SHARP

AJ-1800/AJ-2000 Online Manual

Start

Windows
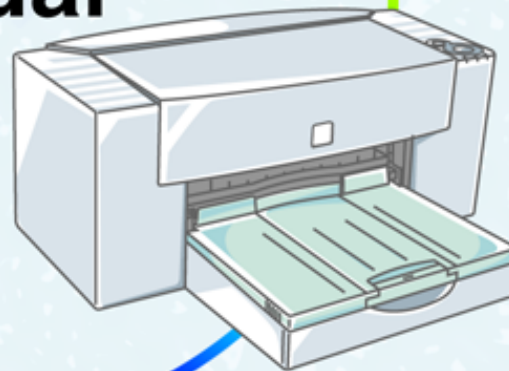
Contents

How to Use the Online Manual

This Online Manual provides instruction for the operation of your new printer. It is designed to assist you in the operation of the Online Manual and provide you with all relevant information.
For more information about computers, operating systems and Acrobat Reader, please refer to the relevant manual or help file.
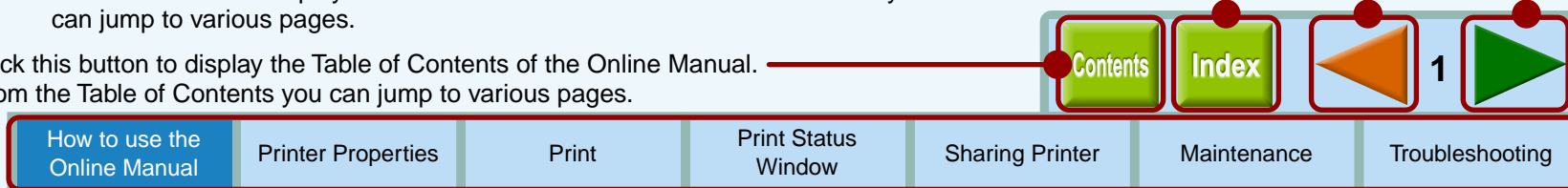
How to Control the Online Manual

Takes you back page by page. To return to the previously viewed page from the page displayed by clicking a reference topic, click the (◀) button on the menu bar of the Acrobat Reader.

Takes you forward page by page.

Click this button to display the Index of the Online Manual. From the Index you can jump to various pages.

Click this button to display the Table of Contents of the Online Manual. From the Table of Contents you can jump to various pages.

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Click the listed items to display the header of that section.

How to use the Online Manual	Printer Properties	Print	Print Status Window	Sharing Printer	Maintenance	Troubleshooting

Following links
Links can connect parts of a document to other parts for further information. In this document, green colored letters are linked area.
To follow a link, select the hand tool (🖐), a zoom tool, or a selection tool. Position the pointer over the linked area on the page until the pointer changes to a hand with a pointing finger (👆). Then click the link.

How to Print Out the Online Manual

In order to print out a hard copy of the Online Manual for your reference, go to Acrobat Reader, click the "File" menu, and select "Print". After specifying the printer setting, click the "OK" button to print.

> **Note**
> In this online manual, screen images and operating procedures are mainly for Windows 98. With other versions of Windows, some screen images may be different from those in this manual.
> In this manual, the contents of each screen image are those of AJ-1800. Please refer to the corresponding contents when using AJ-2000.

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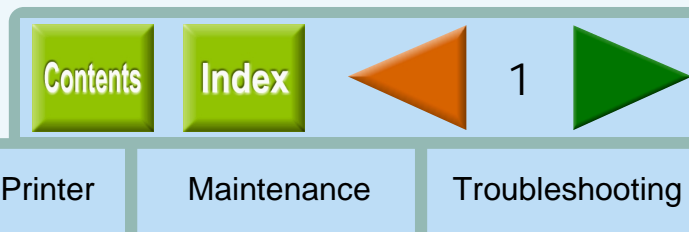
What is the Printer Driver?

A printer driver is a program designed to convert print data from any application into data understandable by the printer so that the printer can quickly and efficiently print out the data.

The five tabs of this printer driver are shown below.

| Main | Paper | Advanced | Watermark | Version |
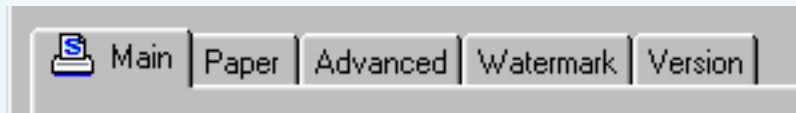
By clicking the tabs displayed above, you will jump to detailed description.

The items shown below can be setup on each tab.

Tab Name	Setup Items
Main	Orientation, Copies, Order, N-Up Printing, Current Settings
Paper	Paper Selection, Custom Paper, Paper Size, Fit To Paper Size, Zoom[%]
Advanced	Output Type, Print Quality, Media Type, Maintenance
Watermark	Watermark, Size, Angle, Edit Color, Edit Fonts
Version	About

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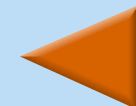
How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting

Starting the Printer Driver (part 1)

Open the printer driver setup screen (properties dialog box) by either of the methods shown below.

Reference: Starting the Printer Driver through an Application

Starting the Printer Driver using the "Start" Button

1 **Click the "Start" button.**

2 **Select "Settings" and click "Printers".**
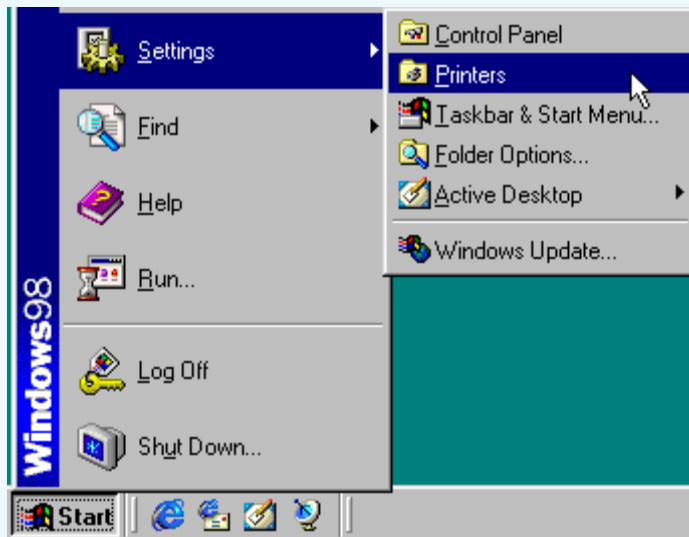
3 **Click the "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon in the "Printers" window and from the "File" menu select "Properties".**
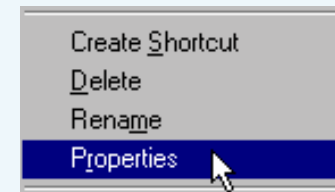
> **Note** The printer driver setup screen will appear when "Printing Preferences" of Windows 2000 or "Document Defaults" of Windows NT 4.0 is selected.

4 **Click the "Setup" tab.**
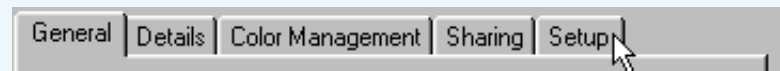
The properties dialog box will appear.

> **Note** By setting the printer properties using the "Start" button, all applications will be affected. Refer to the Windows manual or help file for more information on the "General" tab, "Details" tab, "Color Management" tab and "Sharing" tab.

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Starting the Printer Driver through an Application

Follow the steps shown below to open the printer driver setup screen (properties dialog box) through WordPad. First, activate WordPad. (Click the "Start" button, select "Programs", select "Accessories" and then click "WordPad".)

Reference: Starting the Printer Driver using the "Start" Button

1 **Go to "File" menu in WordPad, and select "Print".**
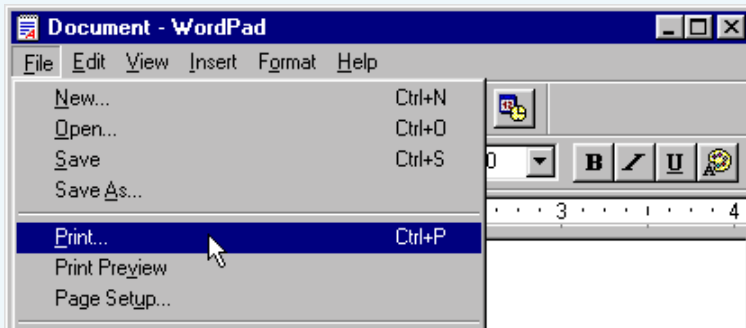
2 **Select "SHARP AJ-1800" or "SHARP AJ-2000" from the Printer Name drop-down list.**

Note On Windows 2000, select "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon from "Select Printer" area. You can setup the preferences for the printer driver through the five tabs of "Main", "Paper", "Advanced", "Watermark", and "Version".
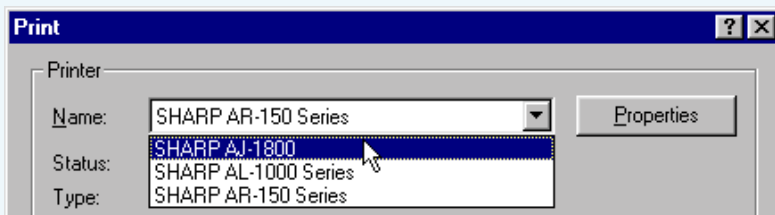
3 **Click the "Properties" button to open the properties dialog box.**
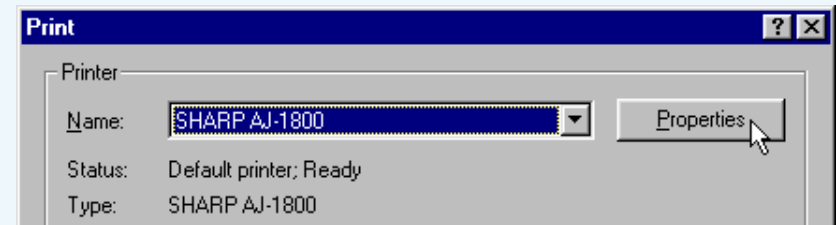
Note If the dialog box is setup through an application, all settings will be void when you quit the application.

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Tab
Index which allows you to switch between the various setup screens.

Check button
Allows you to select one item from a list of options.

Output Image
The settings you made at "Orientation" and "N-Up Printing" are shown in this image.

Check box
Click this option to activate/deactivate each function.

"OK" button
Click this button to save your settings, and exit the dialog box.

"Cancel" button
Click this button to exit the dialog box without making any changes to the settings.

Quit button
Click this button to quit the properties dialog box.

(?) button
After clicking this button, click the preference located in the dialog box you want to know more about, and receive a basic explanation.

Spin box
Enter the number directly or use the ( ) buttons.

Drop-down list
Allows you to make one selection from a list of choices. Click the ( ) button to display your choices.

"Defaults" button
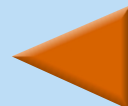Returns settings to default mode of the tab. Refer to the information page for each tab to check the values of the default settings.

"Apply" button
Click to save your settings without closing the dialog box.

"Help" button
Click this button to display the help file for this driver.
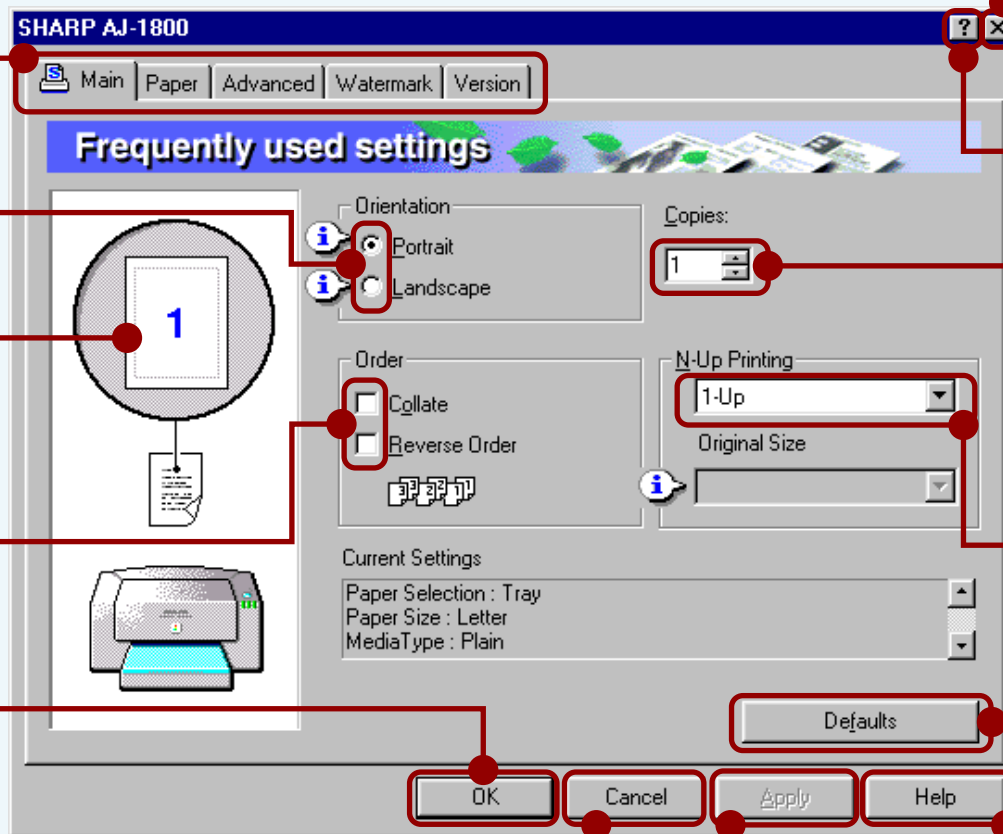
Note: Windows NT 4.0 does not have the "Apply" button on each screen.

SHARP AJ-1800

Main | Paper | Advanced | Watermark | Version

Frequently used settings

Orientation
- Portrait
- Landscape

Copies: 1

Order
- Collate
- Reverse Order

N-Up Printing
1-Up

Original Size

Current Settings
Paper Selection : Tray
Paper Size : Letter
MediaType : Plain

Defaults

OK | Cancel | Apply | Help

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Basic print options, including orientation and the number of copies, are controlled through this dialog box. You can usually print simply by adjusting and confirming the printer options listed in this dialog box.
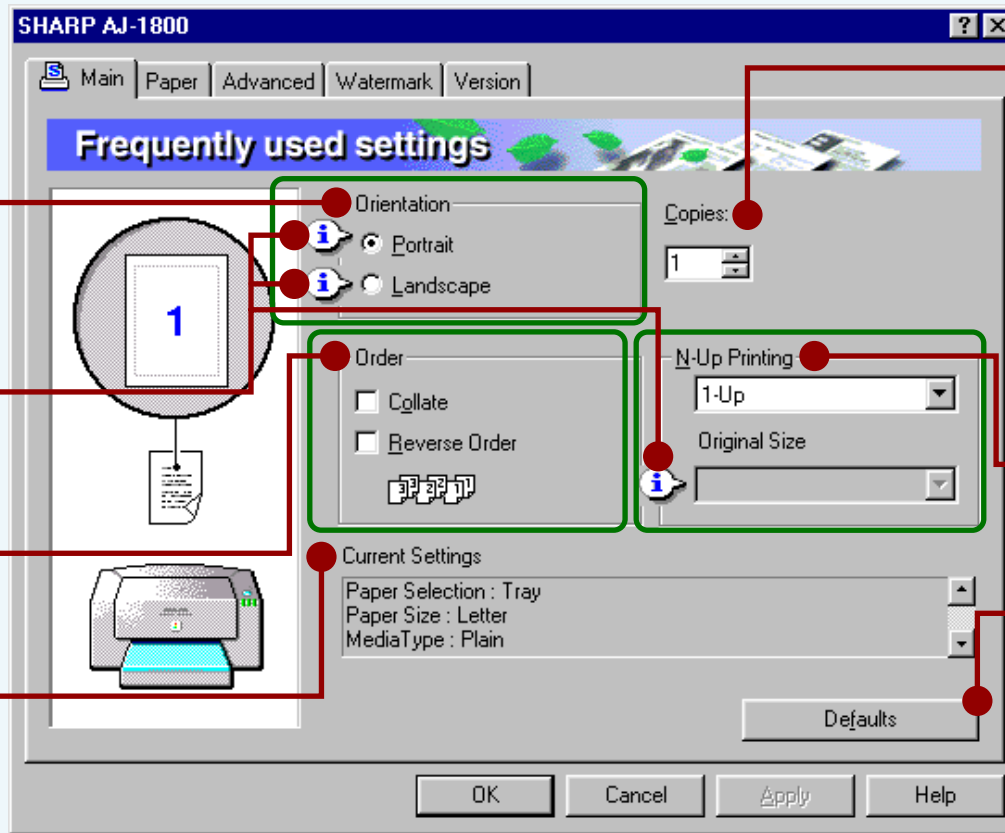
Select the orientation for your documents.

