

# Level One Printer Troubleshooting

Below is a guide on how to troubleshoot and resolve basic, level-one printer issues. IPS Laser Express is requiring customers to perform these types of repairs before placing service calls.

## Feeding/Jamming Issues

1. Verify paper tray is installed fully and set correctly.
  - a. Most paper trays have rails and bumpers to ensure paper is kept correctly in place. The paper in the tray should be touched on all four sides by a part of the paper tray. The railing can usually be arranged by pinching a spring loaded piece and sliding the railing toward the paper until it touches.
  - b. If the tray doesn't close all of the way, remove the tray completely to inspect for loose paper. Most trays will separate from the associated device by lifting it at a 30-45 degree angle once it is fully pulled out (it works a lot like a cabinet drawer, fully extend and then lift a little).
2. Open all access doors and remove the toner cartridge and check for jams. Most manufacturers color code the parts that are helpful in removing jams. The most common colors are green and blue. They denote latches, hand cranked gears, and access points that are end user safe to manipulate in the removal of paper.

ERROR ON DISPLAY	
Error	Possible Solution
"Calibrating" for a long period of time.	Verify pull strips were removed from toners.
10.XX.YY or memory supply error YY Description	Replace toner cartridge 00 = Black Cartridge 01 = Cyan Cartridge 02 = Magenta Cartridge 03 = Yellow Cartridge
13.XX Paper Jam	See feeding/jamming errors (left)
49.XX	Clear print queue
80 or 81 EIO Error	Replace network card

## Image Quality Issues

1. If print is light or faded, verify that the shipping tab was removed from the toner cartridge.
2. Replace the toner cartridge that is causing the image defect.
  - a. Defective toners can cause repetitive defects on paper (dots running every 3-5 inches down the page).
  - b. Defective toners can also cause lines down the page if the drum is scratched.
  - c. Take note of the color of the defect on color printers (black, red, blue, yellow defects). Color printers have four toner cartridges; normally only one cartridge is the culprit.
3. If the defects are lines on copies or faxes, check the scanner glass for dirt or marks.
  - a. Clean all glass surfaces with a streak-free cleaner (Windex type product).
  - b. Dirt may have to be picked off with a finger nail (white out and glue resin from Post-it-like products harden on the warm glass and can require a few cleaning attempts).
  - c. Note if the line goes "off the page". All copiers scan to a framed border around the paper. A line caused by the scanner will stop at the sides of the paper with about a 1/8 white border around the paper. If the line goes all the way to the edges with no white right at the edges, then the toner cartridge is actually putting the line on the page (see #2 above).

*If these issues cannot be resolved by the end user, please contact IPS at 610-323-2913 for further assistance with troubleshooting. Have the device's make, model, type (N, DN, TN, etc. - if applicable) and serial number/IPS ID # ready. Also, note the EXACT error code displayed on the screen (if applicable). IPS may also request, via email or fax, print outs (samples of defect, configuration pages or error logs) to assist the technician in the diagnosis. If the problem cannot be resolved via phone or email support, a service call will be placed.*



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**If a technician is dispatched to your location and a level one repair is performed, you may be charged a flat rate of \$125.00 based on the terms of your agreement.**