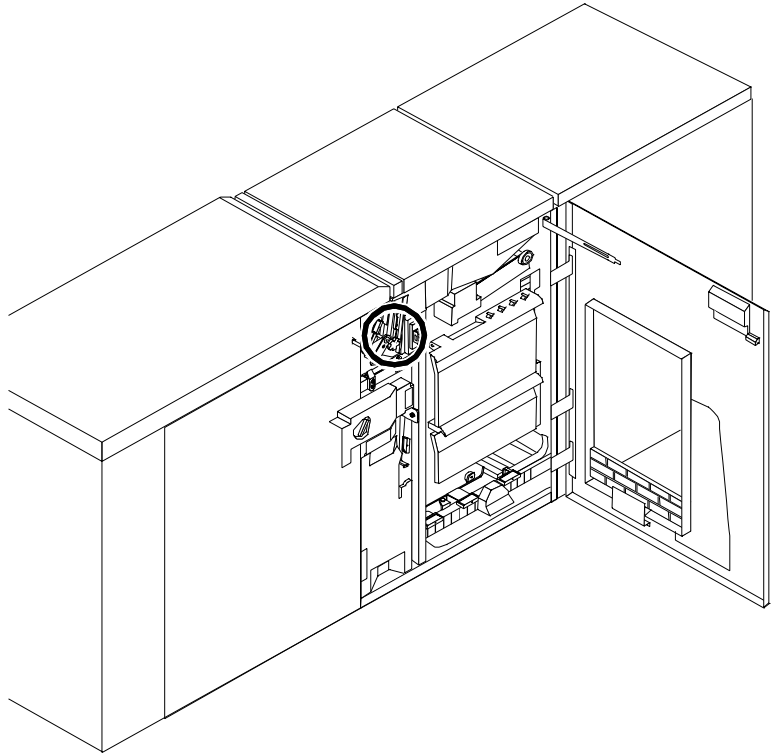


7. Close the doors (left one first) and press the Continue button to resume printing.

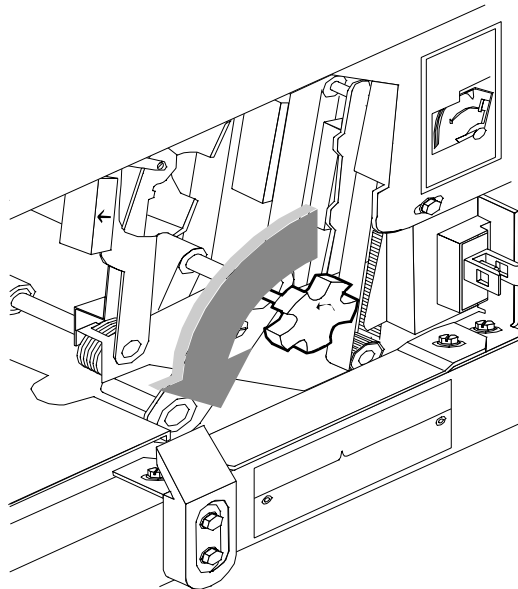
Clearing paper jams from area 5

Follow these steps to clear jams in area 5.

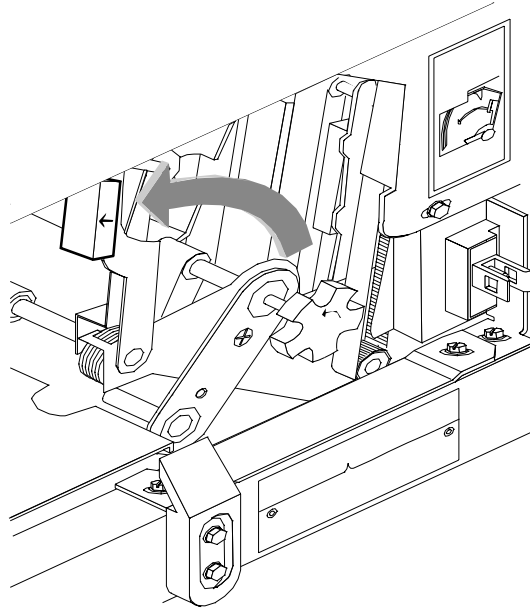
1. Open the middle door and locate area 5.



