Troubleshooting

This e-Guide helps you to understand problems you might have when using the SP35 printer and how to address those problems.

Is it really trouble?

The following table provides a quick guide to help you get started troubleshooting. Pick the problem that is most like yours (or use the Contents to locate the section you are interested in).

Problem	Is it trouble?	Why? What do I do?
A message appears.	No.	Messages don't mean trouble--messages are expected during normal operation. See help for the message to address the problem.
The printer beeps and the status light flashes, but no message appears.	Probably not.	This is problem can be the result of: • Changing the printer name or the printer port (restart Windows to fix the problem). • Pausing the printer when making a printer test card (power-on test card). Press the Ready button to resume printing. • Communication problems. See Locating the problem for steps to follow.
The same message (or series of messages) appears repeatedly, and the solutions listed in help do not fix it.	Yes, part of the printer might be broken.	You should call your service provider after you have tried all the solutions listed in help.
I send a card to print from the PC, but it does not print.	Maybe.	Communication problems can usually be fixed. Rarely, they are the result of a printer problem. See Locating the problem for steps to follow.
I installed the driver, but the printer does not print cards.	Probably not.	This is usually a result of communication problems and can often be fixed. See Locating the problem for steps to follow.
Cards are scratchy.	Probably not.	You can fix this problem, because it is probably due to the card stock, the environment in which you print, or how you handle cards and supplies. See Card appearance problems for guidance.
The color on the cards is not right.	Probably not.	This is usually a setup problem. See Card appearance problems for guidance.
When I power on the printer, nothing happens, not even after 5 minutes!	Maybe.	See Locating the problem, which gives you steps to follow to locate the problem.

How do I troubleshoot a problem?

When you experience problems using the printer, follow these guidelines:

- Keep notes on the problem, including the message text or message number and the solutions you attempt.
- Communication method used to connect the printer and PC
- Obtain information about the supplies used, including:
    – Card stock and type (such as composite or PVC, three-track magnetic stripe, manufacturer, and so on). This information is located on the packaging for cards.
    – Type of ribbon (such as YMCKT) and the lot number used for personalizing cards. This information is located on the package of the ribbon.

If you need to call for service, this information will help your service provider address your concerns.

Locating the problem

When you think the printer is not working correctly, use the following procedure to locate the source of the problem.

The printer, printer driver, and card creation application work together to produce cards. If the system is not working as you expect and does not display messages, follow these steps to isolate the source of the problem before contacting your service provider.

1   Make a printer test card, following the steps in Making Test Cards.

– If the printer does not make a test card, make sure the printer is connected to a functioning power source. (Remove the printer power cord from the output and connect another device such as a light to the same outlet, to verify that the power source functions correctly.)

– If the power source works but you cannot create a printer test card, the printer is likely not working properly.

2   Print a sample card from the Printer Toolbox. As an alternative, you can print a Windows test page, following the steps in Windows test page.

– If the sample card or Windows test page does not print, but the printer test card prints, the printer driver or the PC are not set or operating properly, or there is a communication problem. See Communication problems.

3   Make sure the printer is the selected printer in the card creation application.

4   Use the card creation application to print a card.

– If the card creation application does not print the card as expected, but the test card and sample card print, the card creation application is likely not set or operating properly.

4

Making Test Cards

You can make the following types of test cards.

- Printer test cards verify the function of the printer. You print them using controls on the printer. The personalization of the card is determined by the printer, the print ribbon, and modules (such as magnetic stripe) installed in the printer.

- The Windows test page, which you can print on a card, verifies that the PC and printer work together. You print them using the printer Properties dialog box on the PC. The appearance of the card is determined by Windows.

- Printer magnetic stripe test cards, which verify that the driver sends magnetic stripe information to the printer and verifies that it is encoded. Use controls in the Printer Toolbox to print magnetic stripe test cards. See Magnetic stripe test card for steps to follow.

- Sample cards, which are made using files provided with the driver. Sample cards are made at installation to verify that the printer produces the same result at the factory and at your site. See "Print a sample card" in Install the Driver for steps to follow.

- You can also make sample cards using the card creation application to test print quality and card design. Do not make sample cards until you are sure the printer and driver work properly (by printing a printer test card and Windows test page).

Making a printer test card

The SP35 printer does not need to be connected to a PC to print this card.

1   Power off the printer.

2   Confirm that cards and print ribbon are loaded in the printer. See the Printer Guide if needed.

–   If the printer has a magnetic stripe module, the cards for a printer test card must have a magnetic stripe.

–   If it is a three-track module, be sure to use high coercivity blank cards (which are shipped in the Starter Kit).