Further information on each option is available by clicking the (🛈) button.

When multiple copies are printed, this setting allows you to set the order.

Displays important print settings. Use the scroll bar to check these settings.

Set the number of copies between 1 - 50.

Note When either of "Banner A4", or "Banner Letter" is selected for "Paper Size", you cannot specify any value for "Copies" setting.

Allows you to set "N-Up Printing" option.

Returns all user modified settings back to default settings of this tab.

Orientation: Portrait
Copies: 1
Collate: Off
Reverse Order: Off
N-Up Printing: 1-Up

On the above screen, click on options shown in the green boxes to make additional changes.

SHARP AJ-1800

Main | Paper | Advanced | Watermark | Version

Frequently used settings

Orientation
- Portrait
- Landscape

Copies: 1

Order
- Collate
- Reverse Order

N-Up Printing
1-Up
Original Size

Current Settings
Paper Selection : Tray
Paper Size : Letter
MediaType : Plain

Defaults

OK | Cancel | Apply | Help

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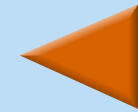
"Main" Tab Settings (part 2)

Orientation

Set the orientation for your documents either to "Portrait" or "Landscape".

Portrait

Check this setting to print your documents vertically.
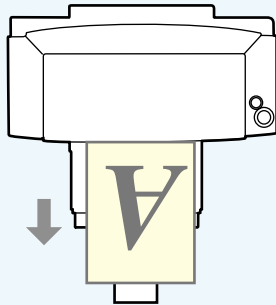
Landscape

Check this setting to print your documents horizontally.
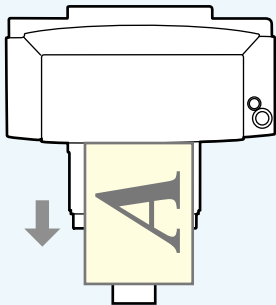
Note: If "Com10", "DL", "C6", or "Invitation A2" is selected for the "Paper Size" setting and set to "Landscape", the paper will be output in the orientation shown in the right illustration.
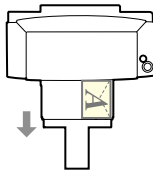
Order

Allows you to change the print out order of your documents.

Collate

When multiple copies are printed, this setting places each copy in numerical order.

Reverse Order

Check this box to print documents in reverse order.
For more detailed information, refer to the table below.

Example: When printing out two copies of a three-page document.

Collate	Reverse Order	Output Result
☐	☐	1 1 2 2 3 3
☑	☐	1 2 3 1 2 3
☐	☑	3 3 2 2 1 1
☑	☑	3 2 1 3 2 1

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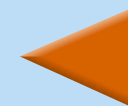
N-Up Printing

Set this feature to place multiple reduced pages onto a single page. Select the "2-Up" option to copy two pages or the "4- Up" option to copy four pages onto a single printed page.

		Orientation	
		Portrait	**Landscape**
N-Up Printing	**2-Up**		
	4-Up		

> **Note** The illustrations above assume that the "Original Size" is set to the same size as the document size of your application.

Original Size

Set the original size when you select "2-Up" or "4-Up" for "N-Up Printing". Select the document size specified through your application from "Letter", "Legal", "Executive", "A4", "A5", "A6", "B5", "Index card 3" x 5", "Index card 4" x 6", or "Index card 5" x 8".

> **Note** If "Original Size" is not set to the same size as the document size of your application, the output will not fit exactly on the paper.
>
> **Example:**
> When the document size of your application is smaller than "Original Size".
>
> Document size of your application.
>
> Original Size

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Use this screen to select the paper size, tray and zoom.

Reference: Guaranteed area and printable area

Select the paper source.

Allows you to customize the size of the paper.
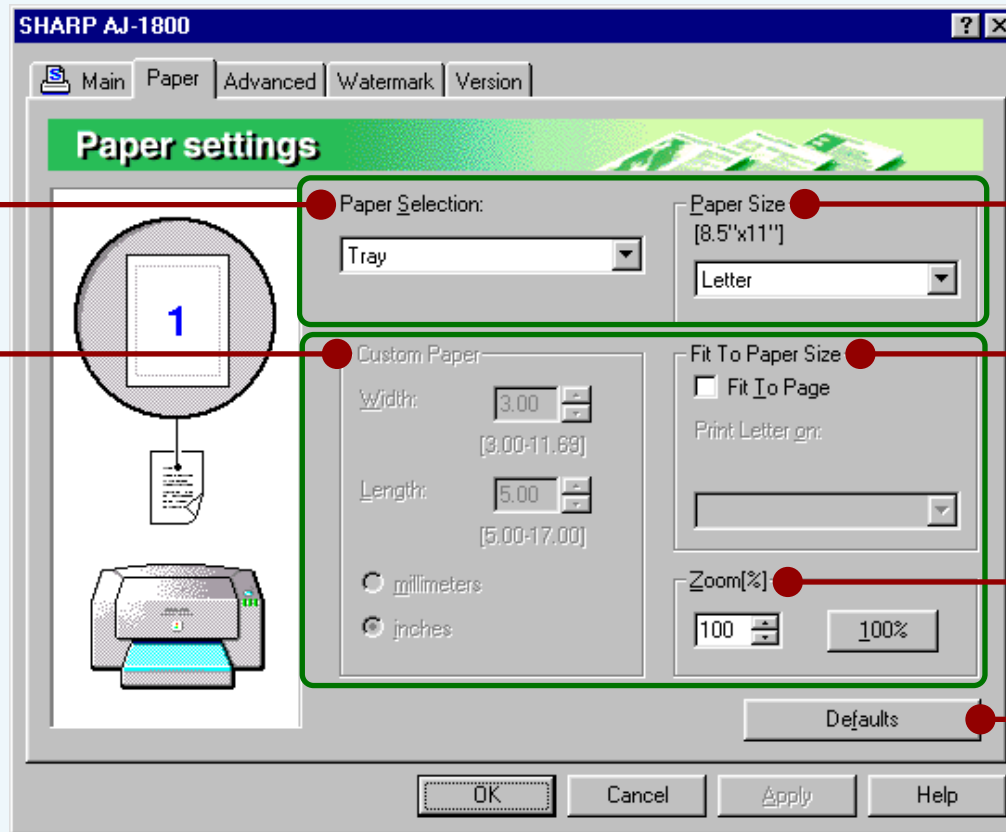
Select the paper size for your document.

Enlarges/reduces the image to fit to the size of paper in the printer.

Allows you to reduce or enlarge the size of the print.

Returns all user modified settings back to default settings of this tab.

Paper Selection: Tray
Paper Size: Letter
Fit To Page: Off
Zoom[%]: 100%

On the above screen, click on options shown in the green boxes to make additional changes.

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Paper Size

Select an appropriate paper size for your document from drop-down list.

Paper	Size
Ledger	11" x 17"
Letter	8.5" x 11"
Legal	8.5" x 14"
Executive	7.25" x 10.5"
A3	297mm x 420mm
A4	210mm x 297mm
A5	148mm x 210mm
B4	257mm x 364mm
B5	182mm x 257mm
COM10	4.125" x 9.5"
DL	110mm x 220mm
C6	114mm x 162mm
A6	105mm x 148mm
Invitation A2	4.375" x 5.75"
Index card 5" x 8"	5" x 8"
Index card 4" x 6"	4" x 6"
Index card 3" x 5"	3" x 5"
Japanese Hagaki	100mm x 148mm
Banner Letter	8.5" x 11"
Banner A4	210mm x 297mm
Custom	Min. : 3.00" x 5.00" (76.2mm x 127.0mm) Max. : 11.69" x 17.00" (297.0mm x 431.8mm)

Caution
- The document size must be smaller than the selected (loaded) paper. If not, printing will occur over the edge of the paper causing the machine to become internally dirty.
- Ledger, A3, or B4 sized paper can not be loaded in this printer. The print image should be reduced by the "Fit To Paper Size" or "Zoom[%]" setting.

Note
"N-Up Printing", "Fit To Page", and "Zoom[%]" settings are not available when you select "COM10", "DL", "C6", "Invitation A2", "Japanese Hagaki", "Banner Letter", or "Banner A4" sized paper.

Paper Selection

Select "Tray" or "Bypass" for your print job.

Tray

Paper is fed to the printer from the paper tray.

Note
If the "Tray" is selected from this tab and paper is placed in the bypass tray, the paper in the bypass tray will be fed first, and then paper will be fed from the paper tray.

Bypass

Paper will be fed to the printer from the bypass tray. Only one sheet can be loaded into the bypass tray. To load paper into the bypass, place the paper into the tray against the guide and press the paper button.

When printing one page:
Load paper into the bypass then start printing from your computer. If paper is not loaded before printing is started, the paper lamp on the printer will blink and the message "Please set a sheet of paper on bypass" will appear on the screen of the computer.

When printing more than one page:
Repeat as above for each page.
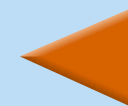
Caution
Make sure to insert "Banner Letter" and "Banner A4" through the bypass tray. Max. 5 sheets of banner paper can be set to the bypass tray. Make sure that your application supports Banners when you intend to print onto Banners.

Custom Paper

Use custom paper sizes for your document.

> ✎ **Note**
> To utilize this option, the "Paper Size" option **must be set** to "Custom".

Width
Click the up and down arrows of the spin box, or enter a number to customize the width to the custom paper you wish to use.

Length
Click the up and down arrows of the spin box, or enter a number to customize the length to the custom paper you wish to use.

millimeters / inches
Select the units of measurement for paper size settings: either "millimeters" or "inches".

> ⚠ **Caution**
> Paper sized larger than 8.5" x 14" (215.9mm x 355.6mm) cannot be used in this printer. You can print the image by using the reduction feature of the "Zoom[%]" setting.

Fit To Paper Size

Fit To Page
Check this box to fit the image to the paper size. If this function is selected, you can fit the paper size specified for "Paper Size" setting to the size listed on the drop-down options of "Fit To Paper Size".
Example "Print Letter on:" Index card 5" x 8"

> ✎ **Note**
> ● When "COM10", "DL", "C6", "Invitation A2", "Banner Letter", or "Banner A4" is selected for "Paper Size", this function **is disabled**.
> ● The "Fit To Paper Size" option **cannot** be utilized when the "N-Up Printing" option in the "Main" tab is selected.

Zoom[%]
Allows you to reduce or enlarge the size of the print from 25% to 200% in 1% increments.

> ✎ **Note**
> ● The "Zoom[%]" option **cannot** be utilized when the "N-Up Printing" option in the "Main" tab is selected.
> ● If "Fit To Page" is checked, you **cannot** specify any value for "Zoom[%]" settings.

"100%" button
Click to return to 100% (default setting).
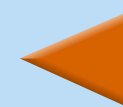
Guaranteed area and printable area

This printer can print onto the following area of the paper. It is recommended that you specify margins from your application to fit within the quality guaranteed area.

Quality guaranteed area

Guaranteed area is inside 0.75" (19mm) from the top / bottom edge of the paper, and 0.39" (10mm) from the right / left edge of the paper.

Printable area

The void area of the printer driver is 0.12" (3mm) from the paper edges. The print quality may be degraded outside the guaranteed area according to the contents of your document.

0.12" (3mm)	0.39" (10mm)	
0.12" (3mm)	**Printable area**	0.75" (19mm)
	Quality guaranteed area	
0.75" (19mm)	**Printable area**	0.12" (3mm)
	0.39" (10mm)	0.12" (3mm)

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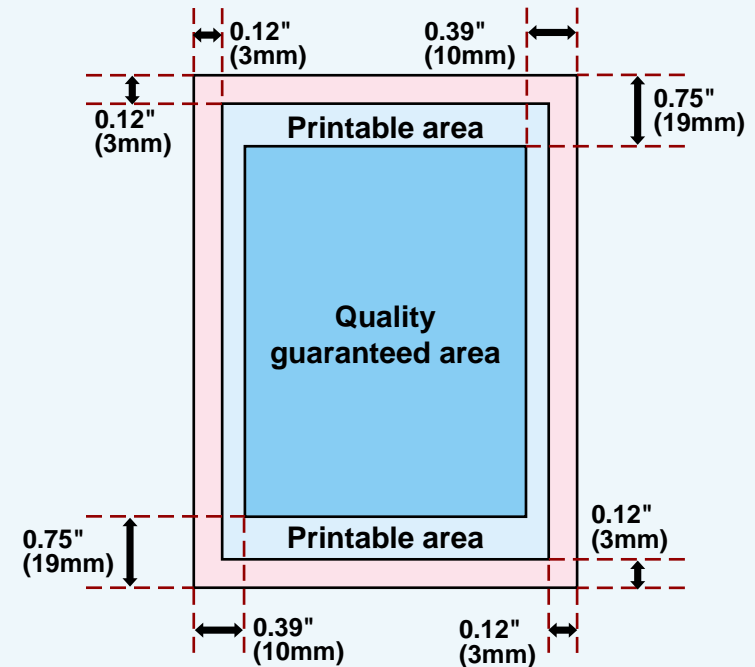
Set your color and quality preferences for printing using this screen.
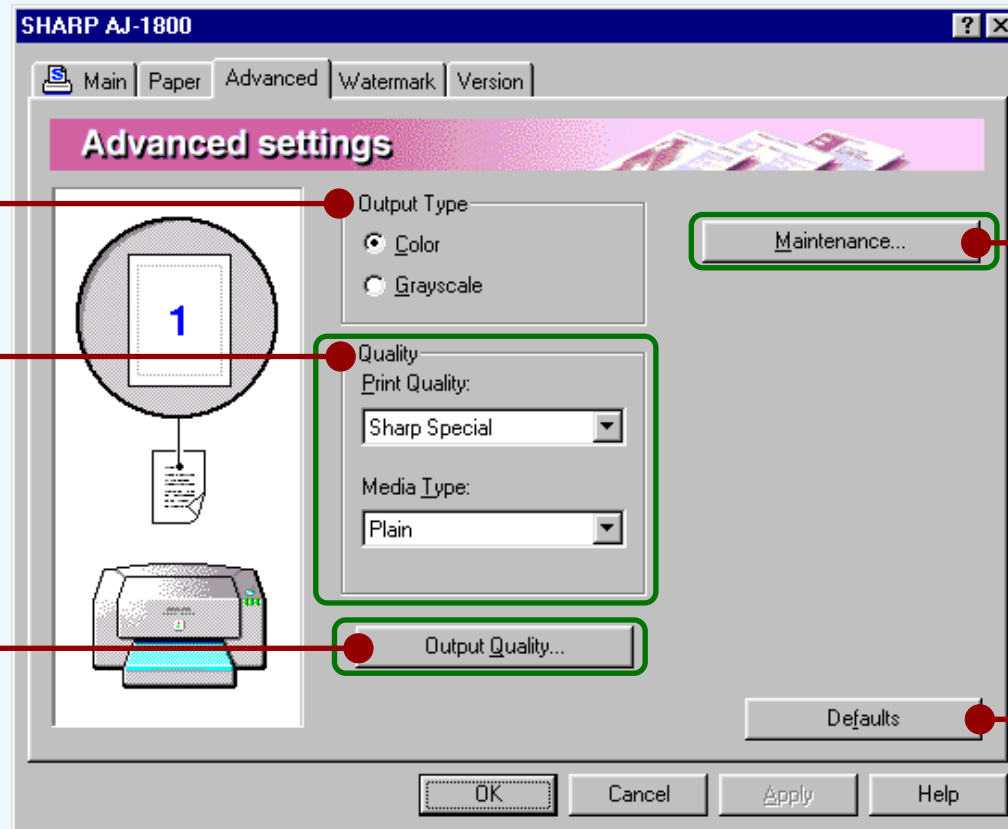
Set printer output preferences to color or grayscale.

