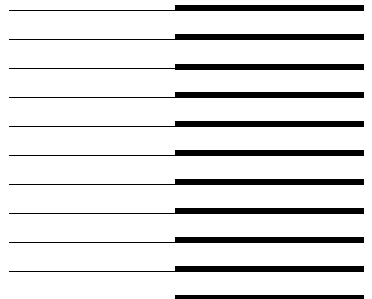


# Océ TCS400

Self support guide





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# Océ Technologies B.V.

## Trademarks

Products in this manual are referred to by their trade names. In most, if not all cases, these designations are claimed as trademarks or registered trademarks of their respective companies.

## Safety information

This manual contains the following safety information.

- Instructions for safe use.  
You are advised to read this information before you start to actually use the system.  
Technical safety information such as safety data sheets can also be found in this chapter.
- Where applicable, attentions are used throughout this guide to point out safety precautions to be taken.

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# Chapter 1

## Self support tips (GB)



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# What to do when a problem occurs

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## Correct a problem

### When a problem occurs on your system, do the following

- 1 Use the wizards  
Use the on-line / off-line key (key 4 on the folded cover) on the printer operator panel to go off-line to the wizard selection screen.
- 2 Use the user manual on the documentation CD-ROM for detailed descriptions about how to correct problems.

### Use the wizards to correct problems

Use the wizards to do one of the following.

- 1 Use the 'Feed & cut' wizard to cut the output or to clean cut a roll of media. Chapter 6 of the user manual includes complete information about how to use this wizard.
- 2 Use the 'Change media type' wizard to change the media type defined on the system. Define the correct media for optimal output quality
- 3 Use the 'Optimise print quality' wizard as a final option to correct the problems with the print quality. (see '*Use the wizards to achieve optimal output quality*' on page 12)
- 4 Use the 'Replace printhead' wizard to replace a defective printhead. (see '*Use the Replace printhead wizard to change a defective printhead*' on page 14)
- 5 Use the 'Replace cassette' wizard to replace the maintenance cassette. Chapter 8 of the user manual includes complete information about this wizard.
- 6 Use the 'Configure system' wizard to check the network settings. When you do not have a keyboard, mouse and monitor with your controller, you can also use the 'Configure system' wizard to clear the set memory. Chapter 3 of the user manual includes complete information about this wizard.

### Use the user manual on the documentation CD-ROM to correct problems

When the information in this guide does not completely support you while you use the Océ TCS400, refer to the user manual on the user documentation CD-ROM for more information.

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# What to do when you are not satisfied with the output quality

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## Achieve optimal output quality

### Introduction

The Océ TCS400 offers 2 methods to check the print quality.

- Make a quality check print
- Make a demo print.

On the system information card on the on-line screen of the printer, use the lower softkey for 'Demo prints' (key 6 on the folded cover) to enter the menu with the quality check print and the demo print.

Chapter 7 of the user manual includes a section about how to check the print quality.

### When you are not satisfied with the output quality, use the following procedure

- 1 First, make sure that you load and define the **correct media type** on the printer. Use the 'Change media type' wizard, to load a media roll and to change the media type defined on the system.  
Then, make sure you define the correct media type for your job.  
The following problems are never connected to media. Ignore the above steps for these problems and directly continue with step 3. (see '*Important points for the sending of print jobs*' on page 15)
  - The length and width measurements are different from the original
  - The coloured lines are not well aligned
  - Missing sections in lines or stepped lines
  - Missing parts of characters
  - Drop-out caused by nozzle problems.
- 2 Make sure you defined the **correct print mode** for your job. (see '*Define the correct job settings for optimal output quality*' on page 9).

- 3 Finally, when you have defined the correct media and the correct print mode, and you are still not satisfied with the output quality, use the wizards to achieve optimal output quality. (see ‘*Use the wizards to achieve optimal output quality*’ on page 12).

Chapter 7 of the user manual includes a table with recommended media types and print modes for the different types of jobs.

Chapter 7 of the user manual includes a table with a complete overview of the settings and the methods to correct specific problems with the output quality.



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## Define the correct job settings for optimal output quality

### Definition

To get optimal output quality, define the correct print modes.