2. If paper is caught in the rollers between areas 4 and 5, first turn the green knob in the direction of the arrow marked on it. This ensures that the paper has completely moved into area 5, where you can remove it without tearing it.



3. Push and hold the green handle to the left (in the direction of the arrow marked on it). Remove and discard any paper you find there.

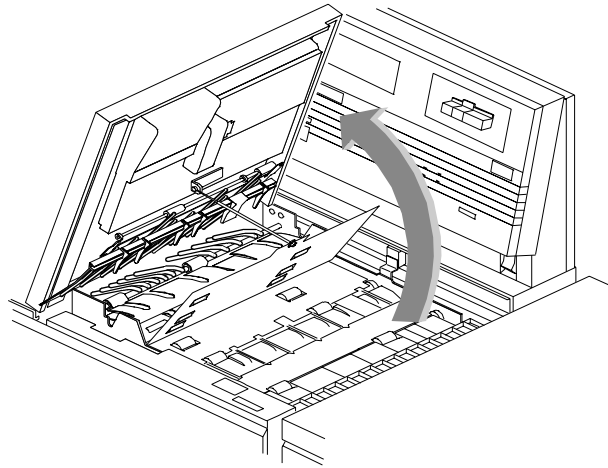


4. Release the green handle.
5. Close the door and press the Continue button to resume printing.

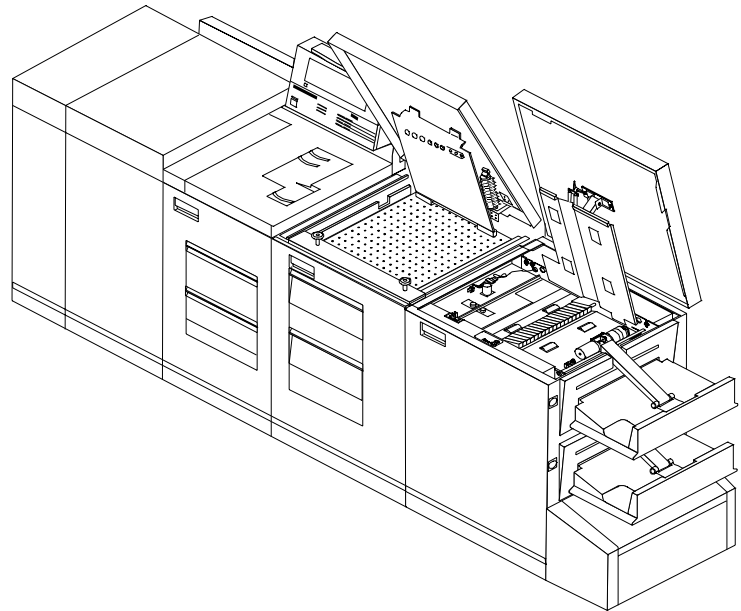
Clearing paper jams from areas 6 and 6A

Follow these steps to clear jams in areas 6 and 6A.

1. Open the printer left-most top cover. Remove and discard any paper you find in this area.



2. Close the top cover.
3. Open the top cover of the high-capacity feeder. (Open the top cover of the stacker, too, if the printer control console message display indicates it needs to be opened.)