Customize printer output quality to suit your needs.

Open to set output quality and adjust colors.

Click to access maintenance options.

Returns all user modified settings back to default settings of this tab.

Output Type: Color
Print Quality: Sharp Special
Media Type: Plain

On the above screen, click on options shown in the green boxes to make additional changes.

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Quality
Set the printer output quality settings below.

Print Quality
This option sets printing speed and quality. You can trade off speed for quality. "Draft" is the fastest and lowest quality, "Best" is the slowest and best quality.

Draft	Select this option when you want to print text data with high speed. If you print graphics, illustrations, or lines with this option, the print quality is low.
Sharp Special	Select this option when you want to print a document containing graphics or illustrations with high speed. This option provides a little rougher print quality than "Normal" or "Best".
Normal	This option offers you normal print quality with normal print speed.
Best	Select this option when you want to get high print quality for photographs or images.

* The print quality also depends on the specified (loaded) paper type.

Note
- If lines are broken when printing with "Draft", change the setting to any other option.
- Some of the settings may be disabled depending on the selected "Media Type".

Media Type
Select the type of paper to be used. Select from "Plain", "Coated", "Photo", "Transparency", "T-shirt transfer", and "Card Stock". Insert the paper that was selected into the tray.
For more information on various paper types, refer to the following table.

Media Type	Description	Media Usage
Plain	Normal office paper (copier paper and high quality paper)	Corporate documents
Coated	The print side of coated paper is whiter.	Graphics, Images
Photo	The print side of photo paper is glossy.	Photographs
Transparency	Overhead presentation on clear film. The print side of transparency film is rougher.	Overhead presentations
T-shirt transfer	This media is to be transferred to cloth materials by an iron.	T-shirt, Place mat
Card Stock	Thick plain paper	Card printing

Note
- Be sure to use only Sharp recommended OHP films when you select "Transparency".
- If you select "T-shirt transfer", the original image will be reversed on the printed media to make a proper image on the T-shirt.
- When "Card Stock" is selected, be sure to turn the paper knob to (✉) direction to feed the thicker card stock.

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Set the color matching as well as the brightness, contrast and color balance of an image.

Output Quality

Check your color image preferences using this screen.

Allows you to select the Color Management System.
The Color Management System enables you to adjust the image color on your display to the result of print job.

SHARP Color matching
Select this option to utilize SHARP's original Color Management System.

ICM
Select this option to utilize Windows standard Color Management System.

Color matching
○ Disabled
● SHARP Color matching
○ ICM

Image
Brightness
50
Contrast
50

Color Balance
Saturation
50
Red Strength
50
Green Strength
50
Blue Strength
50

Default

OK   Cancel

Note
- By selecting "ICM", both the "Image" and "Color Balance" options become **disabled**.
- The "ICM" setting is unavailable with Windows 95 or NT 4.0.
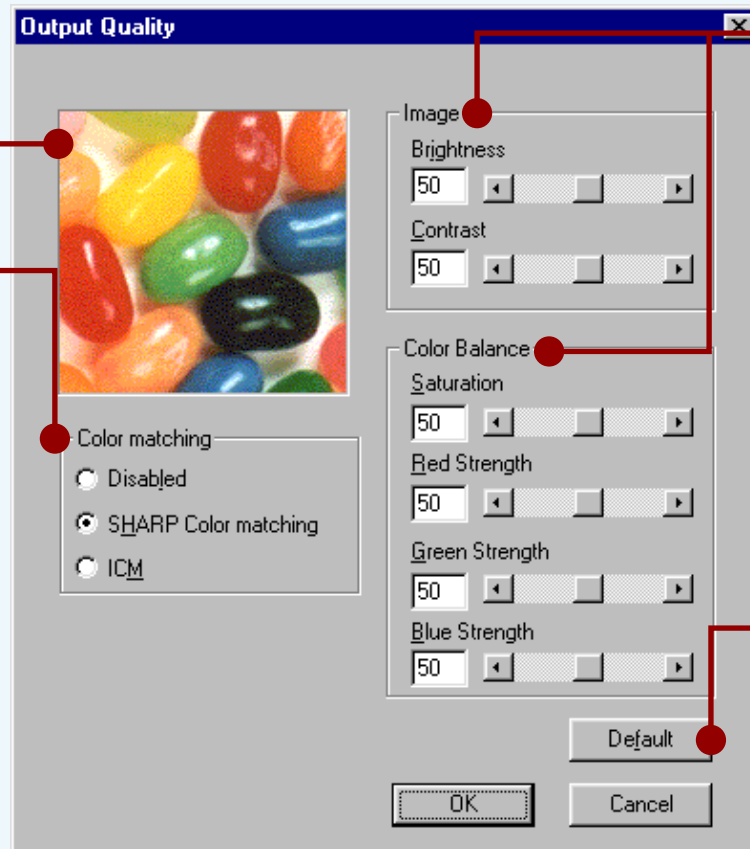
Set the brightness, contrast and color balance level of your print job here.

50

0% ←——→ 100%

Directly enter the figure or move the scroll bar.

Caution
To print a document containing text data, make sure to keep the values of "Red Strength", "Green Strength" and "Blue Strength" above 50. When set under 50, background of characters in your document may be printed in a different color.

Returns all user modified settings back to default settings of this dialog box.

Color matching: SHARP Color matching
Brightness: 50%
Contrast: 50%
Saturation: 50%
Red Strength: 50%
Green Strength: 50%
Blue Strength: 50%

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"Watermark" Tab Settings (part 1)

Use this screen to set watermarks.

Use this screen to view how the watermark will appear on your document.

You can drag the watermark to your favorite place by using the mouse.

Move the location of the watermark using the scroll bar.

Click this button to center a watermark in the middle of the document.

On the above screen, click on options shown in the green boxes to make additional changes.
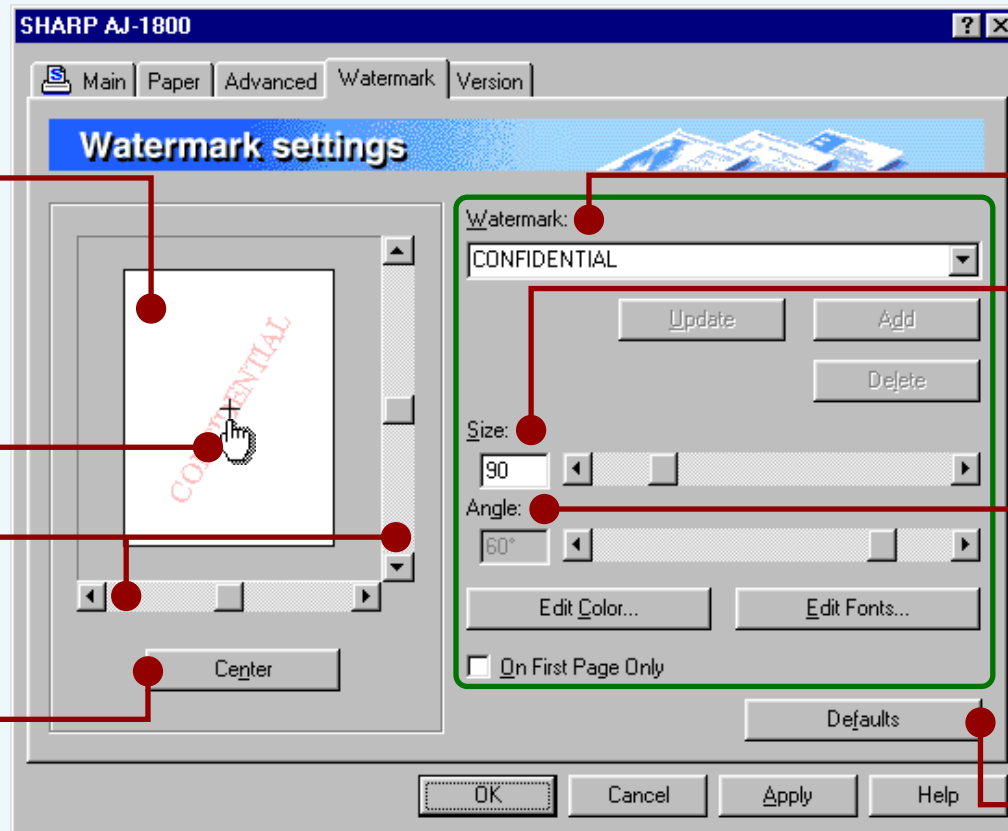
Select the type of watermark.

Use the scroll bar or enter a figure to set the font size of a watermark from 6 to 500 points.

Use the scroll bar to set the print angle of a watermark from -90° to 90°. (The angle can be set in 15° multiples.)

Note You cannot type the desired angle value in this field.

Returns all user modified settings back to default settings of this tab.

Watermark: (None)
On First Page Only: Off

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Watermark

Select a watermark from the drop-down list. Select from "TOP SECRET", "CONFIDENTIAL", "DRAFT", "ORIGINAL" and "COPY". No watermark will appear on the document if "(None)" is selected. You can also create and input your original watermarks.

"Update" button

Select your original watermark from the drop-down list. After adjusting the size and angle to suit your preferences, click the "Update" button to save.

> **Note** You cannot save changes to the size and angle of a default watermark using this button. Save all new changes using the "Add" button.

"Add" button

Enter your text over the currently displayed text and click this button to add a new watermark.
After selecting a watermark from the drop-down list and setting its size and angle, click this button to add new changes.

"Delete" button

To remove your original watermark from the drop-down list, select it and click this button.

> **Note** Default watermarks cannot be deleted.

"Edit Color" button

For setting the color of a watermark, click this button to display the "Color" dialog box.
For more information on this dialog box, click the (?) button, and then point and click on the item that you want information on.
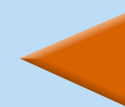
"Edit Fonts" button

To adjust the font style of a watermark, click this button to display the "Font" dialog box.
For more information on this dialog box, click the (?) button, and then point and click on the item that you want information on.
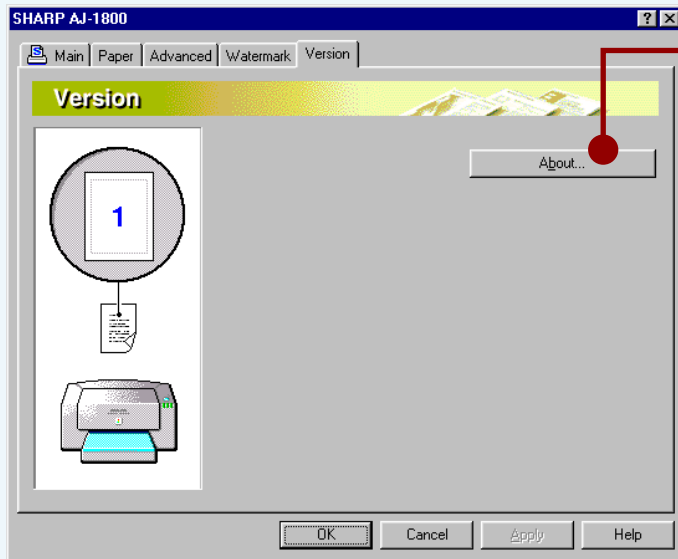
On First Page Only

Check this box to ensure a watermark is printed only on the first page of the document. By leaving this box unchecked, the watermark will appear on every page of the printed document.

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"Version" Tab Settings

Information about the printer driver version is shown on this screen.

"About" button
Click this button to display the "About" dialog box for information on the driver name and version.

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Printing Overview

The flow chart shown below provides printing overview.

Reference: For more information on printing, refer to Basic Printing.

Prepare the document you intend to print

Load paper

Reference:
For loading paper, refer to the "LOADING PAPER" in the Setup Guide and Operation Manual.

Open the printer driver setup screen and set the print preferences

Reference:
Basic Printing, Printing a Watermark, Enlarge/Reduce the Printed Image, Printing Multiple Pages on One Page, Printing a Photograph

Initiate printing

Exit printing

Caution

Ensure printing has been completed before turning the power off. Do not remove the power cord before turning the printer off.

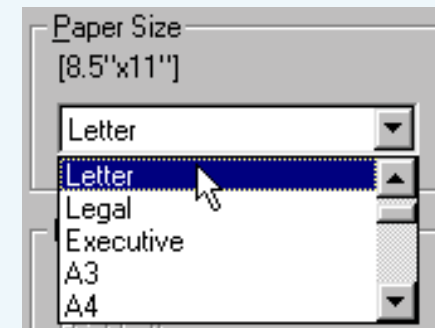| How to Use the Online Manual	Printer Properties	Print	Print Status Window	Sharing Printer	Maintenance	Troubleshooting
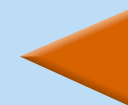
This is a printing example using WordPad to print a document onto letter size paper.

1 **Start WordPad, make a new file, and enter the text you intend to print.**

2 **Select "Print" from the application's "File" menu. Make sure that either of "SHARP AJ-1800" or "SHARP AJ-2000" is selected as the current printer, and then click the "Properties" button.**
The properties dialog box will open.

Reference: See the Starting the Printer Driver through an Application for details on how to open the properties dialog box.

Note Windows 2000 does not have the "Properties" button on this dialog box. Switch to the desired tab by clicking it to specify printer settings.