Use the following order to define the print modes.

- 1 Define the correct media settings.  
The website <http://supplies.oce.com> includes information about the correct media settings for your jobs.
- 2 Define the correct 'Colour mode'.
- 3 Define the correct 'Print quality mode'.
- 4 Define the correct 'Content mode'.

Chapter 7 of the user manual includes information about the recommended job settings for your jobs.

### Define the correct colour mode

When	Then
The original is in colour and the printed output requirement is colour	set the 'Colour mode' to 'Colour'
The original is in colour and the printed output requirement is greyscale	set the 'Colour mode' to 'Greyscale'
The original is greyscale	set the 'Colour mode' to 'Greyscale'

[1] Define the correct colour mode

## Define the correct print quality mode

<b>When</b>	<b>Then</b>	<b>Example</b>
Speed is the most important requirement.	Set the 'Print quality mode' to 'Check'	Use this mode, for example, to check if all the information is visible on the printed output.
The speed requirement and the print quality requirement are balanced. .	Set the 'Print quality mode' to 'Release'.	Use this mode, for example, to approve bid-sets or for internal releases of drawings
The quality is the most important requirement.	Set the 'Print quality mode' to 'Presentation'	Use this mode, for example, to present drawings to the customers.

[2] Define the correct print quality mode

## Define the correct content mode

<b>When</b>	<b>Then</b>
The job contains filled areas in vivid colours and quality is an important requirement	Set the 'Content mode' to 'Area fills'
The job does not contain filled areas in vivid colours	Set the 'Content mode' to 'Lines / text'

[3] Define the correct content mode

## Use the print modes to correct typical inkjet artefacts

When	Then
Ink saturation causes the media to cockle	Set the 'Content mode' to 'Area fills'
The print contains regular horizontal light or dark bands	<ul style="list-style-type: none"> <li>■ Set the 'Print quality mode' to 'Presentation'</li> <li>■ Set the 'Content mode' to 'Area fills'</li> </ul>
The filled areas contain white stripes	<ul style="list-style-type: none"> <li>■ Set the 'Print quality mode' to 'Presentation'</li> <li>■ Set the 'Content mode' to 'Area fills'</li> </ul>
The coloured lines are not well aligned or blurred	<ul style="list-style-type: none"> <li>■ Set the 'Print quality mode' to 'Presentation'</li> <li>■ Set the 'Content mode' to 'Lines / text'</li> </ul>
The colour of one area or line runs into the colour of another area or line	Set the 'Print quality mode' to 'Presentation'
Parts of lines are missing or lines are stepped	Set the 'Content mode' to 'Lines / text'
Parts of characters are missing	Set the 'Content mode' to 'Lines / text'
On high gloss photo paper the individual ink drops merge on the media	Set the 'Print quality mode' to 'Release' or to 'Presentation'
The length and width measurements are different from the original	Set the 'Print quality mode' to 'Presentation'

[4] Use the print modes to correct typical inkjet artefacts

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# Use the wizards to achieve optimal output quality

## When to do

Before you start the 'Optimise print quality' wizard, first check the following.

- Did you define the correct media type for your job? Define the correct media for optimal output quality
- Did you define the correct print mode settings for your job? (see '*Define the correct job settings for optimal output quality*' on page 9)

After you checked that you used the correct media and the correct print modes, use the 'Optimise print quality' wizard to solve the following problems on your printed output.

- Regular horizontal light or dark bands on the output
- White stripes in filled areas
- The length and width measurements are different from the original
- The coloured lines are not well aligned or blurred
- Missing sections in lines or stepped lines
- Parts of characters are missing
- Drop-out caused by nozzle problems.

Chapter 7 of the user manual includes complete information about how to optimise the print quality.

## Before you begin

During the 'Optimise print quality' wizard, the system does a calibration. The calibration is only possible on one of the following media types indicated below. Before you start the wizard, first load and define one of these media types on the printer.

- Standard paper
- Premium coated paper
- Bond
- Coated bond
- Matt photo paper
- High gloss photo paper
- Deluxe bond.

