

Océ | Self support guide

Océ TCS500

Océ TCS500 Self support guide

Océ-Technologies B.V.

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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)

What to do when a problem occurs

Correct a problem

When a problem occurs, there are two options.

- 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.
- 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.

- Use the 'Feed & cut' wizard to cut the output or to clean cut a roll of media. Chapter 7 of the user manual includes complete information about how to use this wizard.
- Use the 'Change media type' wizard to change the media type defined on the system. *'Define the correct job settings for optimal output quality' on page 9*
- Use the 'Optimize print quality' wizard as a final option to correct the problems with the print quality. *"on page 13*
- Use the 'Replace printhead' wizard to replace a defective printhead. *"on page 15*
- Use the 'Replace cassette' wizard to replace the maintenance cassette. Chapter 10 of the user manual includes complete information about this wizard.
- 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 4 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 TCS500, refer to the user manual on the user documentation CD-ROM for more information.

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

Achieve optimal output quality

Introduction

The Océ TCS500 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 print' (key 6 on the folded cover) to enter the menu with the quality check print and the demo print.

Chapter 8 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. Make sure that you load and define the **correct media type** on the printer.
Load a media roll and use the 'Change media type' wizard to change the media type defined on the system.
2. 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. *'Important points for the sending of print jobs' on page 17*
The length and width measurements are different from the original
The colored lines are not well aligned
Missing sections in lines or stepped lines
Missing parts of characters
Drop-out caused by nozzle problems.
Make sure you defined the **correct print mode** for your job. *'Use the wizards to achieve optimal output quality' on page 13.*
3. 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. *'Use the wizards to achieve optimal output quality' on page 13.*



Note:

Chapter 8 of the user manual includes a table with recommended media types and print modes for the different types of jobs.



Note:

Chapter 8 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.

Define the correct job settings for optimal output quality

Introduction

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 'Color mode'.
3. Define the correct 'Print quality'.

Chapter 8 of the user manual includes information about the recommended job settings for your jobs.

Definition

Define the correct color mode

Define the correct color mode

When	Then
The original is in color and the printed output requirement is color	set the 'Color mode' to 'Color'
The original is in color and the printed output requirement is grayscale	set the 'Color mode' to 'Grayscale'
The original is grayscale	set the 'Color mode' to 'Grayscale'

Define the correct print quality

Define the correct print quality mode

When	Then	Example
Speed is the most important requirement.	Set the 'Print quality' 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' to 'Release'.	Use this mode, for example, to approve bid-sets or for internal releases of drawings

When	Then	Example
The quality is the most important requirement.	Set the 'Print quality' to 'Presentation'	Use this mode, for example, to present drawings to the customers.

How to correct typical inkjet artifacts

Use the print modes to correct typical inkjet artifacts

When	Then
Ink saturation causes the media to cockle	<ul style="list-style-type: none"> ■ Use coated media. ■ Use the default drying time. ■ Remove the printer from areas of high humidity.
The print contains regular horizontal light or dark bands	<ul style="list-style-type: none"> ■ The media type defined on the printer must be the same as media roll available on the printer. When the media type defined on the printer is not the same as the media available on the printer, use the 'Change media type' wizard to change the media type ■ Use the 'Presentation' quality mode ■ Use the 'Optimize print quality' wizard to correct the problem.
The filled areas contain white stripes	<ul style="list-style-type: none"> ■ Use the 'Presentation' quality mode ■ Use the 'Optimize print quality' wizard to correct the problem.
The colored lines are not well aligned or blurred	<ul style="list-style-type: none"> ■ Use the 'Presentation' quality mode ■ Use the 'Optimize print quality' wizard to correct the problem. ■ When failing printheads cause this problem, use the 'Replace printhead' wizard to replace the failing printheads.

When	Then
The color of one area or line runs into the color of another area or line	<ul style="list-style-type: none"> ■ The media type defined on the printer must be the same as the media available on the printer. When the media type defined on the printer is not the same as the media available on the printer, use the 'Change media type' wizard to change the media type ■ Use coated media ■ Use the default drying time ■ Remove the printer from areas of high humidity.
Parts of lines are missing or lines are stepped	<ul style="list-style-type: none"> ■ Use the 'Presentation' quality mode ■ Use the 'Optimize print quality' wizard to correct the problem. ■ When failing printheads cause this problem, use the 'Replace printhead' wizard to replace the failing printheads.
Parts of characters are missing	<ul style="list-style-type: none"> ■ Use the 'Presentation' quality mode ■ Use the 'Optimize print quality' wizard to correct the problem.
On high gloss photo paper the individual ink drops merge on the media	Coalescence occurs in the 'Check' mode when you print on high gloss photo paper. Use the 'Release' or 'Presentation' quality mode

When	Then
The length and width measurements are different from the original	<ul style="list-style-type: none">■ Make sure you defined the correct scale settings■ Use the 'Presentation' quality mode■ Use the 'Optimize print quality' wizard to correct the problem.■ In case of a media length deviation, adjust the setting Key Operator - Printer - Media settings - Cut length correction in the Océ Settings Editor.■ In case of a image length deviation, set the Key Operator - Printer - Vertical print optimization to 'Size accuracy' and adjust Key Operator - Printer - Image length correction in the Océ Settings Editor.