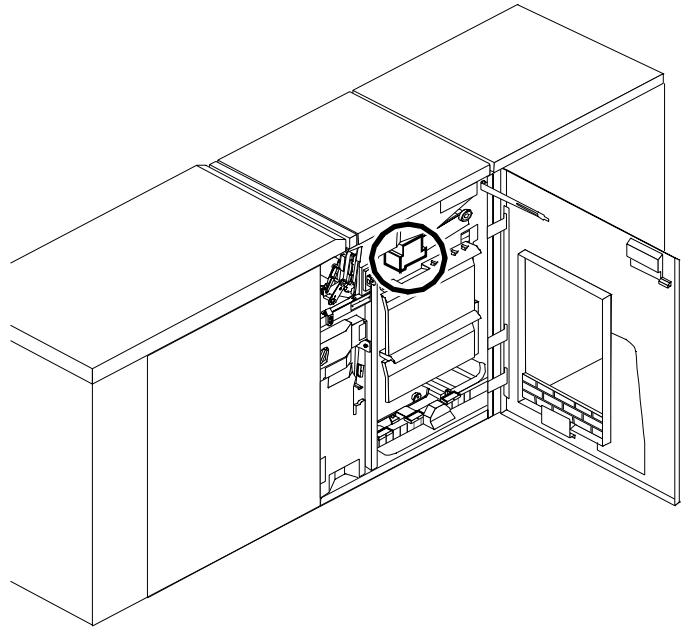


4. Remove and discard any sheets under the high-capacity feeder cover. If the printer control console message display also indicates a problem in the output module, remove and discard those sheets as well.
5. Close the top covers and press the Continue button to resume printing.

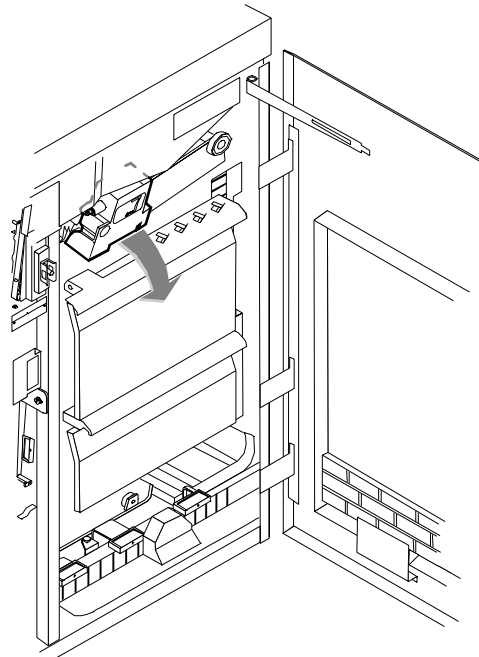
Clearing paper jams from area 7

Area 7 of the paper path is used only during two-sided (duplex) printing.

1. Open the middle door and locate area 7.



2. Pull the block-shaped set separator toward you and hold it in that position.



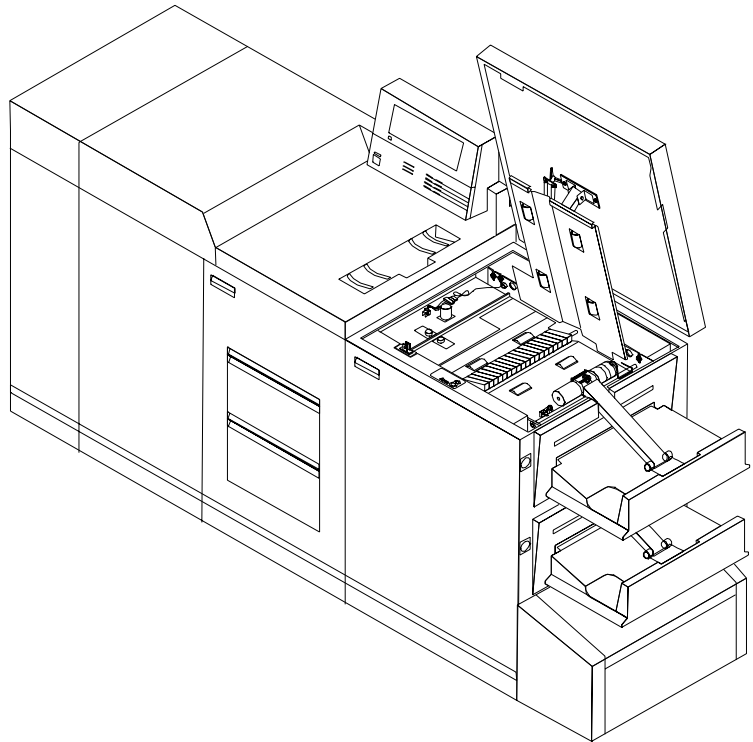
3. Remove and discard any paper in the duplex tray.
4. Return the set separator to its upright position.
5. Close the door and press the Continue button to resume printing.