## How to start the Optimise print quality wizard

- 1 Press the on-line / off-line key (key 4 on the folded cover) to set the printer off-line.
- 2 Press the lower softkey for 'Optimise print quality' (key 6 on the folded cover) to enter the wizard.
- 3 Follow the steps of the wizard.
- 4 When there are no defective printheads, you can do a printhead alignment. When you select 'No', the system returns to the off-line menu.
- 5 When there are printheads with defective nozzles, you can not do a printhead alignment.  
When there are printheads with defective nozzles, you can do the following.
  - Continue the printing without the enabling of the fallback mode. The output quality is not optimal.
  - Enable the fallback mode to continue the printing with optimal output quality.
  - Enter the 'Replace printhead' wizard to replace the defective printhead.

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# What to do when the system indicates a defective printhead

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Use the Replace printhead wizard to change a defective printhead

## When to do

The system indicates the defective printhead. Only replace the printhead indicated by the system.

Chapter 8 of the user manual includes complete information about how to replace a defective printhead.

## Before you begin

During the 'Replace printhead' wizard, the system does a calibration. The calibration is only possible on of the following media types.

- Standard paper
- Premium coated paper
- Bond
- Coated bond
- Matt photo paper
- High gloss photo paper
- Deluxe bond.

## How to start the Replace printhead wizard

---

**Attention:** *Only open the top cover when the wizard prompts you.*

- 1 Press the on-line / off-line key (key 4 on the folded cover) to set the printer off-line.
- 2 Press the lower softkey for 'Replace printhead' (key 6 on the folded cover) to enter the wizard.
- 3 Follow the steps of the wizard.
- 4 At the end of the wizard, the printer calibrates.  
When the calibration is completed, the screen displays the calibration status.

---

# What to do when you have problems with the sending of print jobs

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## Important points for the sending of print jobs

Before you send print jobs to the Océ TCS400, remember the following.

- The values defined in the Océ Settings Editor are default values for the system. You can define a number of job settings in the printer drivers or the job submission tools. The settings defined in the printer drivers or the job submission tools always overrule the settings defined in the Océ Settings Editor.

Chapter 10 of the user manual and the on-line help in the Océ Settings Editor include complete information about the Océ Settings Editor

- Make sure that the media type and size defined in your job match the media type and size defined on the printer.
- Make sure that you define the correct print mode for your job.
- Make sure that you define the correct media type for your job.
- Make sure that you define the correct job settings. For example, orientation, rotate, shift, and 'Automatic roll switch'. The section about the correct media types for your jobs describes the job settings you can use with the different media types and sizes.

A job submission tool like Océ Print Exec® Workgroup, provides you with information about the media defined on the system. The printer drivers do not give this type of information. When you use the printer drivers to send your jobs, use Océ Remote Logic to view information about the media defined on the printer in the Océ System Control Panel.

Chapter 4 of the user manual includes more information about how to send print jobs to the Océ TCS400.

Chapter 6 includes more information about how to define the correct media settings for your jobs.





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# Chapter 2

## Safety information (GB)



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# Instructions for safe use

## Introduction

Océ designed products are tested in accordance with the strictest international safety standards. It is important that you observe the safety rules included in this appendix to help assure safe working with the Océ TCS400.

## Maintenance

- Do not remove any screws from fixed panels.
- Do not do any maintenance activities other than the maintenance activities for the parts and the maintenance materials described in this manual.
- Do not place any liquids on the machine.
- Use maintenance materials and other materials for their original purpose only.
- Keep maintenance materials away from children.
- Do not mix cleaning fluids or other substances.
- To avoid the risk of introducing hazards, all modifications to Océ equipment are strictly reserved to properly qualified and trained service technicians.

## Connection

**Attention:** *Do not move the machine yourself, but contact your Customer Service.*

*It is recommended to connect only those products which meet the (inter)national product safety and radio frequency interference standards, and to use an attachment cable as specified by Océ.*

- If for some reason you have to move the machine yourself, please make sure that the mains power point has the right fuse capacity. See the Océ TCS400 safety data sheet in this appendix for information about maximum current.
- Do not bridge any mechanical or electrical circuit breakers.
- Do not use an extension lead to connect the machine.
- This machine is not designed for connection to an IT power system. An IT power system is a voltage network in which the neutral wire is not connected to earth.
- When the machine is connected through a wall socket, place the machine near a wall socket that is easily accessible.
- When the machine is connected through a fixed connection to the electricity grid, the disconnect device in the fixed connection must be easily accessible.