3 **Click the "Paper" tab, and select "Letter" from the "Paper Size" drop-down list.**

Reference: "Paper" Tab Settings

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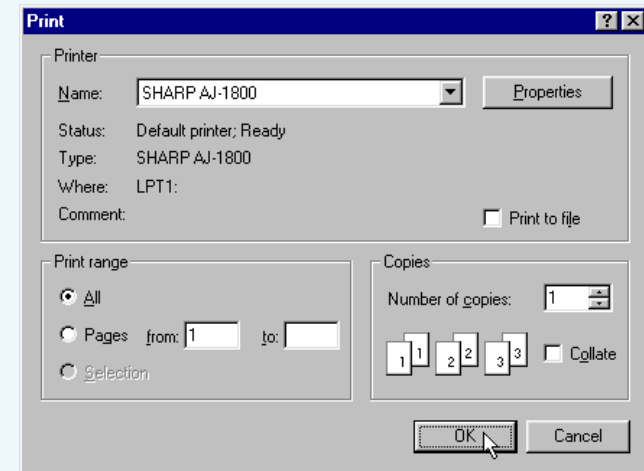| How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting |

4 **Click the "Main" tab. After setting your preferences, click the "OK" button.**

To print a single copy of a document in portrait orientation, confirm the "Portrait" option in the "Orientation", and "1" in the "Copies" box.
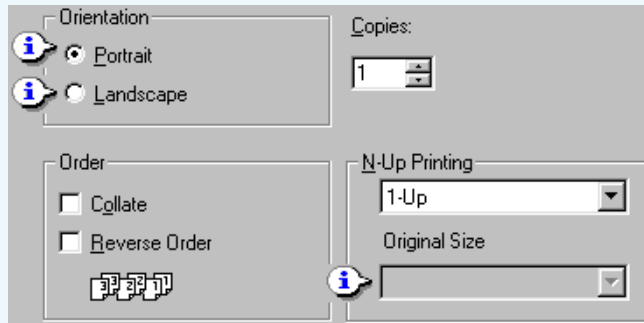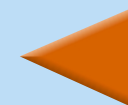
Reference: See the "Main" Tab Settings for information on setting preferences.

Note On Windows 2000, setup the preferences on the "Main" tab, and then click the "Print" button. Printing starts according to your preferences.

5 **Click the "OK" button in the "Print" dialog box.**

Printing starts according to your preferences.

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Printing a Watermark

To print a watermark, for example "CONFIDENTIAL", on your document, refer to the following steps. Open the printer driver and click the "Watermark" tab.

Reference: See the <u>Starting the Printer Driver through an Application</u> for details on how to open the printer driver.
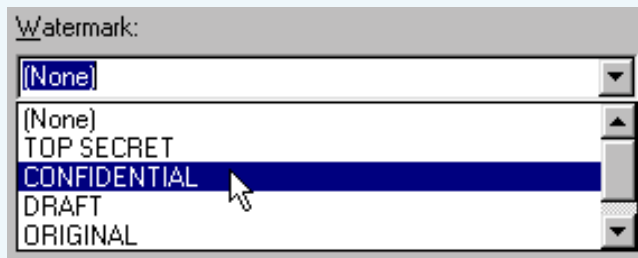
How to Print a Watermark

From the "Watermark" drop-down list, select the watermark, for example "CONFIDENTIAL", you wish to print on your document, and click the "OK" button.
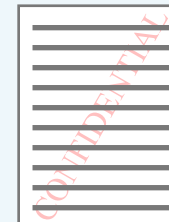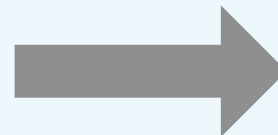
> **Note** On Windows 2000, click the "Print" button after setting the preferences for your watermark.

Reference: See the <u>"Watermark" Tab Settings</u> for details on how to create your own watermarks.

Print sample

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Enlarge/Reduce the Printed Image

You can enlarge or reduce the size of your document from 25% to 200% in 1% increments.
To use this option, open the properties dialog box, select the "Paper" tab, and type a percentage, or click the arrows in the "Zoom[%]" box to change the setting.

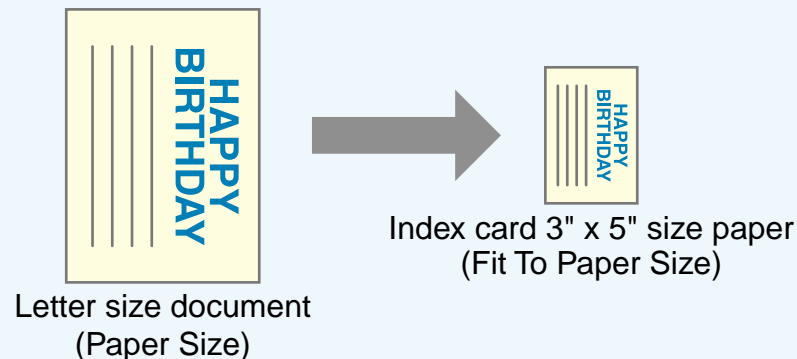Reference: See the "Paper" Tab Settings for details on "Zoom[%]" option.

Automatic Zooming to the Loaded Paper

This printer driver can adjust the zoom ratio for printing according to the paper loaded in the printer.
To use this function, select the "Paper" tab from the properties dialog box of the printer driver, check the "Fit To Page" selection box, and then select the document "Paper Size" from the drop-down list. Set the currently loaded paper size as indicated under the "Fit To Paper Size" setting drop-down list.

Reference: See the "Paper" Tab Settings for information on the "Fit To Page" setting.

Example: Printing a Letter size document on Index card 3" x 5" size paper.

"Print Letter on:" Index card 3" x 5"

Letter size document
(Paper Size)

Index card 3" x 5" size paper
(Fit To Paper Size)

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Printing Multiple Pages on One Page

This feature allows you to print two or four document pages onto a single page. To use this function, open the properties dialog box, select "2-Up" or "4-Up" for "N-Up Printing" on the "Main" tab, and then select the same paper size from the drop-down list of "Original Size" setting that has been selected for the document size specified through your application.
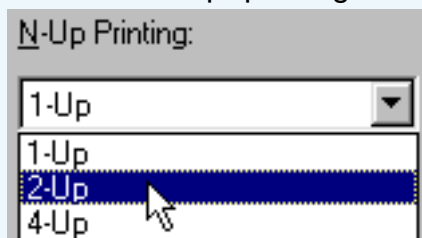
Reference: See the "Main" Tab Settings for details on the "N-Up Printing" option.

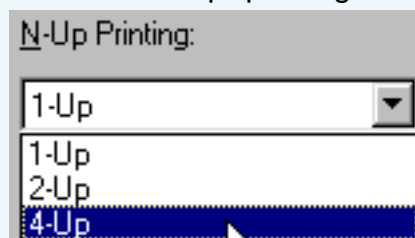> **Note** By selecting the "N-Up Printing" option, the "Zoom[%]" function becomes disabled.
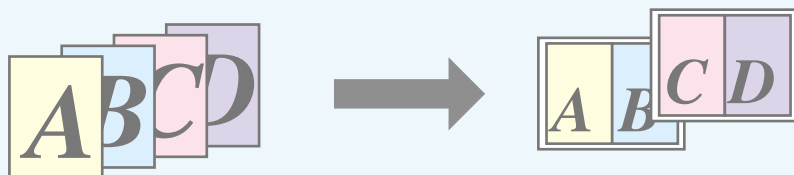
For "2-Up" printing

N-Up Printing:

1-Up

1-Up
2-Up
4-Up

For "4-Up" printing
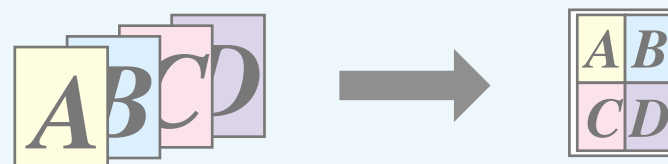
N-Up Printing:

1-Up

1-Up
2-Up
4-Up

"2-Up" Printing
"2-Up" printing places two pages of the document stack onto a single printed page.
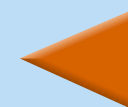
"4-Up" Printing
"4-Up" printing places four pages of the document stack onto a single printed page.

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Printing a Photograph

To ensure pictures taken with a digital camera are printed clearly, use quality photo paper and follow the instructions below.

> **Note** When loading photo paper into the paper tray, insert the glossy side face down. When loading photo paper into the bypass tray, insert the glossy side face up.
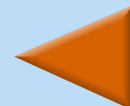
1 Click the "Advanced" tab in the properties dialog box, and check if the "Output Type" option is set to "Color".

2 In the "Quality" area, set the "Print Quality" option to "Best".

3 In the "Quality" area, set the "Media Type" option to "Photo".

The result of setting the preferences as shown from Step 1 to Step 3 are displayed below.
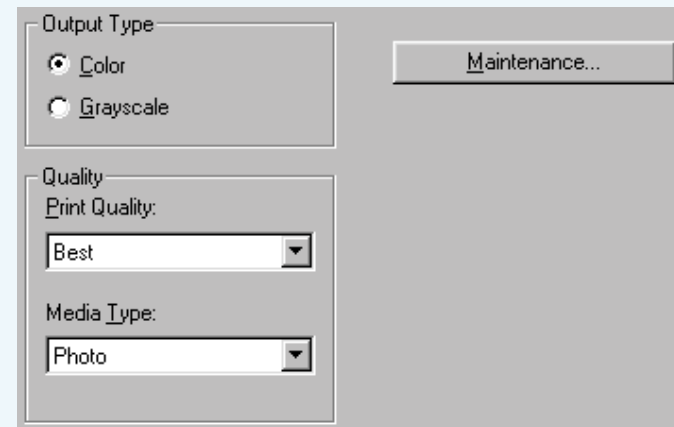
> **Note** If required, you may adjust the image or color balance through clicking the "Output Quality" button. For details, view the <u>"Output Quality" Settings</u>.

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What is the Print Status Window?

The print status window is a program designed to show the remaining ink levels and current printer status including the document name printing and error messages. It also controls head cleaning and head position adjustment.

The print status window contains status window and three tabs. The status window displays Normal, Warning and Fault types of messages.

Reference: Print Status Window Functions, Understanding Error Messages, "Maintenance" Tab, "Options" Tab

Starting the Print Status Window

The default setting of the print status window is to open automatically when printing starts.
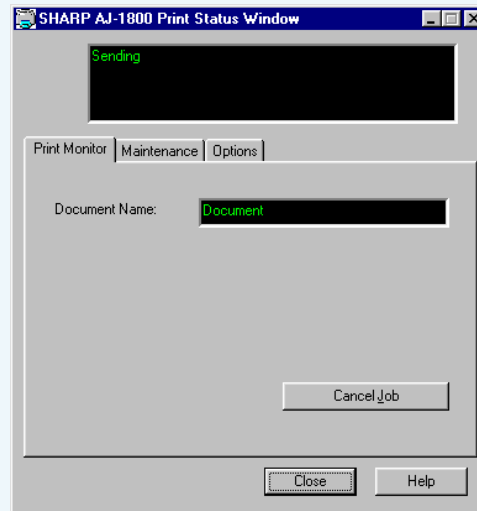
To open the print status window while the printer is not working, select "Advanced" tab from the printer driver properties dialog box, and then click the "Maintenance" button.

Print Status Window Functions

The functions of the print status window are shown below.

Program icon
This icon informs you of the print status.
Reference:
Understanding Error Messages

Status icon
This icon informs you of the print status.
Reference:
Understanding Error Messages

Tab
Index which allows you to switch between the three setup screens.

"Cancel Job" button
Click this button during printing to cancel the job that is currently being executed.

"Close" button
Click this button to close the print status window.

Minimize button
Click this button to minimize the print status window into the task bar.

Quit button
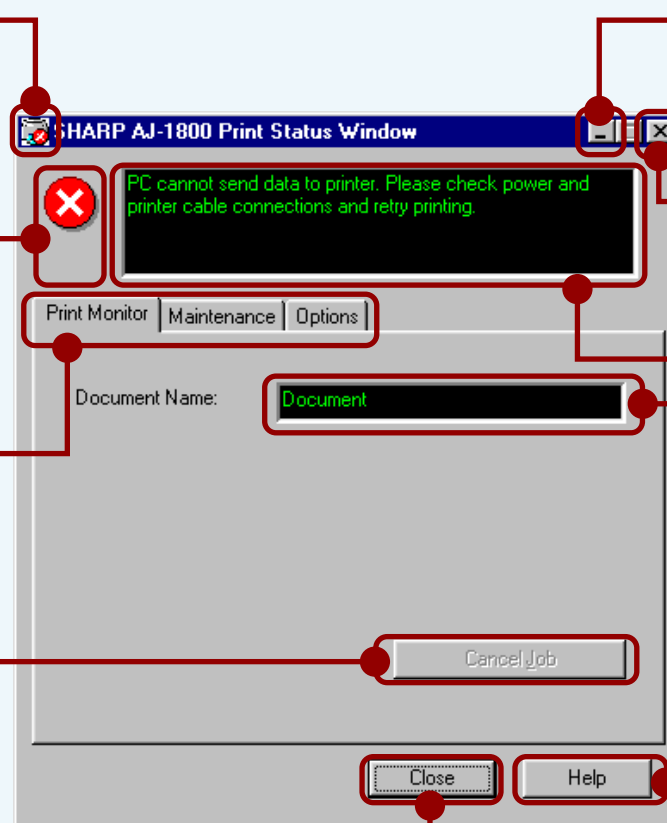Click this button to quit the print status window.

Status window
Provides details on the current status of the print job.

Document Name
Displays the name of the active print job.

"Help" button
Click this button to display help file for the print status window.

SHARP AJ-1800 Print Status Window

PC cannot send data to printer. Please check power and printer cable connections and retry printing.

Print Monitor | Maintenance | Options

Document Name: Document

Cancel Job

Close   Help

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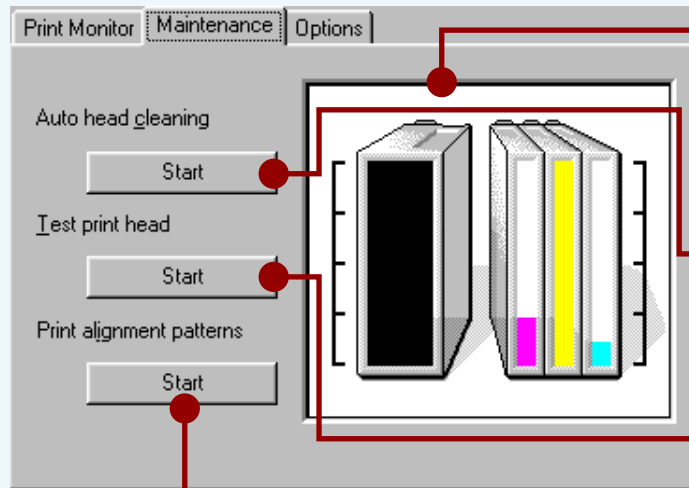
Understanding Error Messages

The status icon and program icon provide you with information on printer status.

Understanding the Status and Program Icon
Refer to the table below for an explanation of the printer condition.

Program icon	Status icon	Condition
	None	Normal
	❌	**Fault** Printing has stopped because of a problem. Follow the instruction on the status window to solve the problem immediately.
	⚠	**Warning** A problem requires your attention. Follow the instruction on the status window to solve the problem as soon as possible.

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Click this tab to conduct print head maintenance, and to check the amount of available ink.

Remaining ink indicator window

This window indicates the level of ink remaining in the printer. A message appears when the ink tank is nearly empty. Prepare a new ink tank and replace it when required.