Clearing paper jams from area 8



Note: If your printer has a stitcher/stacker, see the “Correcting stacker problems” chapter. □


1. Open the top cover of the output module, as indicated on the graphic display of the printer control console.



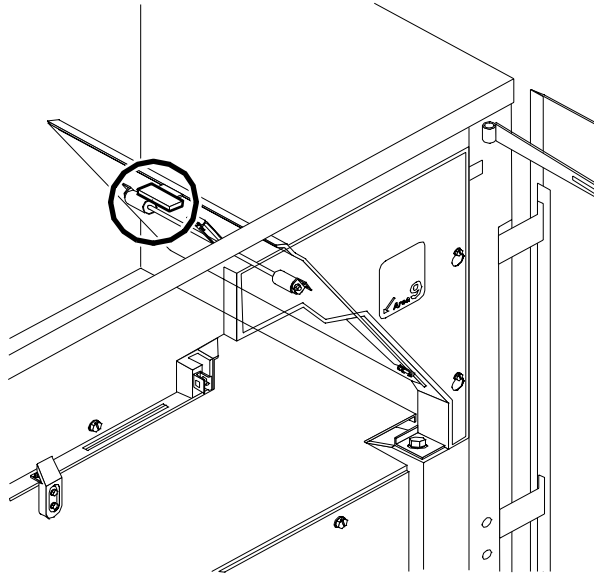
2. Remove and discard any paper you find in this area.
3. Lower the lid and press the Continue button to resume printing.

Clearing paper jams from area 9

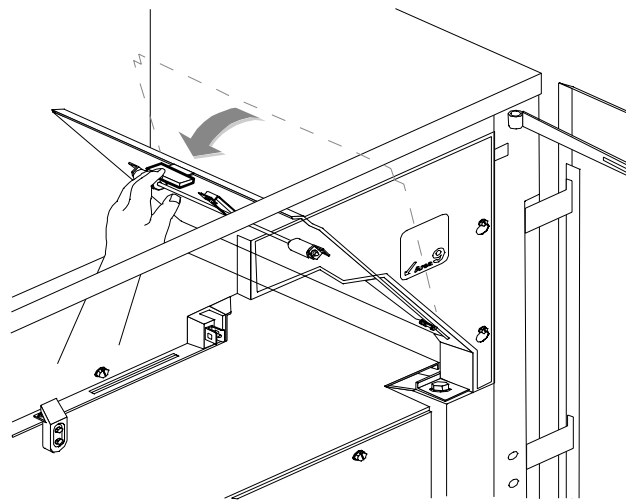


Note: If your printer has a stitcher/stacker, see the “Correcting stacker problems” chapter in this guide. 

1. Open the right door and locate the green handle on the upper right side of area 9.



2. Pull the green handle down and to the left (in the direction of the arrow marked on it) to hold the assembly open while you remove and discard any paper you find in this area.