## Surroundings

- Make sure that the machine is placed on a level, horizontal surface of sufficient strength. See the Océ TCS400 safety data sheet in this appendix for information about the weight of the equipment.
- Make sure there is sufficient space around the machine. This facilitates reloading materials as well as maintenance.
- Do not place the machine in rooms which are subject to excessive vibration.
- Do not place the machine in rooms which are too small or insufficiently ventilated. See the Océ TCS400 safety data sheet in this appendix for information about space and ventilation requirements.

## General

- Always use materials recommended by Océ and developed for the Océ TCS400. Materials not approved by Océ can cause faults in your machine.
- Do not use the machine when it is emitting unusual sounds. Remove the plug from the power socket or turn off the fixed connection to the electricity grid and contact Customer Service.

**Note:** *This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.*

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# Safety data sheets

## Introduction






The disclaimer below applies to all safety data sheets in this manual. Contact your local Océ organisation for questions about Océ products regarding health, safety and environment. You can find the address of your local Océ organisation in appendix C of this manual.

## Disclaimer

The safety data sheets in this manual have been compiled to the best of our knowledge. They are intended as a compact guide to the safe handling of this product. We reserve the right to revise safety data sheets, as new information becomes available. It is the user's responsibility to determine the suitability of this information for the adoption of safety precautions as may be necessary. It is the user's responsibility to contact Océ to make sure that the safety data sheets are the latest ones issued. If and in so far as limitation of liability is permitted under the applicable laws, we do not accept liability for any inaccuracy that may occur in this information.

**Note:** *Not all safety data sheets were available at the moment this manual was published. The Océ organisation in your country will be pleased to send you a copy of the missing sheets. You can find the address of the Océ organisation in your country in appendix C of the user manual.*

## Product safety data sheet Océ TCS400 printer

PRODUCT SAFETY DATA SHEET			
Océ-(UK), Ltd		Number E-756-a-UK Date September 2002	
<b>Model</b>	<b>Océ TCS400</b>		
<b>Description</b>	console model, wide format inkjet printer		
<b>Max. process speed</b>	1,0 A0/min		
<b>Dimensions</b>	<b>Width</b>	1960 mm	
	<b>Depth</b>	743 mm	
	<b>Height</b>	1461 mm	
<b>Weight</b>		180 kg	
<b>Voltage</b>	230 V		
<b>Frequency</b>	50-60 Hz		
<b>Current-rated</b>	2,0 A		
<b>Building fuse</b>	16 A		
<b>Power consumption, stand-by</b>	110 W		
<b>Power consumption, operation</b>	160 W		
<b>EPA ENERGY STAR®</b>	* <b>Power consumption sleep mode</b> < 39 W (exclusive of the controller: 46 W)		
<b>Mains connection</b>	Cable with plug		
<b>Safety class</b>	I (IEC 536) Protective earth connection		
<b>Protection class</b>	IP 20 (IEC 529)		
<b>Sound pressure level (at bystander position)</b>	<b>Standby</b>	<b>In operation</b>	
	28 dB(A)	main body 50 dB(A)	
<b>Sound power level</b>	44 dB(A)	main body 65 dB(A)	
<b>Radio interference</b>	Complies with Directive 89/336/EEC		
<b>Radiation</b>	not applicable		
<b>Heat emission</b>	Standby 110 W; at continuous operation 160 W		
<b>Ozone emission</b>	not applicable		
<b>Room volume</b>	Recommendation: min.15 m <sup>3</sup>		
<b>Room ventilation</b>	Recommendation: min. 7,5 m <sup>3</sup> /h (natural ventilation)		
<b>Consumables</b>	Océ TCS400 Inks (Océ Material Safety Data Sheet E-235)		
<b>Additional safety information</b>	None		
CE-Compliance	Approved according to Low Voltage Directive 73/23/EEC	Approved according to EMC Directive 89/336/EEC	EPA ENERGY STAR®
			



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The content of this safety data sheet is subject to the disclaimer of liability on page (see 'Disclaimer') of this manual.