Reference: Changing Ink Tank

Auto head cleaning

Click the "Start" button to initiate cleaning of the print head. After the dialog box for selecting which print head to clean appears, click the "OK" button.

Reference: Cleaning the Print Head

Test print head

Click the "Start" button to print a test page which lets you check the print quality. After the confirmation dialog box appears, click the "OK" button.

Reference: Test Print Head

Print alignment patterns

Click the "Start" button to print a test chart to align the print head. After the confirmation dialog box appears, click the "OK" button. The "Align print head" dialog box opens and a test chart is printed.
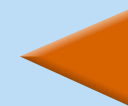
Reference: Aligning the Print Head

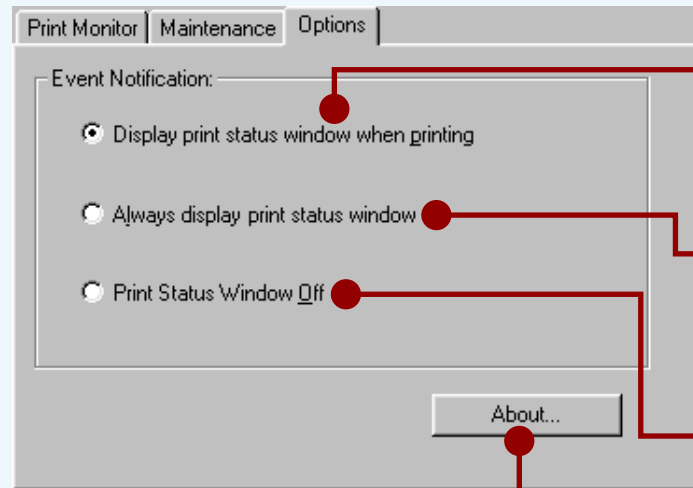> **Note** When cleaning and aligning the print head, the printer cannot perform other operations.

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Allows you to select when to display the print status window.
Select one option from the three shown below.

```
Print Monitor | Maintenance | Options |
┌─ Event Notification: ──────────────────┐
│                                         │
│  ⦿  Display print status window when printing │
│                                         │
│  ○  Always display print status window  │
│                                         │
│  ○  Print Status Window Off             │
│                                         │
│                         [ About... ]    │
└─────────────────────────────────────────┘
```

Display print status window when printing
The print status window will be displayed automatically at the start of the print job. It will close automatically when the print job is finished.

Always display print status window
The print status window will be displayed all the time. It will stay open even after the print job is finished.

Print Status Window Off
The print status window will not be displayed even while printing if this option is selected.
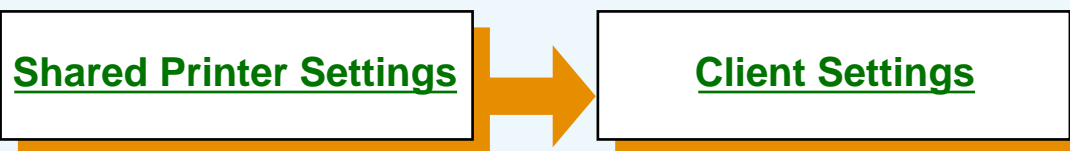
"About" button
Click for details on the version of the print status window.

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Using Windows networking, it is very easy to share the printer.
Rather than using a network server, we will explain how to connect the printer using a Peer To Peer connection.
Our explanation, shown below, is based on the following assumptions; there is an established network in place.
This works with Windows 95, 98, NT and 2000.
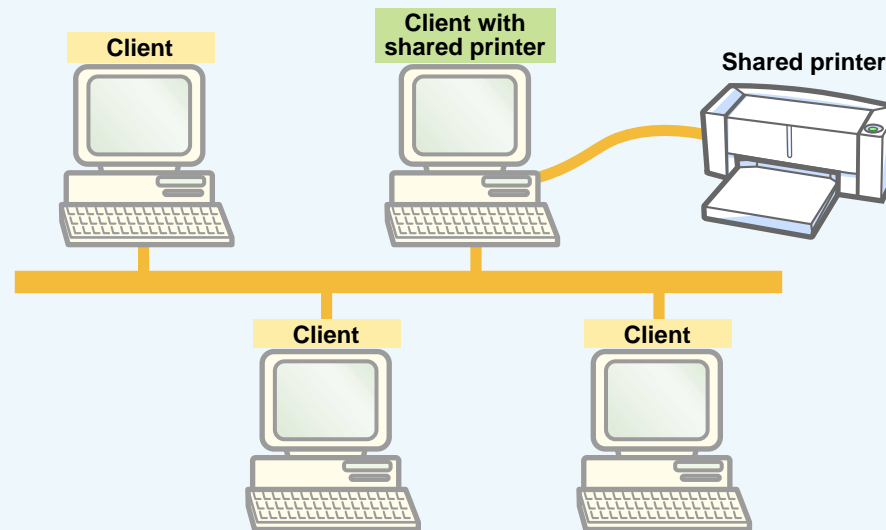
With Peer To Peer connections, the print server is a client to which a printer is directly connected, and a "Client" is any computer, which is connected to the same network.

Shared Printer Settings → **Client Settings**

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For sharing a printer on a Windows operating system, follow the setup procedures below.

> **Note** If your operating system is Windows 95/98, start from the step 1 to setup the network. If your operating system is Windows 2000 or Windows NT 4.0, open the control panel, and then start from the step 6.

1 Click the "Start" button, select "Settings", and then click "Control Panel".

2 Double-click the "Network" icon.
The "Network" dialog box will appear.

3 Click the "File and Print Sharing" button.

4 Enable "I want to be able to allow others to print to my printer(s)." by clicking the check box (☑), and then click "OK" button.

5 Click the "OK" button in the "Network" dialog box.

> **Note** If a message appears asking you to restart the computer, click the "Yes" button and restart the computer. Then, open the printer folder and continue the setup procedures from Step 6.

6 Double-click the printer icon in the control panel.

7 Right-click the "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon, and select "Sharing" from the pop-up menu.

8 Enable the check button for sharing (⊙), input your preferences, and click "OK" button.

> **Note** For information on the various preferences available, click the (?) button located at the top-right of the dialog box. Then, click the option you want to know more about, for a pop-up explanation to appear.

You have completed the setup procedures for the shared printer.
Reference: Client Settings

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After installing the printer driver on the client computer, follow the setup procedures below. For details on installing the printer driver, refer to "INSTALLING THE PRINTER DRIVER" in the Setup Guide and Operation Manual.

> **Note** This page provides steps for Windows 95/98 users only. If your operating system is Windows 2000 or Windows NT 4.0, refer to the operation manual or the help file of your operating system.

1 Click the "Start" button, select "Settings", and then click "Printers".

2 Right-click the "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon, and select "Properties" from the pop-up menu.

3 Click the "Details" tab, and click the "Add Port" button.

4 Type the port name as shown below or click "Browse" button and double-click Server's computer name and then click "Sharp".

> **Client with shared printer****Sharp**
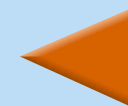>
> Computer name   Printer name

5 Input your options, and click the "OK" button.

> **Note** For information on the various preferences available, click the (**?**) button located at the top-right of the dialog box. Then, click the option you want to know more about, for a pop-up explanation to appear.

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For each of the situations shown below, check which color ink tank is low on ink before changing the tank. Click the "Maintenance" tab of the print status window to open the "Maintenance" dialog box. Use this dialog box to check the color of the ink tank you should change.

Reference: <u>Changing Ink Tank</u>

The ink lamp on the printer blinks fast, and the "Out of ink" error message is displayed on the print status window.

When the remaining ink is empty, the ink lamp on the printer blinks rapidly. If the **"Out of ink"** error message appears on the print status window, more than two of the ink tanks are out of ink. Check the ink indicators to find the empty ones, and then immediately replace them with new ones. If the error message indicates the color of the empty ink tank (see sample message below), replace the ink tank indicated in the message.

"Out of ink - xxxx" - One of the ink colors including cyan, yellow, magenta, and black is displayed as "xxxx" in this message.

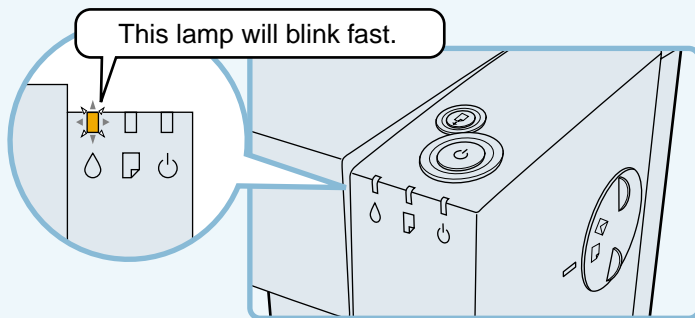> **Note** If the correct ink tank is not inserted, the ink lamp will also blink fast.

The "Ink low" error message is displayed on the print status window.

When the remaining ink is near empty, the status icon on the print status window is changed into (⚠). If the **"Ink low"** error message appears, more than two of the ink tanks are near empty. Check the ink indicators to find the ones which are near empty, and replace them with new ones as soon as possible. If the error message indicates the color of the near-empty ink tank (see sample message below), replace the ink tank indicated in the message.

"Ink low - xxxx" - One of the ink colors including cyan, yellow, magenta, and black is displayed as "xxxx" in this message.
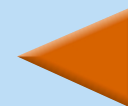

This lamp will blink fast.

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Changing Ink Tank (part 1)

Ensure the printer is turned on before following the steps below on how to change the ink tank.

1 **Open the front cover.**
The carriage will automatically move to the center position.
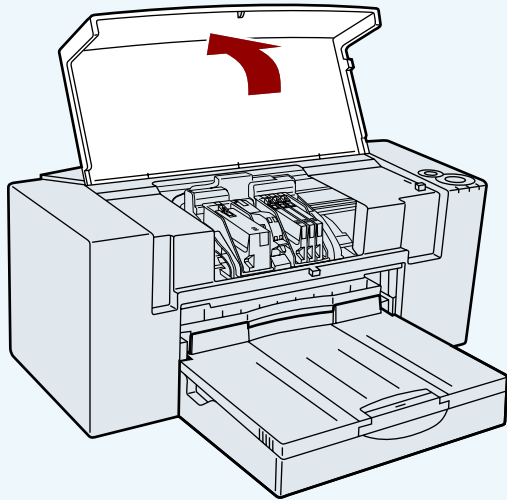
⚠️ **Warning**	Do not put your hands into the printer until the carriage stops at the center position. Doing so may hurt your hands. Do not try to move the carriage manually by force, you may damage the printer.

2 **Remove the old ink tank.**
While pressing the tab forward, remove the ink tank.

Press the tab forward.
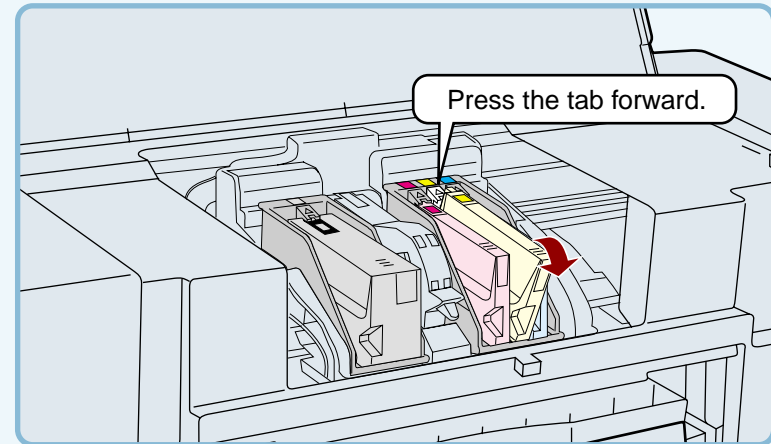
Example for the yellow ink tank

📝 Note	Do not lift the print head latch to replace the ink tank.

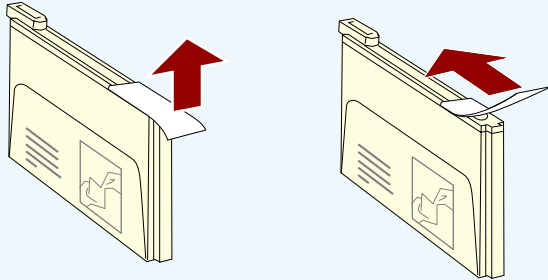| How to Use the Online Manual	Printer Properties	Print	Print Status Window	Sharing Printer	Maintenance	Troubleshooting

3 **Unpack the ink tank from its protective wrapping and slowly remove the tape.**
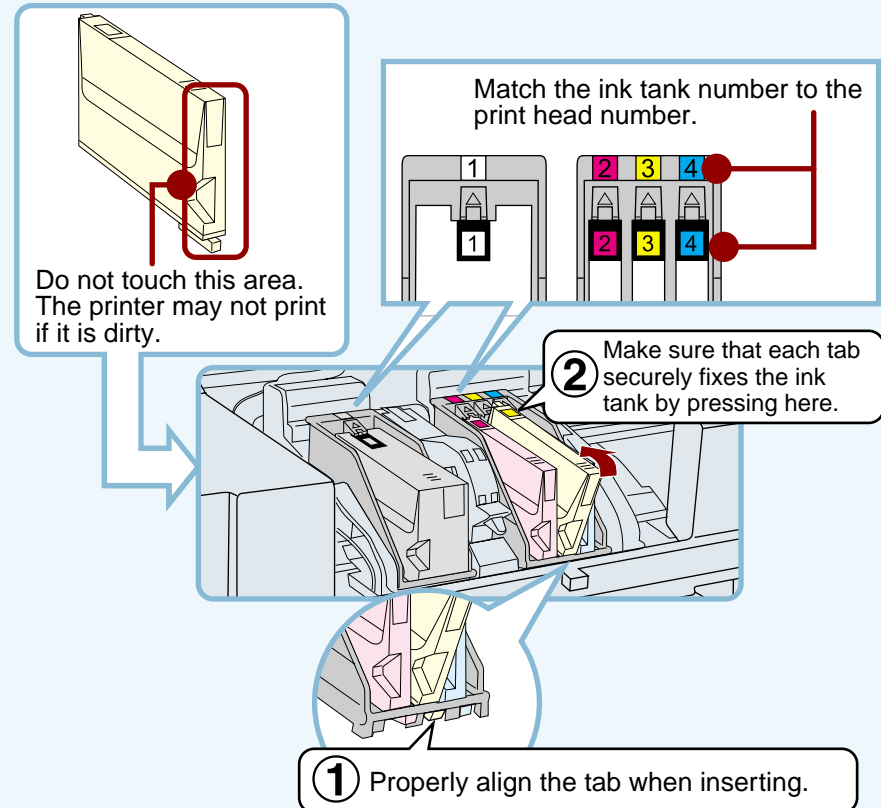
Example for the yellow ink tank

Caution

- Hold the tank upright when removing the tape. Do not touch the uncovered opening on the ink tank, as ink will get on your hands.
- Ensure that there are no pieces of tape remaining on the ink tank.

4 **Turn the ink upside down, and then immediately insert it to the print head of corresponding number.**

Do not touch this area. The printer may not print if it is dirty.

Match the ink tank number to the print head number.

② Make sure that each tab securely fixes the ink tank by pressing here.

① Properly align the tab when inserting.