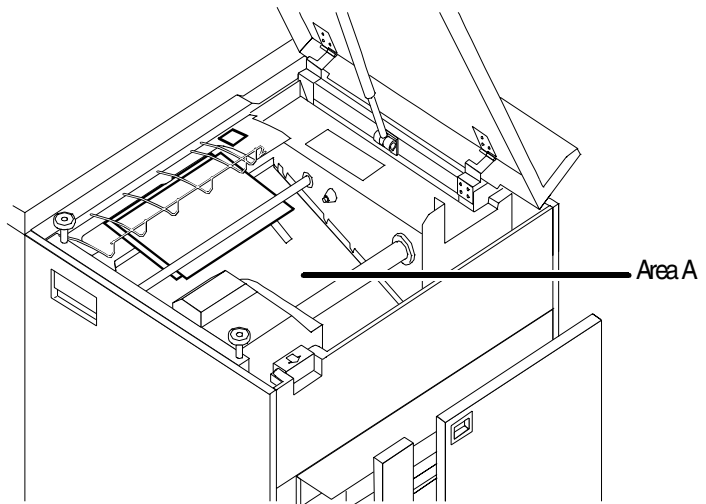


3. Return the handle to its original position and close the door.
4. Press the Continue button to resume printing.

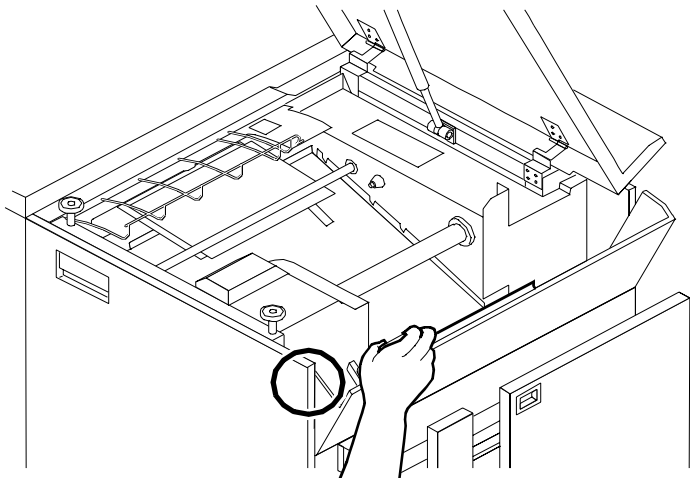
Clearing stitcher/stacker paper jams (areas A and B)

Follow these steps to clear stitcher/stacker jams in areas A and B.

1. Open the top cover of the stitcher/stacker and locate area A in the center.



2. Remove and discard the paper under the paper guide. The paper guide is a spring-loaded, heavy wire form guide that pops up when you open the cover.
3. Locate the side cover of area B on the right.
4. Push the cover to the right (in the direction of the large green arrow at the front of the cover) to open it.



5. Remove only the set of pages leaving the stitcher/stacker at the right, and place it on the output in the stacker tray. Do not remove any other pages from this area.



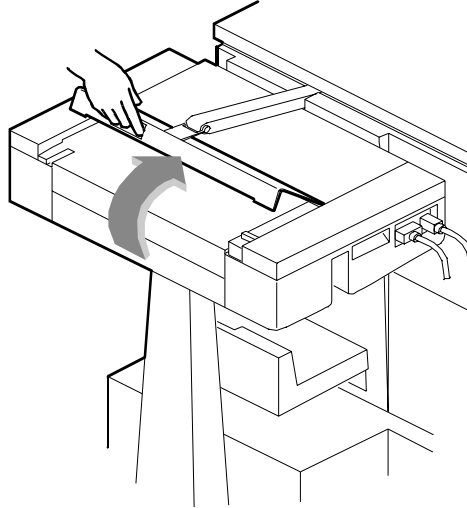
Note: The pages were compiled by the stitcher/stacker into a set (stapled or not), but something prevented the set from being delivered to the stacker. You put the set in the stacker tray because the system has counted it as completed. □