3   Power on the printer (1). Within 5 seconds, press and hold the Ready button (2), as shown in the following illustration. Hold the Ready button until the printer sounds three tones, usually about 15 seconds.
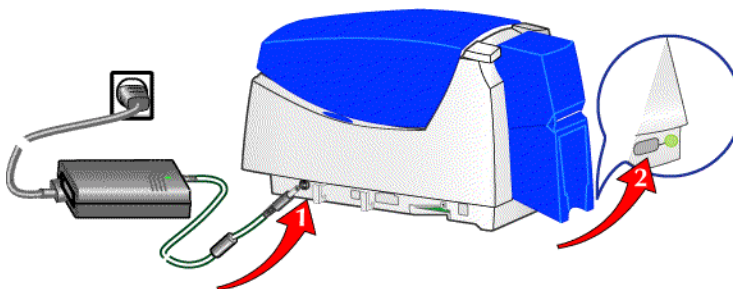

4   Release the Ready button and observe the printer. You hear the internal components initialize and the printer starts processing the card.

5   After it is printed, remove the card from the card output tray. A printer test card is shown in Printer test card.

6

Tips for success
- The Ready button must be pressed firmly. You might need to hold the printer in place as you keep the Ready button pressed.

- Allow 30 to 60 seconds for the printer to begin printing the test card.

- If the status light flashes amber and the printer beeps, the printer is paused. Press the Ready button once to unpause the printer.

- The status light will flash green while the printer is processing the data.

- If the printer test card did not print successfully, try the procedure again making sure you follow the instructions. If the test card does not print, or if the printer does not initialize, it contact your service provider for assistance.

Printer test card

The printer test card is designed to perform most functions available in the printer.
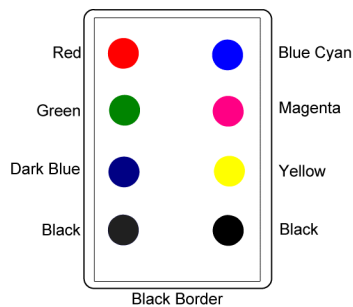
Check the following:

- The test card has the pattern shown on the front of the card. (The pattern will be black, not colored, dots if the printer is using a monochrome ribbon.)

- If a magnetic stripe module is installed in the printer, the following data is encoded on the card:

| Track	Format	Data
Track 1	(IATA)	TEST PATTERN IATA CHARACTER SUBSET 0123456789
Track 2	(ABA)	012345678012345678990123456789
Track 3	(TTS)	0123456789=9876543210
Track 3	(NTT)	0123456789=9876543210

- The tracks available depend on the type of module installed.

- The magnetic stripe data on the printer test card is generated by the printer and does not test driver-to-printer communication.

Windows test page

Follow these steps to print a Windows test page on all supported operating systems.This card will print across a network and can confirm that the driver and printer are communicating correctly.

The printer must be connected to the PC with the driver installed, and both printer and PC must be running.

1   Select Start from the Windows taskbar.

2   Select Settings and then Printers (Printers and Faxes on Windows XP) from the Windows Start menu. The Printers (and Faxes) window appears.

3   Click once on the printer icon.

4   Select File from the Printers menu bar, and then select Properties. The Properties dialog box appears.

5   Select the Print Test Page button on the General tab. Wait while Windows creates a test page image. The card will print when the PC and printer are connected, and the printer and driver are working together.

   –   After you select the Print Test Page button, Windows displays a wizard asking if the page printed correctly. Click "Yes" on this dialog box to end the Wizard. This guide provides the information you need to address problems with PC to printer communication.

6   Remove the card from the printer. The card should look similar to the cards shown below.
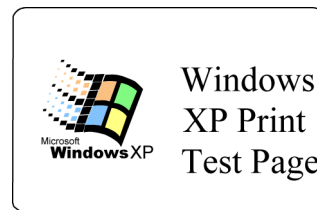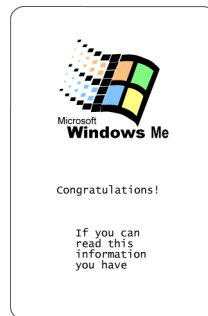
Tips for Success

• The exact appearance depends on the operating system and selections made on the PC (some cards have more characters printed while others have fewer characters).

• If the card does not print, troubleshoot a communication problem. See Communication problems for steps to follow.

• The Windows test page can have a very different appearance, depending on the operating system and how the printer is connected to the PC.

• The Windows test page is generated by Microsoft Windows. The small size of the card, compared to printer paper, means that some of the text is not printed on the card.