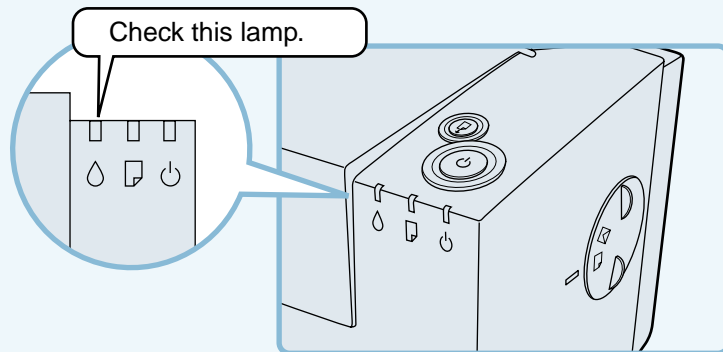Example for the yellow ink tank

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5 **Close the front cover.**

The carriage will return to its home position, and the ink will be fed to the print head.
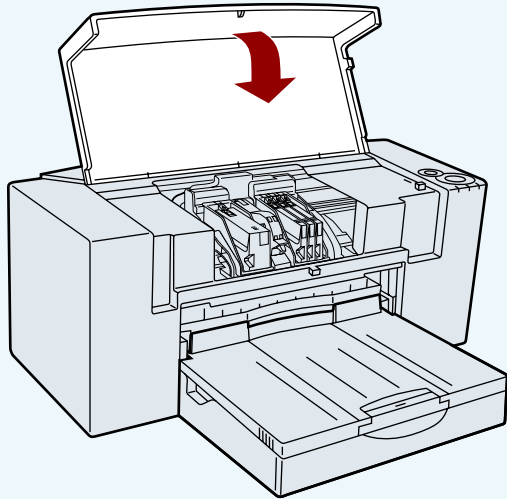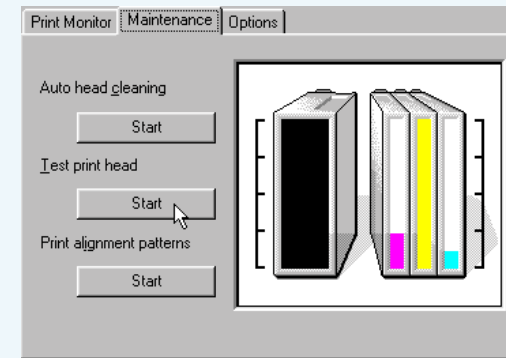
6 **Confirm the ink lamp is not blinking.**

Check this lamp.

If the ink lamp continues to blink, open the front cover and confirm that all the ink tanks are properly inserted.
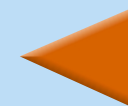
7 **Print a test page to check if the unit prints properly.**

Click the "Start" button of "Test print head" found in the "Maintenance" dialog box of the print status window to print out a test page.
If print quality is poor, return to step 4 and follow the procedures once more.

Print Monitor | Maintenance | Options

Auto head cleaning
    Start

Test print head
    Start

Print alignment patterns
    Start

Note If print quality is poor after correctly inserting the ink tank, clean the Print Head.

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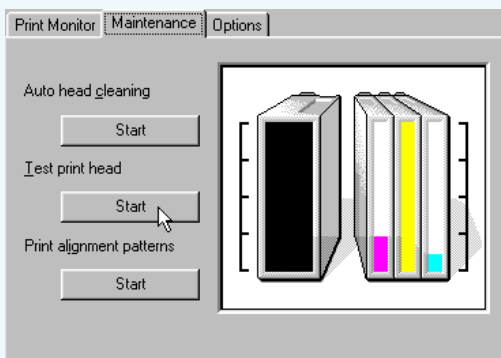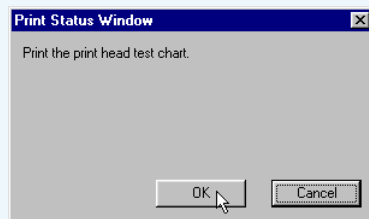| How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting |

If you are not satisfied with the print quality, print a test page following the steps shown below.

1 **Make sure that Letter sized paper is set in the tray.**

2 **Click the "Advanced" tab in the properties dialog box, and then click "Maintenance" button.**

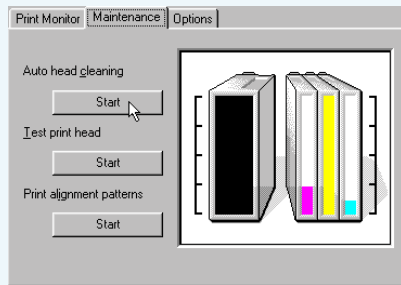*3* **Click the "Start" button of "Test print head".**

Print Monitor | Maintenance | Options

Auto head cleaning
Start

Test print head
Start

Print alignment patterns
Start

4 **Click the "OK" button.**
A test page will be printed.

Print Status Window

Print the print head test chart.

OK   Cancel

5 **Check the result of the test page.**
If the print quality is poor, go to the next step.

6 **Click the "Start" button of "Auto head cleaning" to clean the print heads.**
If you cannot get a good result printing a test page even after cleaning the print head five times, change the print head.
Reference: Cleaning the Print Head

7 **Change the print head.**
Replace the black print head if white lines appear in the black portion of your test page. If you find white lines in portions of colors except black, replace the color print head.
Reference: Changing the Print Head

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Cleaning the Print Head

If the test page from "Test print head" is faint or uneven, confirm that you are printing on the correct side of the paper, and the driver setting and ink levels are correct. If these items are OK, then follow the steps below to clean the print head.

1 **Click the "Advanced" tab in the properties dialog box, and then click "Maintenance" button.**

2 **Click the "Start" button of "Auto head cleaning".**

3 **Click the "OK" button to clean both the black print head and the color print head.**
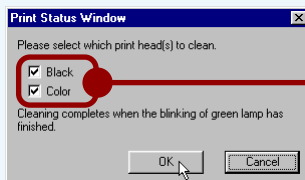
You can save the ink consumption by checking the box for the print head which has poorer print result.

Cleaning the print head will begin.

> **Note** The printer cannot perform other operations while cleaning the print head.

4 **Click the "Start" button of "Test print head", and then click "OK" button on the confirmation dialog box to print a test page.**

5 **Check if the test page was printed cleanly.**
If print quality is poor, return to step 2 and follow the procedures again.

> **Note** Do not clean the print head more than five times. Excessive cleaning of the print head wastes ink.

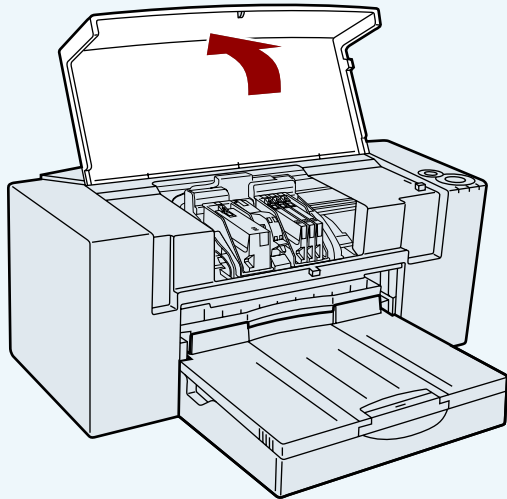Reference: If print quality is still poor, refer to <u>Changing the Print Head</u>.

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How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting
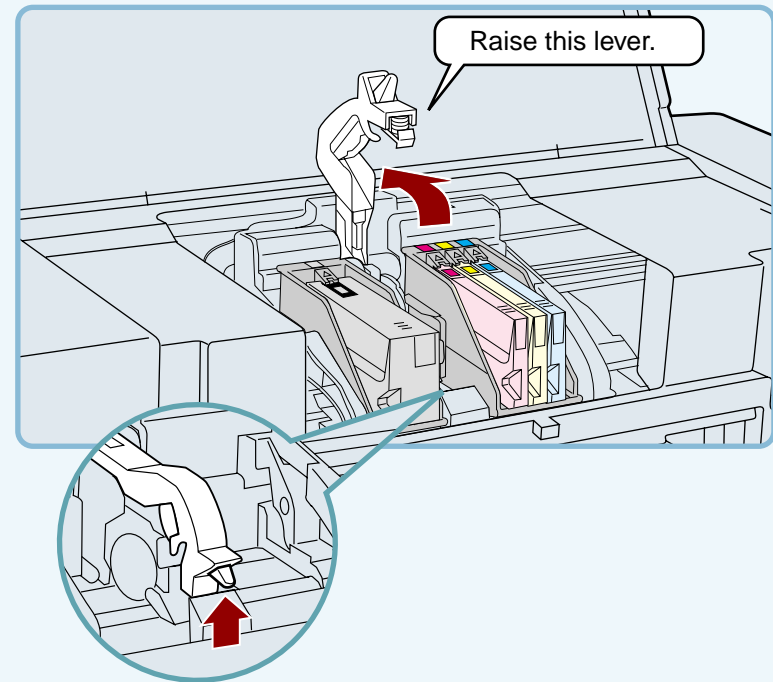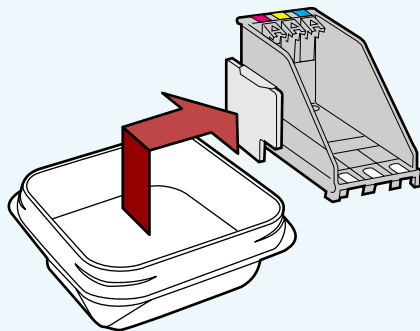
If print quality is poor, after cleaning the print head 5 times, the print head may be worn.
Ensure the printer is turned on before following the steps below on how to change the print head.

1 **Open the front cover.**
The carriage will automatically move to the center position.

2 **Raise the print head latch.**
Raise the latch until it comes to a complete halt.

Raise this lever.

⚠ **Warning** Do not put your hands into the printer until the carriage stops at the center position. Doing so may hurt your hands. Do not try to move the carriage manually by force, you may damage the printer.
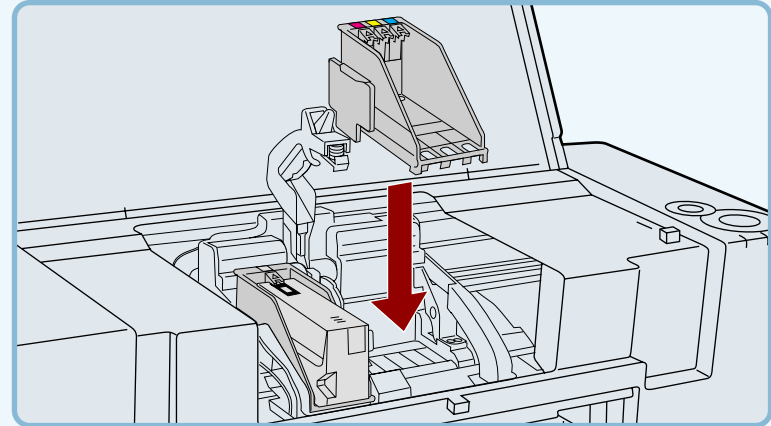
3 **Remove the old black or color print head with the ink tank still inserted.**

Lift it straight up to remove.
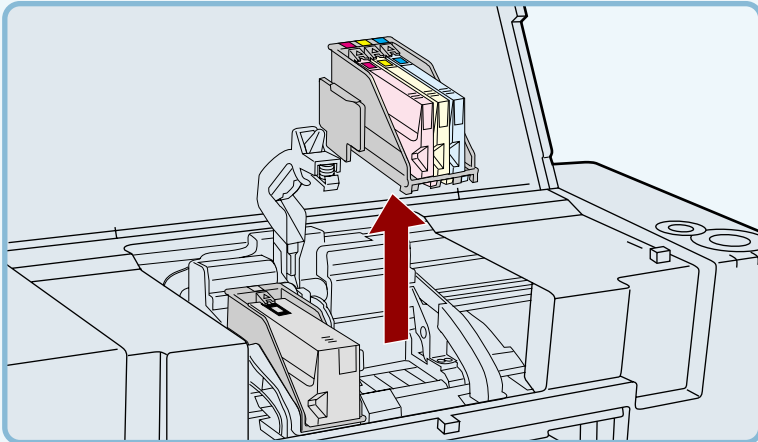
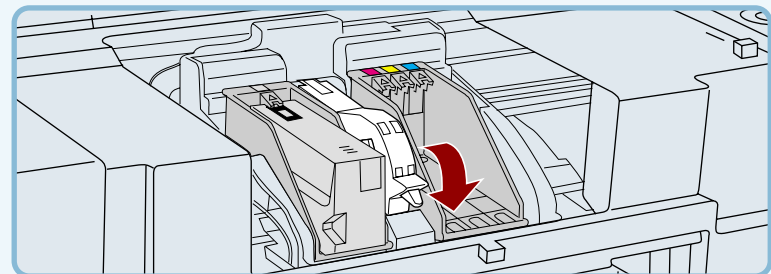**4** **Remove the new print head from its protective case.**

![Caution] Do not touch the metal portion of the print head directly. Doing so may lead to improper printing or damage to the printer.

5 **Insert the new print head.**

![Caution] Be careful not to damage the print head. If any part is damaged, the printer may not work properly.

6 **Lower the print head latch.**

Lower the latch until it is properly fixed into position.

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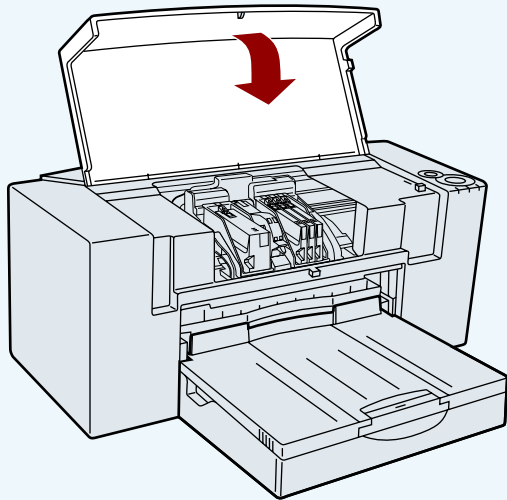| How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting |

7 **Remove the ink tank(s) from the old print head and insert into the new print head.**

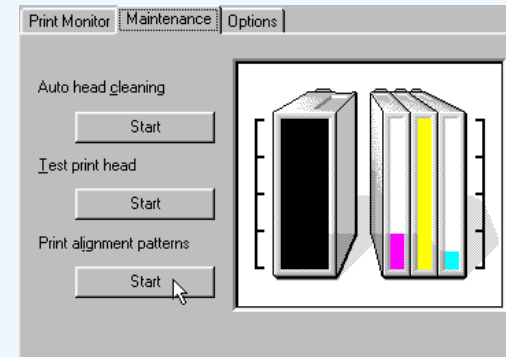Reference: For details on inserting and removing the ink tank, see Changing Ink Tank.

8 **Close the front cover.**

The carriage will return to its home position, and the ink will be fed to the print head.

> ⚠ **Caution**
> To keep good print quality, keep all the ink tanks installed to the corresponding print head.

9 **To maintain print quality after changing the print head, always align the print head.**

Click the "Start" button of "Print alignment patterns" located in the "Maintenance" dialog box of the print status window to align the print head.

Reference: Aligning the Print Head

10 **Print a test page by clicking the "Start" button of "Test print head".**

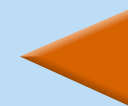Make sure that the test page was printed clearly.
Reference: Test Print Head

| How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting |

Align the print head after installing or changing the print head, or if printed lines are not straight, or have blank spaces. Follow the steps below to align the print head.