## Material safety data sheet Océ inks Océ TCS400

This safety data sheet was not available at the time this manual was published.

# Product safety data sheet Océ TCS400 scanner

PRODUCT SAFETY DATA SHEET		
Océ (UK) Limited		Number E-760-a-UK Date June 2003
<b>Model</b>	<b>Océ TCS400 Scanner</b>	
<b>Description</b>	Wide format colour scanner	
<b>Scan width</b>	40"	
<b>Scan speed</b>	0,5 m/min	
<b>Dimensions</b>	<b>Width</b>	1340 mm
	<b>Depth</b>	490 mm
	<b>Height</b>	1070 mm
<b>Weight</b>	102 kg	
<b>Voltage</b>	100-240 V	
<b>Frequency</b>	50-60 Hz	
<b>Current-rated</b>	1,1-0,45 A	
<b>Power consumption, plug-in</b>	58 W (incl user interface)	
<b>Power consumption, stand by</b>	104 W (incl user interface)	
<b>Power consumption, operation</b>	119 W (incl user interface)	
<b>Mains connection</b>	Cable with plug	
<b>Safety class</b>	I (IEC 536) Protective earth connection	
<b>Protection class</b>	IP X0 (IEC 529)	
<b>Sound pressure level (at operator position)</b>	<b>Standby</b> 26 dB(A)	<b>In operation</b> main-body 51 dB(A); impulse L <sub>p</sub> = 8 dB(A)
<b>Sound power level</b>	37 dB(A) main-body 61 dB(A)	
<b>Radio interference</b>	Complies with Directive 89/336/EEC and FCC rules and regulations, part 15 Class A.	
<b>Radiation</b>	Below the Threshold Limit Values for UV, Visible and IR radiation (TLV list of ACGIH)	
<b>Heat emission</b>	Standby 104 W; in operation 119 W	
<b>Ozone emission</b>	Not applicable	
<b>Room volume</b>	Recommendation: min. 15 m <sup>3</sup>	
<b>Room ventilation</b>	Recommendation: min. 7.5 m <sup>3</sup> /h (natural ventilation)	
<b>Use simulation at random operation</b>	Not applicable	
<b>Consumables</b>	Not applicable	
<b>Additional safety information</b>	None	
CE-Compliance	Listed according to standard UL 1950 and CAN/CSA-C22.29 No.950	
 		

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# EPA ENERGY STAR®

## Introduction

Océ-Technologies B.V. has joined the ENERGY STAR® Program of the United States Environmental Protection Agency (EPA). The purpose of the ENERGY STAR® Program is to promote the manufacturing and marketing of energy-efficient equipment, thereby potentially reducing combustion-related pollution. Using the energy management features outlined below prevents unnecessary power consumption, which helps to prevent air pollution from electricity generating plants and saves money on your utility bills.

As an ENERGY STAR® Partner, Océ-Technologies B.V. has determined that this printer model meets the ENERGY STAR® guidelines for energy efficiency.

See the Product Safety Data Sheet in this appendix for power use data.

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**Attention:** *If this printer is upgraded to a multifunctional device by adding a wide format colour scanner, the system does not comply with the ENERGY STAR sleep mode specification for a wide format multifunction device. The ENERGY STAR® logo which appears in the printer operator panel only refers to the printer.*

## Features

The EPA ENERGY STAR® Criteria for printers involves the following feature.

- Sleep mode

The power use of some functions is automatically decreased to save energy. The printer enters the sleep mode 30 minutes after the last print job is completed. The key operator can adjust this default time within a range between 30 and 240 minutes.

It is suggested to determine the appropriate default time for your work pattern by changing the setting in steps of 30 minutes and testing each setting for at least a week. Only if this limit of 240 minutes still causes sizable inconvenience, due to your usage pattern, the key operator can disable the sleep mode.





ENERGY STAR® is a U.S. registered mark.



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