6. Close the side and top covers.
7. Press the Continue button to resume printing.

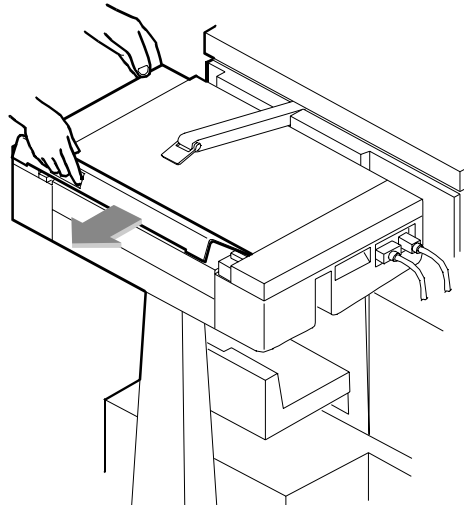
Clearing bypass transport paper jams (4890 IPS only)

To clear bypass transport paper jams:

1. Verify that a sheet is caught between the bypass transport and the finishing device. If a sheet is there, remove it and discard it.
2. Open the top cover of the bypass transport by lifting upward on the recessed handle.



3. Remove and discard any paper you now see in the bypass transport.
4. Grasp the handle again and slide the top cover to the right. This exposes the remainder of the bypass transport paper path.




5. Remove and discard any paper you see.
6. Push the cover back to the left and close it tightly. The cover snaps shut.
7. Press the Continue button on the printer control console to resume printing.
8. Discard any sheets sent to the sample tray when the jam was detected.

Adjusting dual stacker tray scuffer arms

Paper jams can occur when the paper does not stack smoothly in the dual stacker trays. If some papers stack well while others do not, the weights under the scuffer arms may need to be adjusted.



Note: The scuffer arm weights on some printers are bolted in place. These must be adjusted by a service representative. 

The adjustable weights are located on the underside of the scuffer arms, on a track down the center. To adjust them:

1. Slide the weight right or left along its track under the scuffer arm.
 - If the paper is driven too far up the outside edge of the tray, move the weight toward the machine.
 - If the paper is not driven far enough into the tray, move the weight away from the machine.




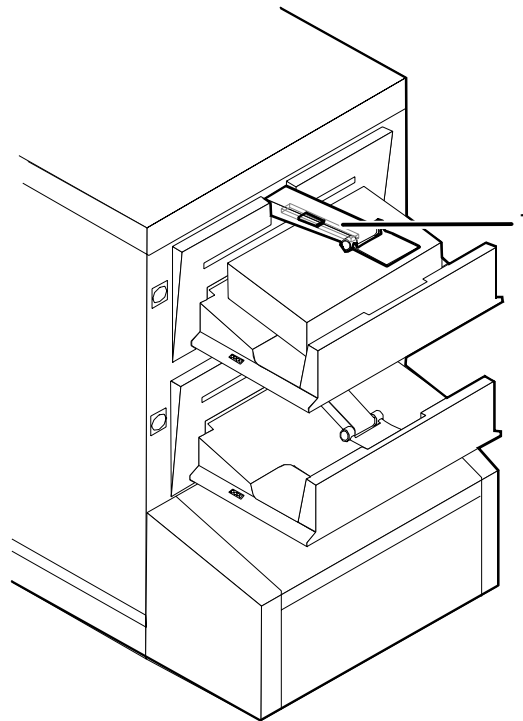
Note: For lightweight paper, move the weight toward the machine; for heavyweight paper move the weight away from the machine. 

Figure 2-6. **Adjusting scuffer arm weights**



1 Scuffer arm

2. Clear all paper jams, following the jam clearance instructions provided by the message and graphic displays on the printer control console.
3. Discard any pages sent to the sample tray or to a stacker tray when the jam was detected.
4. Press the Continue button on the printer control console to resume printing.

3. Correcting stacker problems

This chapter describes problems with the stitcher/stacker and the dual stacker, other than paper jams. It suggests corrective actions when printed sets are not stitched. (See “Clearing paper misfeeds and jams” for stacker paper jams.)