1 Make sure that Letter sized paper is set in the tray.

2 Click the "Advanced" tab in the properties dialog box, and then click "Maintenance" button.

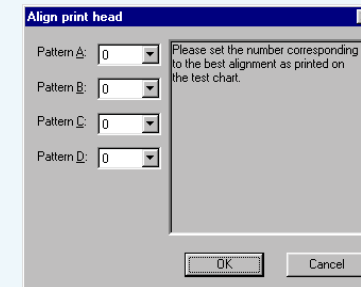**3** Click the "Start" button of "Print alignment patterns".
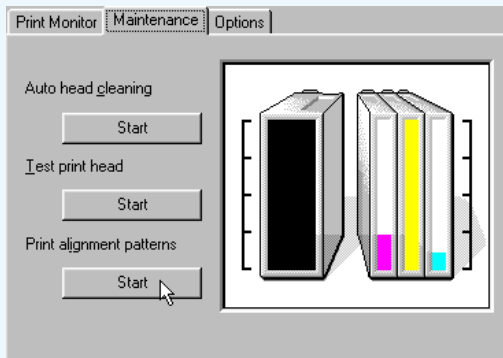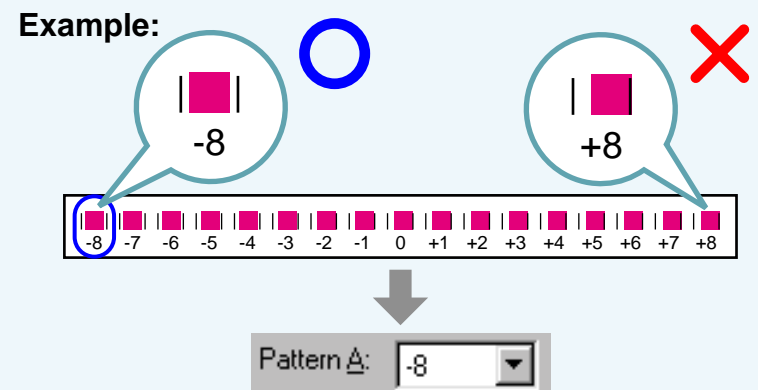
4 Click the "OK" button.
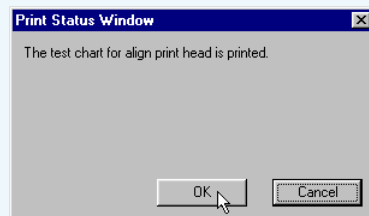
The "Align print head" dialog box will appear, and a test chart will be printed.

5 Check the test chart results, and change the preferences to the best setting for each pattern.

1 Select a pattern sample for "Pattern A".

Look at the chart A on your test chart. Select the number under the pattern sample, in which ■ is located the closest to the center of the two vertically parallel lines.

Example:

-8   O

+8   ✗

-8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8

Pattern A: -8

| How to Use the Online Manual | Printer Properties | Print | Print Status Window | Sharing Printer | Maintenance | Troubleshooting |

2 Select a pattern sample for "Pattern B".

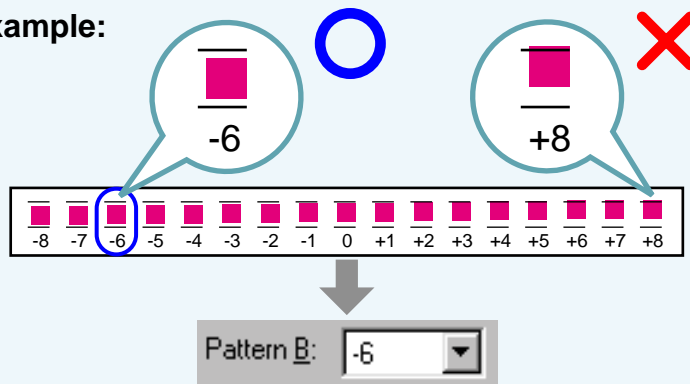Look at the chart B on your test chart. Select the number under the pattern sample, in which ■ is located the closest to the center of the two horizontally parallel lines.

Example:

-6 ○   +8 ✕

-8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8

Pattern B: -6

3 Select pattern samples for "Pattern C" and "Pattern D" respectively.

Look at the chart C and D on your test chart. Select the numbers under the pattern samples, which have the straightest lines.

Example:

Cracked line -6 ✕   +1 ○ Straight line

-6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6
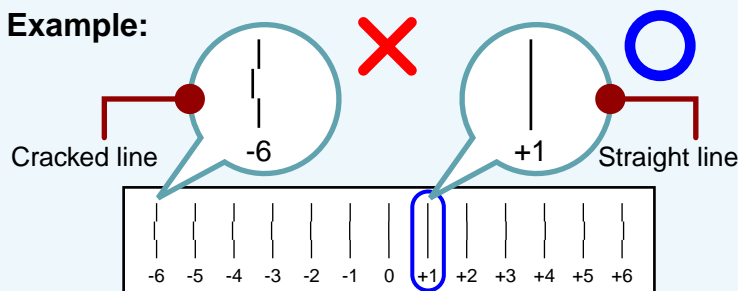
6 **Click the "OK" button in the "Align print head" dialog box.**

The print head will align itself.

Note
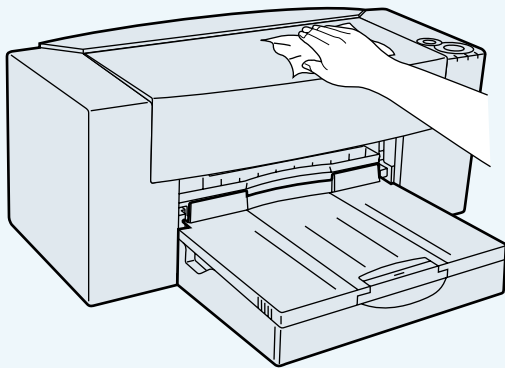- If you cannot find any satisfactory pattern sample for each of "Pattern A" to "Pattern D" settings, select the best ones among the printed pattern samples, and then go back to step 3.
- The printer cannot perform other operations while aligning the print head.

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Here are a few points and cautions on cleaning the printer. Take the time to read this page before cleaning.

1 **Turn off the power using the power button, then unplug the power cord.**

2 **Wipe the surface of the printer and the output tray.**
Wipe with a soft clean cloth without any loose threads.

3 **Open the front cover.**

4 **Check the inside of the printer. If you find stains of splashed ink, paper dust or dirt, wipe them out with a soft cloth.**
If the dirt is sticky and hard to remove, wipe the dirt away with a firmly squeezed wet cloth after soaking it in water.

Caution
- When wiping the surface of the printer, keep the front cover closed.
- Do not use cleaning agents containing ammonia, benzene, or thinner. Cleaning the printer with these substances will distort, degenerate or discolor the surfaces.
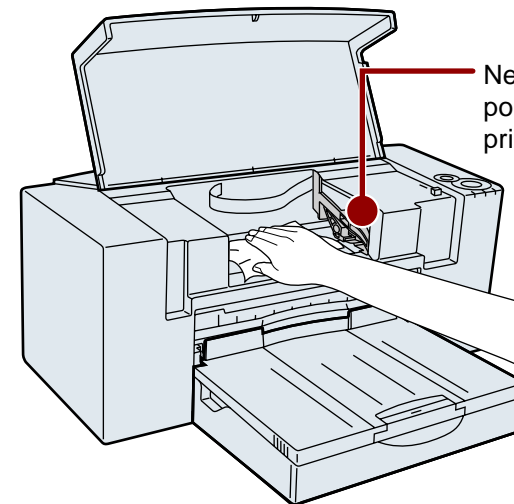
Warning
- When wiping inside the printer, be careful not to hurt yourself on projections inside it.
- Never wipe the portion around the print heads in the printer. Doing so will damage the print heads.

Never wipe the portion around the print heads.

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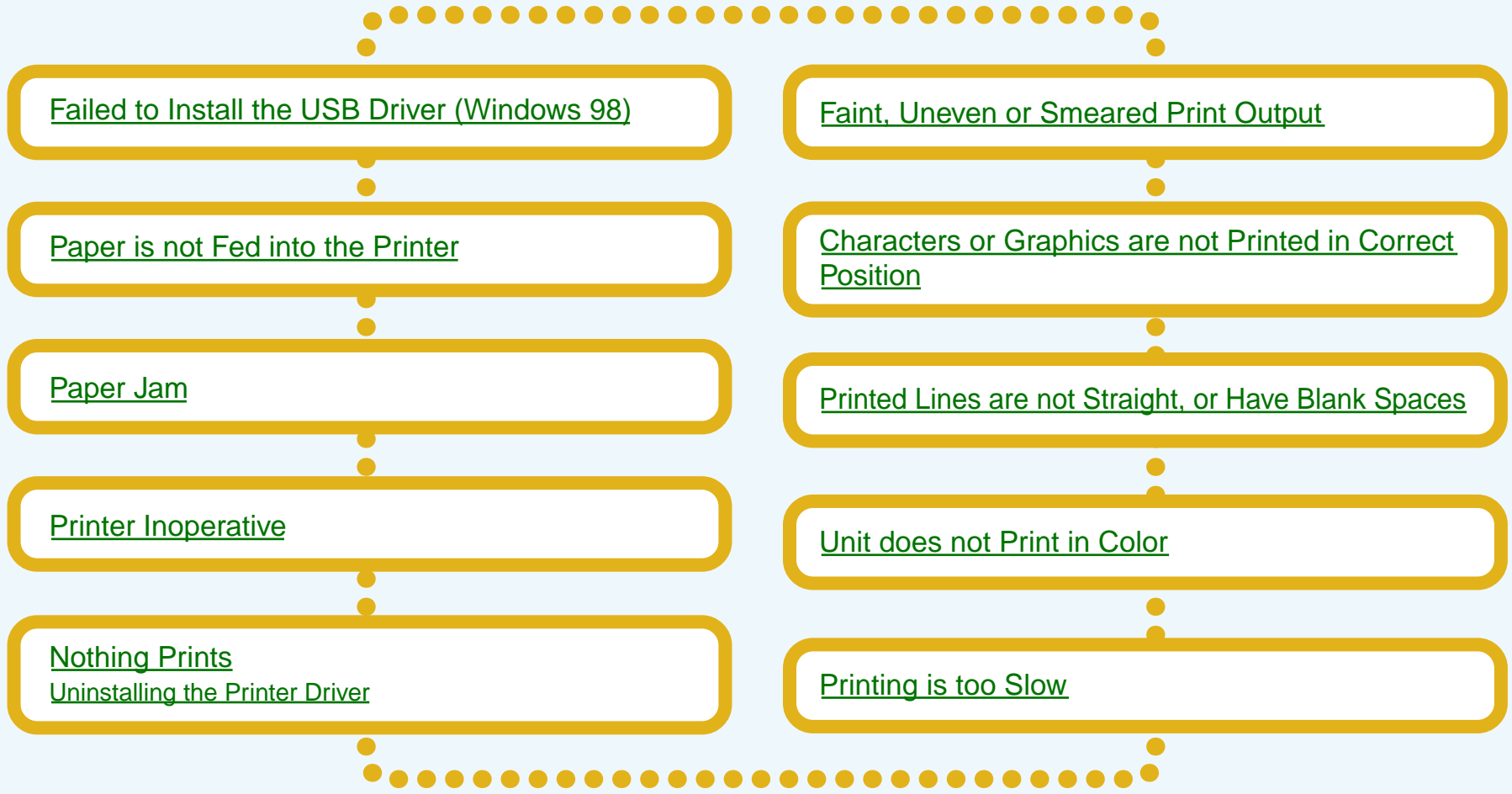| How to Use the Online Manual	Printer Properties	Print	Print Status Window	Sharing Printer	Maintenance	Troubleshooting

Identifying Printer Problems

Click the headings listed below to get information for your printer problem. If you cannot solve your problem after checking everything on the list, please call 1-800-BE-SHARP.

[Failed to Install the USB Driver (Windows 98)](#)

[Paper is not Fed into the Printer](#)

[Paper Jam](#)

[Printer Inoperative](#)

[Nothing Prints](#)
[Uninstalling the Printer Driver](#)

[Faint, Uneven or Smeared Print Output](#)

[Characters or Graphics are not Printed in Correct Position](#)

[Printed Lines are not Straight, or Have Blank Spaces](#)

[Unit does not Print in Color](#)

[Printing is too Slow](#)

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If the printer is connected to your computer by USB cable, you must install the USB driver.
If the "Add New Hardware Wizard" window does not appear while the printer and your computer are connected to each other and both powered on, confirm that the USB port is available following the steps below.
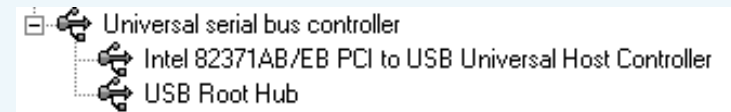
1 **Click the "Start" button, select "Settings", and then click "Control Panel".**

2 **Double-click the "System" icon and click the "Device Manager" tab.**

The last item listed in the Device Manager should be "Universal serial bus controller".
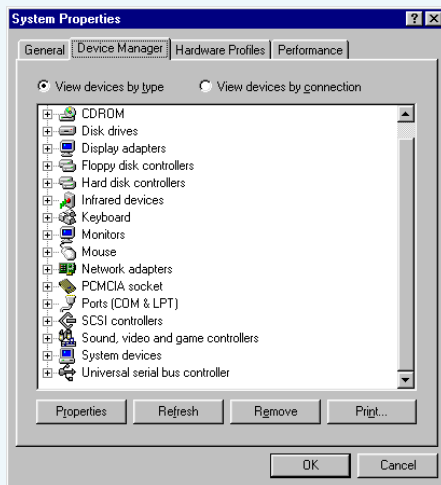
3 **Click the (⊞) icon beside the "Universal serial bus controller".**

Two items will display, your Controller chipset type and Root Hub. If these items appear, you can use USB port. If the "Universal serial bus controller" shows a yellow exclamation point or does not appear, you must check your computer manual for USB troubleshooting or contact your computer manufacture.

4 **After the USB port becomes available, install USB driver referring to "INSTALLING THE USB DRIVER (Windows 98)" in the Setup Guide and Operation Manual.**

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If you encounter paper loading problems, refer to the check list below.

Reference: Paper Jam

CHECK1 **Is there too much paper in the paper tray?**

Paper tray can hold up to 150 sheets of 20 lbs. (75g/m^2) plain paper. Be sure to keep total thickness of the loaded paper stack below 0.59" (15mm). The bypass tray can hold 1 sheet of paper only. If too much paper is loaded into the paper tray, paper supply problems will occur. Remove some of the paper from the paper tray.

CHECK2 **Is the top of the following paper fed into the printer?**

If overlapping pieces of paper are supplied to the printer, paper supply problems will occur. Fan the paper before loading into the printer.

CHECK3 **Is the paper guide correctly adjusted to fit the paper?**

If the width of the guide is set too narrow, a paper supply problem will occur. If the width of the guide is set too wide, printout will be skewed. Ensure that the guide is adjusted correctly to the paper.

CHECK4 **Is the bypass tray and the paper knob set to the appropriate position for thick paper?**

When loading thick paper through the bypass tray, open the bypass tray until it reaches position 2 (the tray has two positions), and turn the paper knob to (✉) direction.