Use the wizards to achieve optimal output quality

When to do

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

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

After you checked that you used the correct media and the correct print modes, use the 'Optimize 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 colored 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 8 of the user manual includes complete information about how to optimize the print quality.

Before you begin

During the 'Optimize 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.

- Draft paper
- Standard paper
- Premium coated paper
- Bond
- Coated bond
- Matt photo paper
- High gloss photo paper
- Deluxe bond
- Recycled plain paper
- Plain paper coated

How to start the Optimize 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 'Optimize print quality' (key 6 on the folded cover) to enter the wizard.
3. Follow the steps of the wizard.
4. The screen displays feedback about the calibration process. The system does a nozzle failure recovery and alignment. You can stop the process at any time. Press the key for 'Cancel' to stop the calibration process. In case more than 75 nozzles fail, a 'Printheads failing' message appears. Then you must replace the printhead, using the 'Replace printhead' wizard .

What to do when the system indicates a defective printhead

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 10 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 one of the following media types.

- Draft paper
- Standard paper
- Premium coated paper
- Bond
- Coated bond
- Matt photo paper
- High gloss photo paper
- Deluxe bond
- Recycled plain paper
- Plain paper coated

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.
At the end of the wizard, the printer calibrates.
4. When the calibration is completed, the screen displays the calibration status.

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

Important points for the sending of print jobs

Definition

Before you send print jobs to the Océ TCS500, 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 5 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 you define the correct print mode for your job.
- Make sure that you define the correct job settings. For example, orientation, rotate, shift, and automatic roll switching. The section about the correct media types for your jobs describes the job settings you can use with the different media types and sizes.
- Make sure that you define the correct media type for your job.



Note:

When the requested media type is not available on the printer, the printer will give a media request. The job is then placed on hold in the print queue. After the correct media is loaded on the printer and after you 'Resume' the job, the job will be printed. When the job is placed on hold in the print queue, you can also select another media roll for your job, with the option 'Settings''Job properties' in the Océ Queue Manager.

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 7 of the user manual includes more information about how to send print jobs to the Océ TCS500.

Chapter 7 includes more information about how to define the correct media settings for your jobs.

Chapter 2

Safety information (GB)

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 TCS500.

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 TCS500 safety data sheet in this appendix for information about maximum current.
- Do not open more than one drawer at the same time.
- 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 ground.
- 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 TCS500 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 TCS500 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 TCS500. 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 B product.

Safety data sheets




Introduction

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

Product safety data sheet Océ TCS500 printer

PRODUCT SAFETY DATA SHEET				
		Number E-795-a-US Date August 2005		
Model	Océ TCS500			
Description	console model, wide format inkjet printer			
Max. process speed	1,0 A0/min			
Dimensions	Width	1958 mm		
	Depth	1034 mm		
	Height	1465 mm		
Weight		180 kg		
Voltage	230 V	100 V	120 V	
Frequency	50-60 Hz	50-60 Hz	60 Hz	
Current-rated	2,0 A	9,0 A	9,0 A	
Building fuse	16 A	16 A	16 A	
Power consumption, stand-by	160 W			
Power consumption, operation	205 W			
EPA ENERGY STAR®	59 W			
* Power consumption sleep mode	Cable with plug			
Mains connection	I (IEC 536) Protective earth connection			
Safety class	IP 20 (IEC 529)			
Protection class	IP 20 (IEC 529)			
Sound pressure level (at operator position)	Standby		In operation	
Sound power level	$L_{pA} = 33$ dB(A)		$L_{pA} = 47$ dB(A)	
Radio interference	$L_{WA} = 52$ dB(A)		$L_{WA} = 66$ dB(A)	
Radiation	Complies with Directive 89/336/EEC and FCC rules and regulations, part 15 Class A.			
Heat emission	not applicable			
Dust concentration	Standby 160 W; at continuous operation 205 W			
Ozone emission	< 0,01 mg/ m ³			
Room volume	not applicable			
Room ventilation	Recommendation: min. 15 m ³			
Consumables	Recommendation: min. 7,5 m ³ /h (natural ventilation)			
Additional safety information	Océ TCS500 Inks (Océ Material Safety Data Sheet E-260)			
	Listed according to standard UL 60950-1 and CAN/CSA-C22.2 No. 60950-1-03			EPA ENERGY STAR®
				
	LISTED 927F INFORMATION TECHNOLOGY EQUIPMENT E 69871			
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The content of this safety data sheet is subject to the disclaimer of liability on page [‘Disclaimer’](#) on page 22 of this manual.

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.



Attention:

If this printer is upgraded to a multifunctional device by adding a wide format color 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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