8

Card appearance problems

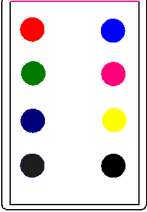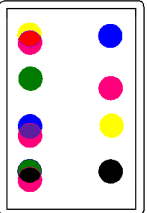Problems with card appearance can be the result of the following:

- Image capture tools, such as the camera
- The card creation application, which displays the image
- Limitations in technology, such as differences between how an image looks on the PC monitor and how it looks after it is printed
- Printer maintenance or settings

This section describes possible problems you might observe with the quality of cards you produce with the SP35 printer. To diagnose and fix card quality problems, find the symptom in the tables that follow. For each possible cause, attempt the solutions listed. Find the procedure for solutions shown in *italic* in the contents list for SP35 Info Central.

The following describes problems that can occur when printing a card.
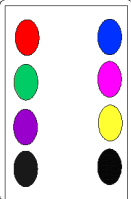
What you see	Possible causes	Solutions
One or more unprinted lines run the entire length of the card.	The printhead might be dirty or damaged.	*Clean the printhead*. *Print a sample card* to confirm that the problem is fixed.
	The printer is positioned next to a device that emits radio waves in excess of regulations.	Move the printer away from the source of radio waves. If cleaning the printhead or moving the printer does not solve the problem, contact your service provider
Part of the printed card is blank.	Cards might not meet specifications.	Obtain and use a different supply of cards.
	Cards might be dirty.	Clean the printer more often.
	The printhead cartridge might not be installed properly.	Remove and reinstall the printhead cartridge.
Text is missing from the printed card.	Text to print on the card was formatted using a non-TrueType font.	Format text to print using only TrueType fonts (does not apply to magnetic stripe text).
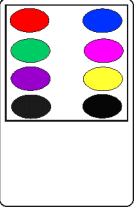
What you see	Possible causes	Solutions
The leading or trailing edge of the printed card is not the expected color.	Cards might be slipping in the card track. Two cards might have been picked. The card might be shorter or longer than specifications, or the ribbon registration might be incorrect.	*Clean the printer*, as described in the Printer Guide. *Fan cards* before inserting them in the card cartridge. Change ribbon settings with the guidance of your service provider.
No image is printed on the card or the printing is very light.	The ribbon is loaded incorrectly. The printhead cable might be loose. The printhead cable or printhead cartridge might be damaged. The driver or printer settings might not be correct.	*Remove and replace the ribbon.* Power off the printer. Make sure the printhead cable is securely connected. *Replace the printhead.* Change values on the Color Settings tab of the Printer Toolbox. If needed, change printhead intensity. If the problem persists, contact your service provider.
One color panel is not aligned correctly with other panels.	Cards might be slipping in the card track. The card registration might be incorrect.	*Clean the printer*, as described in the Printer Guide. *Clean the printer rollers.* *Set the position of printing.* If the problem persists, contact your service provider.
Printed images (photos) are blurry.	The image capture system needs adjustment. The image needs sharpening.	See the information for the image capture system. Change the Sharpness setting on the Color Settings tab of the Printer Toolbox.

What you see	Possible causes	Solutions
Printed cards, including text, are blurry.	The rollers may be dirty.	*Clean the printer*, as described in the Printer Guide.
	The cards may not meet specifications.	*Clean the printer rollers.*
		Obtain and use a different supply of cards.
	The printhead may be dirty.	*Clean the printhead.*
		If the problem persists, contact your service provider.
All card data is positioned unevenly on the card.	The card registration might be incorrect.	*Set the position of printing.*
		If the problem persists, contact your service provider.
One margin (on a long edge) is larger than the other. This might appear as one edge of the card being unprinted.	The print ribbon spools are not pushed completely onto the cartridge spindles.	Push each print ribbon spool onto its spindle until it clicks into place.
		If the problem persists, contact your service provider.
Card is printed upside down (the image is rotated 180 degrees).	The card creation application has rotated the card.	See the information for the card creation application.
	The card rotation setting might be incorrect.	Set the card rotation using the Properties (98 and Me) or Printing Preferences (2000 or XP) dialog box.

What you see	Possible causes	Solutions
Printed images (photos) look faded. 	The image capture system needs adjustment. Color settings might not be optimal for the card design.	See the information for the image capture system. *Change color settings.*
Printed cards, including text, look faded. 	Print ribbon may have been stored improperly or damaged. Color settings might not be optimal for the card design. The cards may not meet specifications. The printhead may be dirty.	Change the print ribbon and then print a sample card. Change color settings. Obtain and use a different supply of cards. Clean the printhead. If the problem persists, contact your service provider.
Part of the printed image is discolored. 	Cards might have fingerprints or other dirt on them. The cards might be contaminated or otherwise not meet specifications. The rollers might be dirty. A signature panel is located on the other side of the card.	Handle cards without touching the surface to be printed. Wear gloves when handling unprinted cards. Obtain and use a different supply of cards. *Clean the printer*, as described in the Printer Guide. *Clean the printer rollers.* Redesign the card to avoid printing photos over signature panel residue.