CHECK5 **Is the loaded paper too thick or too thin?**

Use only paper that meets SHARP specifications for weight as shown below.

Type	Specifications
Paper	16 lbs. to 110 lbs. index (60g/m^2 to 200g/m^2)
Banner	20 lbs. (75g/m^2)
Envelope	20 lbs. to 24 lbs. (75g/m^2 to 90g/m^2)
Card	110 lbs. index (110g/m^2 to 200g/m^2) Max. thickness: 0.012" (0.3mm)

CHECK6 **Trouble feeding stiff envelope or heavy paper?**

Feed them one at a time through the bypass.

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CHECK7   **Is the printer on a flat surface?**

The printer will not operate correctly when placed on an uneven surface. Use the printer on a flat surface.

CHECK8   **Is the paper curled or folded?**

Using curled or old paper may cause paper supply problems. The use of new paper is recommended.

CHECK9   **Did you fan the paper before placing into the paper tray?**

Fan the paper, and tap the edge against a flat surface to even the stack before loading into the printer.

CHECK10   **Is the setting for printing cards or envelops correct?**

When printing onto a card or envelope, insert it in portrait direction and make sure the correct side will be printed. When printing onto an envelope, be sure to turn the paper knob to (✉) direction to adjust the setting to fit the thickness.

Reference: See "LOADING PAPER" in the Setup Guide and Operation Manual for details on inserting cards and envelopes.
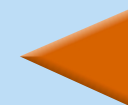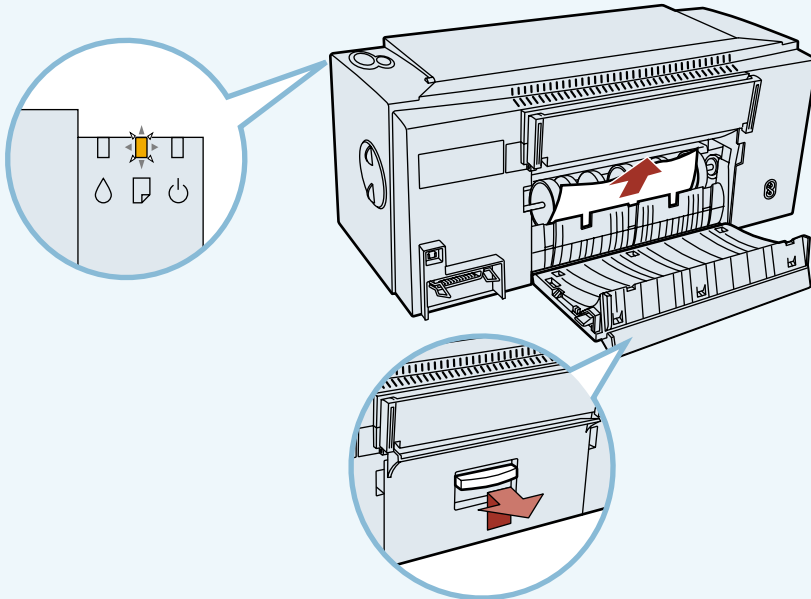
Paper Jam

If a paper jam occurs, refer to the steps below to remove the paper.
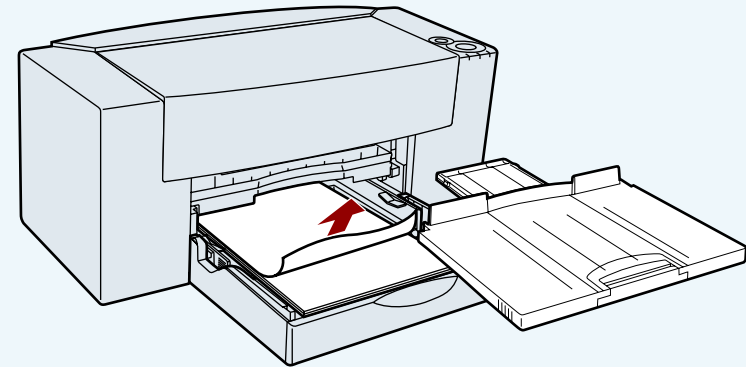
> **Note** When paper is jammed, the paper lamp will blink fast.

1 **Open the jam cover located on the rear of the printer to remove the jammed paper.**

Gently pull the jammed paper upward by holding both edges of the paper.

If you cannot remove the jammed paper from the jam cover, refer to the next step.

2 **Take off the output tray to remove the jammed paper.**

> **Caution** After removing the jammed paper, be sure to align the paper guide to the paper in the paper tray.

3 **Close the jam cover, insert the output tray and press the paper button.**

Make sure the paper lamp is not blinking.

> **Caution** If the jammed paper will not come out easily, try pulling in the opposite direction. Do not pull too hard as this may damage the printer mechanism. Do not re-use any sheets of paper that have jammed.

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If the power lamp of the printer does not light up after being turned on, or all of the lamps keep blinking for a long time, refer to the steps below.

CHECK1 **Is the power cord connected?**

Securely plug the power cord into the power connector of the printer and the electrical outlet. The power cord might not be inserted correctly. After firmly plugging in the printer, verify whether or not the power lamp has come on.

Reference: For details on connecting the printer to an electrical outlet, see "CONNECTING THE POWER CORD", in the Setup Guide and Operation Manual.

CHECK2 **Is the printer plugged into a working electrical outlet?**

Connect some other appliance to the electrical outlet to verify whether the power source is supplying power.

If all the lamps keep blinking

If all the lamps including the power lamp, the ink lamp, and the paper lamp are blinking, unplug the power cord from the printer, and then plug it again. If your printer still does not work, please call 1-800-BE-SHARP.

If nothing prints even when the power lamp is lit, please wait a few moments. The printer needs a longer time to process multicolored or intricate data. If the unit still does not print, refer to the check list below.

Check the connection between the printer and computer.

CHECK1 **Are the interface cables compatible with the printer and computer?**

Interface cables compatible with this printer are USB and parallel interface cables. If you are using any other type of interface cable, please change it to the recommended cable. Check if either type of interface is supported by your computer.

CHECK2 **Is the interface cable connected securely?**

Check if the interface cable is securely plugged into the connectors of the printer and computer. It is also advisable to ensure that the connector pins are not bent.

Reference: See "CONNECTING THE INTERFACE CABLE" in the Setup Guide and Operation Manual for more details on interface connection.

CHECK3 **Are any other USB peripherals being connected along with the printer?**

If other USB peripherals are connected through the same hub, disconnect them to see if the problem still exists.

Check your printer.

CHECK4 **Is the front cover properly closed?**

Check if the front cover of the printer is securely closed.

CHECK5 **Are the ink tanks and the print heads installed properly?**

Make sure the ink tanks and the print heads are installed properly.

Reference: See "INSTALLING THE PRINT HEADS AND INK TANKS" in the Setup Guide and Operation Manual for more details on inserting the ink tank or print head.

CHECK6 **Has a paper jam occurred?**

Open the jam cover and remove the jammed paper.

Reference: See Paper Jam, for more information on how to remove a paper jam.

CHECK7 **Can you print a test page?**

Depress the paper button on the printer for a few seconds to print a test page. If you can print a test page, there may be a problem not with the printer but with the computer or interface cable.

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Check your computer.

CHECK8 Is there enough computer memory or hard disk space?

To use this printer, you must have an adequate amount of hard disk space. If there is insufficient hard disk space, delete unnecessary files to increase the free space of the hard disk. If there is insufficient memory, close unnecessary applications to increase memory available for printing. If you are still unable to print, install more memory into your computer.

CHECK9 Is your printer selected correctly in the current application for the print job?

When choosing "Print" from the "File" menu located in applications, be sure you have selected the "SHARP AJ-1800" or "SHARP AJ-2000" displayed in the "Print" dialog box.

Check here
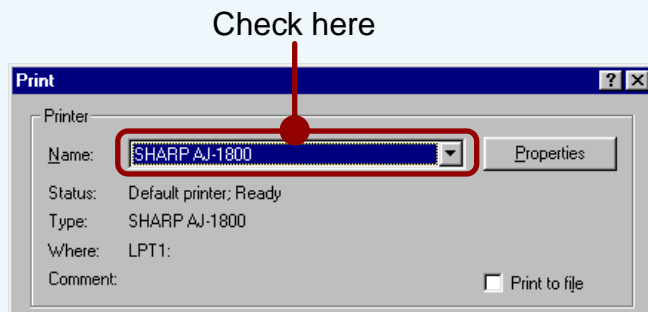
> **Note**
> If your operating system is Windows 2000, make sure that either of "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon is selected as the current printer.

CHECK10 Has the printer driver been installed properly?

Check if the printer driver has been installed, following the steps listed below.

1 Click the "Start" button, select "Settings" and then click "Printers".

2 Check if the "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon is shown in the "Printers" window.
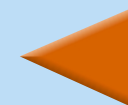

If you still cannot print after confirming the "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon, the printer driver may not have been installed correctly. In this case, you must uninstall the printer driver and install the printer driver again.

Reference: Uninstalling the Printer Driver

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If you cannot print even after following the steps shown in <u>Nothing Prints</u>, you must uninstall the printer driver and install the printer driver again.

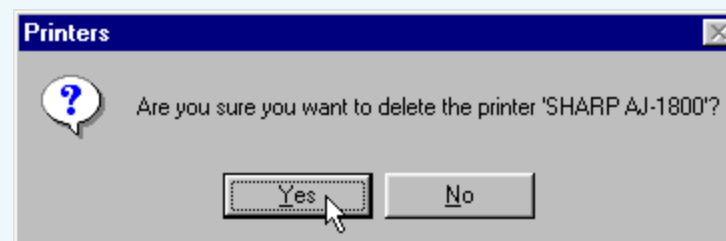Reference: See "INSTALLING THE PRINTER DRIVER" in the Setup Guide and Operation Manual.

> ⚠ **Caution**   Before uninstalling the printer driver, close all applications.

1 Click the "Start" button, select "Settings", and then click "Printers".

2 Right-click the "SHARP AJ-1800" or "SHARP AJ-2000" printer driver icon, and select "Delete" from the pop-up menu.

Create Shortcut
Delete
Rename

Properties
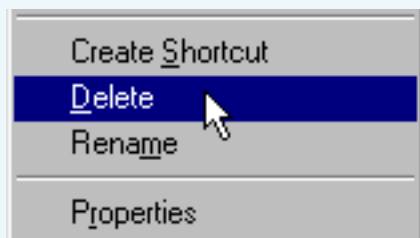
3 Click the "Yes" button in the confirmation dialog box.

Printers

❓ Are you sure you want to delete the printer 'SHARP AJ-1800'?

Yes   No

You have successfully completed uninstalling the printer driver.

If the print output is faint or uneven

If print output is faint or uneven, refer to checks 1 to 3 below for possible remedies.

CHECK1 **Has the paper been inserted into the printer with the print side facing the right way?**

Some types of paper have only one printable side. Print quality will suffer if paper is loaded in the tray with the print side facing the wrong way.

CHECK2 **Has the printer driver been specified to suit both paper and the print job?**

Open the properties dialog box, and follow the steps listed below.

1 Is the paper specified in the properties dialog box the same as that loaded in the tray?

Click the "Advanced" tab, and check if the "Media Type" setting matches the paper inserted in the tray.

2 Is the print quality setting in the properties dialog box set to "Draft"?

If the "Print Quality" setting in the "Advanced" tab is set to "Draft", you can print at higher speed but print quality may suffer as a result. Specify another setting, and then print again.

CHECK3 **Did you get a clear result for your test page?**

Print a test page to check the print quality. To print a test page, click the "Start" button of "Test print head" on the "Maintenance" tab of the print status window.

Reference: Test Print Head

If the print output is smeared

First turn the paper knob to the (✉) direction and print again. If the print output is still smeared,

CHECK1 **Is the paper too thick or too thin?**

Only paper weighing from 16 lbs. to 110 lbs. index ($60g/m^2$ to $200g/m^2$) can be used for printing.

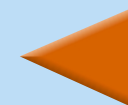**CHECK2** **Did you set sufficient margins in the paper settings of your application?**

If the margins are set outside of the quality guaranteed area, smudges or smears may appear at the upper and lower edges of the paper.
Set margins from your application to fit within the quality guaranteed area.

Reference: Quality guaranteed area

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If a document is printed skewed or partly off the paper, follow the steps listed below.

CHECK1 **Is the paper size loaded in the tray the same as that specified in the printer driver?**

Click the "Paper" tab in the properties dialog box, and check if the "Paper Size" options suit the size of the paper loaded in the tray. If the "Fit To Page" setting is activated, make sure that the paper size selected from the drop-down list of the "Print xxx on:" option is the same to the size of the loaded paper.

Example "Print Letter on:" Index card 5" x 8"

CHECK2 **Is the orientation of document setting correct?**

Click the "Main" tab in the properties dialog box, and verify if the "Orientation" option is set to your requirements.

CHECK3 **Did you correctly select the desired value for "N-Up Printing"?**

Confirm the selected value for "Original Size" when "2-Up" or "4-Up" has been selected for "N-Up Printing". If you have selected a smaller paper size than the document size of your application, the image outside the printable area is not printed.

CHECK4 **Is the paper loaded correctly?**

If a document is physically damaged as it is output or the image is skewed on the paper discard the jammed sheet, reinsert the paper supply and print again. Insert the paper so that there is no visible space between the paper and the paper guides.

Reference: See "LOADING PAPER" in the Setup Guide and Operation Manual for more details on inserting paper.

CHECK5 **Did you correctly specify the margins for the application in use?**

Check the layout of the document margins and the paper size settings for the application you are using. Also check if the print settings are specified correctly to suit the paper size.

Reference: Quality guaranteed area
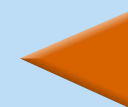
When printed lines are not straight, or have blank spaces, follow the steps listed below.

1 **Specify the print quality setting in the printer driver.**

Click the "Advanced" tab located in the properties dialog box, and check if the "Print Quality" option is set to "Sharp Special", "Normal" or "Best".
If you change the setting from "Draft" to any other option and printed lines are still poor, go to step 2.
Reference: "Advanced" Tab Settings

2 **Align the print head.**

Click the "Maintenance" tab of the print status window and then click "Start" button of "Print alignment patterns" to align the print head.
Reference: Aligning the Print Head

Unit does not Print in Color

If you are unable to print a document in color, refer to the check list below.

CHECK1 **Is the printer driver set to the color print option?**

Click the "Advanced" tab in the properties dialog box, and change the "Output Type" setting to "Color".

Reference: "Advanced" Tab Settings

CHECK2 **Does the application you are using support color printing?**

Some applications may not support color printing. Use an application that supports color printing.
For more information, see your application's manual or help file.

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Printing is too Slow
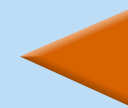
When execution time of a print job is slow, refer to the check list below.

CHECK1 **Does your computer have sufficient memory?**

If you are using a number of applications, memory may not have enough space to process the print job. Try closing all other applications to increase the amount of memory available for printing. If printing is still excessively slow, you may have to add more memory into your computer.

CHECK2 **Is your hard disk fragmented?**

When data is frequently stored/deleted, the hard disk may become fragmented causing a reduction in printing speed. In this case it is recommended to defragment your hard disk. You may use the Windows tools or a commercially available hard disk defragmenting tool.

CHECK3 **Is the size of the print job too large?**

It is recommended to reduce the size of the file by lowering the resolution of the print data.

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