Symptom	Probable cause	Action
Printed sets are not stitched.	Stitcher/stacker is out of wire (fault code L152), or is jammed (fault code L172), or stitching head has malfunctioned (various fault codes).	If you have completed Advanced Customer Training (ACT), follow the recommended procedures to correct the problem. If not, contact your supervisor or your service representative. Until the problem is fixed, you can continue printing without stitching the output.
Printing stops and the printer console displays a message indicating that an incorrect paper size is loaded in a feeder tray.	Incorrect paper size or a damaged sheet.	<ol style="list-style-type: none"> 1. Check the paper in the indicated tray. 2. 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>
The number displayed in the Wire Percentage indicator of the printer console begins to flash, and the message STITCHER LOW ON WIRE appears when you start a new print job.	Stitching wire has decreased to the percentage that was preset by the service representative.	<p>If you have completed Advanced Customer Training (ACT), follow the recommended procedures to correct the problem. If not, contact your supervisor or your service representative. You can continue printing, but the stitcher may run out of wire.</p> <p>One percent of the wire will stitch about 300 sets (maximum).</p>
Printer console displays the message OFFSET FAILED, SET IN OUTPUT BIN NOT OFFSET, but the printed sheets in the stitcher/stacker tray are offset normally.	Faulty component in the offsetting mechanism of the stitcher.	<ol style="list-style-type: none"> 1. Clear the message by pressing the Continue button on the printer console. 2. Call customer service for further assistance.
Paper does not stack evenly in the dual stacker trays.	Scuffer arm weights are out of adjustment.	<p>If printer has adjustable weights under the scuffer arms, slide them to the right or the left. (Refer to “Clearing paper misfeeds and jams” chapter in this guide.)</p> <p>If the weights are bolted in place, ask your service representative to adjust them.</p>

4. 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 is 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.
<p>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:</p> <p>Output is stopped. See message at the System Display</p>	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.	<p>Call for service. Tell the representative if the printer cable is connected to the printer and the Printer Controller.</p> <p>Caution: Do not attempt to reconnect the cable yourself.</p>
<p>Printer console displays the message:</p> <p>Press continue to resume printing,</p> <p>but the printer does not respond to the Continue button.</p>	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. <p>Caution: Do not power off the Sun workstation to reboot it. Use the rebooting procedure described in the <i>Xerox DocuPrint 4850/4890 IPS Guide to Configuring and Managing the System</i>.</p>

Symptom	Probable cause	Action
<p>Printer console displays the messages</p> <p>Black housing is not ready</p> <p>and</p> <p>Color housing is not ready,</p> <p>and printing does not start.</p>	<p>The system requires a PQA (print quality adjustment).</p>	<p>Perform a manual PQA from the Printing Samples screen. See the <i>Xerox DocuPrint 4850/4890 IPS Guide to Configuring and Managing the System</i> for more information.</p>
<p>When the system is being started up, the IPS main window does not open. Instead, the Input Configuration window is displayed, along with an error message window displaying:</p> <p>Loading of the Input Configuration failed. Please verify each tray contains the proper media and that media is loaded correctly in the tray.</p>	<p>The printer has not warmed up; therefore, the controller has not received information on what paper is loaded in the trays.</p>	<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 TO PRINT. 3. Click Quit on the Input Configuration window. The IPS 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 up the system configuration" in your <i>Xerox DocuPrint 4850/4890 IPS Guide to Configuring and Managing the System</i>.)
<p>IPS main window temporarily freezes after entering a new date on the SUN.</p>	<p>This behavior occurs when a new date with a year is entered right after opening a command tool.</p>	<p>Reboot the system after the date change.</p>
<p>The following message appears on the User Interface of a dual mode system:</p> <p>Media Definition Conflict</p>	<p>System does not recognize the NPS mode.</p>	<p>Start your system and set trays in NPS mode.</p>

**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.

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