What you see	Possible causes	Solutions
The printed card shows small unprinted spots. 	Unprinted cards include scratches or embedded particles, the card surface is uneven, or the card edge has burrs. The rollers might be dirty.	If the problem occurs frequently, obtain and use a different supply of cards. *Clean the printer*, as described in the Printer Guide. *Clean the printer rollers.*
The printed card shows wavy lines along the length of the card (woodgrain or orange peel texture). 	The print ribbon is not loaded correctly. The printhead topcoat intensity is too high. The printhead is not aligned correctly.	*Load the print ribbon* again. Make sure the cartridge is firmly seated. Lower the printhead intensity setting for topcoat. Contact your service provider.
The card shows irregular lighter or darker spots. 	The topcoat panel of print ribbon is wrinkling because the intensity setting is too high. The printhead is not aligned correctly.	Lower the printhead intensity setting for topcoat. Contact your service provider.
The card shows wrinkles in dark areas of printing. 	The printhead intensity is too high. The printhead is not aligned correctly.	Decrease the printhead intensity setting. Contact your service representative.

What you see	Possible causes	Solutions
A short edge of the topcoat does not stick to the card. **ZACHARY** Hamilton DatacardGroup	The printhead intensity is too low. The printhead is not aligned correctly.	Increase the printhead intensity setting for topcoat. Contact your service provider.
Random scratches appear in the topcoat of the printed card. **ZACHARY** Hamilton DatacardGroup	The inside of the printer might be dirty. Supplies were mishandled.	*Clean the printer*, as described in the Printer Guide. Store supplies in a clean environment. Keep supplies in their packaging until loaded in the cartridge.
Fine lines appear in the topcoat, usually on one long side of the card. **ZACHARY** Hamilton DatacardGroup	The printhead intensity for topcoat is too low. The printhead is not aligned correctly.	Lower the printhead intensity setting for topcoat. Contact your service provider.
Part or all of the printed image is expanded.	The printhead is not installed properly.	Remove and reinstall the printhead cartridge. If the problem persists, contact your service provider.

What you see	Possible causes	Solutions
Part or all of the printed image is compressed.	The card path may be obstructed.	Check the card track inside the printer.
	The rollers might be dirty.	*Clean the printer*, as described in the Printer Guide.
		Clean the printer rollers.
	The cards might not meet specifications.	Obtain and use a different supply of cards.
		If the problem persists, contact your service provider.
Black-and-white images are poorly dithered. ZACHARY Hamilton DatacardGroup	The image capture system needs adjustment.	See the information for the image capture system.
	Brightness, contrast, or sharpness might not be set for the card design.	Change settings on the Color Settings tab in the Printer Toolbox.
Text printed on the card has broken (partly printed) characters. ZACHARY Hamilton Marketing DatacardGroup	The intensity setting is balanced to print both bar codes and fine text.	If the card does not include a bar code, increase the intensity for K printing.
		If the card includes a bar code, do one or more of the following to change the text: -Increase the font size -Make the text bold -Remove italic formatting -Change the font (Arial usually prints well)
	The text is formatted to print in color and the card is being printed with monochrome ribbon.	If the card is printed with color ribbon, and the card does not include a colored background, change the text to use a dark color, such as purple or navy blue.
		Format the text to print black so the text is not dithered.

Communication problems

Communication between the printer and PC can be disrupted for many reasons. This section describes causes and possible solutions.

For locally attached printers:

Problem	Solution
The data cable is loose.	Reconnect the data cable to the ports on the PC and the printer. Restart the printer. If the PC and printer still do not communicate, restart Windows.
The data cable is damaged or frayed.	Power off the printer. Replace the cable if you have a spare. Contact your service provider to order a new data cable.
Another electrical device is causing radio interference.	Move the printer away from the source of interference, such as a TV or PC monitor. Use the printer in an environment free of electromagnetic interference.
Another USB device is attached to the PC and the printer and other device do not work together.	Remove the other device and restart the printer and PC. If PC to printer communication resumes, use separate PCs for the printer and the other device. You will need to install the device that gets moved to another PC.
The data cable is too long, or unpowered USB hubs are used between the printer and PC.	See Troubleshooting installation problems for specific troubleshooting steps.
The printer was not installed as recommended and now is not connected to the original port.	If you do not allow the Windows Add/Detect New Hardware Wizard to install the printer, the PC can lose track of the printer if it is moved to a different USB connection. Connect the PC end of the USB cable to the same USB port it was originally attached OR remove the driver and install the printer again.
The system has a temporary communication problem.	Click Retry to attempt to print the card data again.
Windows USB components on the PC are not functioning properly.	On Windows 2000 and XP, begin with the printer connected to the PC and powered on. Open the Printers window and observe the printer icon; it should be dark blue when selected. Now, unplug the printer; the icon should change to light gray. If this occurs, the printer USB components and Windows components are operating correctly. On Windows 98 or ME, this test is not as reliable. Also, operating system USB components are not as robust. **Suggestions:** Service packs and Windows Update, available from Microsoft, often include fixes for USB communication problems. Make sure the PC has the latest service pack installed and that Windows Update is current. If these changes do not fix the problem, consider upgrading the operating system to Windows 2000 or XP.
The PC port does not communicate reliably with the printer port.	Replace the PC port or the PC. Contact your PC or port vendor if you need assistance.

For local or network-connected printers:

Problem	Solution
Other applications on the PC might interfere with data communications.	Many applications that might run on a PC can interfere with communications, often by using all (or most) PC resources. For example, network-connected mail applications can poll a server to send or retrieve items. Depending on the application, network setup, and PC resources, polling can use all PC resources and prevent data transmission either locally or over the network. **Suggestions:** Close other applications that are not needed. Consider opening network-connected applications several times daily rather than keeping applications open at all times. Consider increasing PC resources or using a separate PC for purposes other than printing cards.
Other hardware connected to the PC can interfere with communication.	An application on the PC, such as a card creation application, might use other equipment, such as a camera or a security key. The application must communicate with the device, such as when capturing a photo to be printed on the card. Depending on the application, equipment setup, and PC resources, communication with the device can use all PC resources and prevent data transmission either locally or over the network. **Suggestions:** Adjust the timing for sending the card to print. Often, a second or two of waiting can correct the problem. Consider increasing PC resources.
You have selected another printer in the application.	Many PCs have more than one printer installed. In the application you use, make sure that SmartDriver is the selected printer.

For network-connected printers:

Problem	Solution
The network is not working properly	Follow your network troubleshooting procedures to isolate and test each component of the PC-to-printer communication link.
The printer is not configured with the correct network address.	Make sure that you have entered the server name in the Port Settings or Configure Port dialog box on the PC. (If your network uses DHCP, the IP address changes and cannot be used when configuring the port.) See "Direct Network Printing" in the Installation e-Guide for details.
Cards sent from a client PC are not printing.	The host PC used for shared printing can be disconnected or powered off. An authorized used must be logged on to the host PC for cards to print. Messages might be displayed on the host PC and need to be cleared before printing can resume. **Suggestions:** Implement procedures to permit all users who need to print to do so. Consider attaching the printer to the network using a print server to enable direct network printing.

Also consider the following problems, which can seem similar to communication problems:

Problem	Solution
The printer is shared with another PC, and an interactive mode (smart card or read magnetic stripe) job was sent from the host PC.	Interactive mode jobs, including smart card jobs and read magnetic stripe jobs, are not supported for shared printers. Do not send interactive mode jobs to a shared printer.
On Windows XP and Windows 2000, the user does not have permission to the folder used to temporarily store the card data.	Show this topic to the Windows administrator and ask for assistance.
The Windows Print Manager is not operating correctly.	Close all applications and restart the PC. On Windows 2000 or XP, restart the Print spooler. See Windows 2000 or XP help for more information.

Magnetic stripe problems

This section helps you to troubleshoot magnetic stripe problems.

Magnetic stripe test card

If the printer includes a magnetic stripe module, you can print a magnetic stripe test card. The card uses the magnetic stripe settings in the Properties or Printing Preferences dialog box.

Use this card to verify that the printer encodes a card correctly.

Tips for success
- If the printer is set to print a custom magnetic stripe format, it will not print this test card successfully. The driver will display a message indicating that the data does not meet the requirements for the magnetic stripe track or that it cannot read the data.

- The printer must be connected to the PC with the driver installed, and both printer and PC must be running.

1   Make sure that the printer toolbox is open. If needed, double-click the printer icon in the system tray to open the Printer Toolbox.

2   Make sure that magnetic stripe cards are loaded in the card cartridge. The magnetic stripe must be oriented with the stripe down and toward the right side of the printer (toward the name label).

3   Click once on the Print Mag Stripe Card button in the Printer Toolbox. The printer driver formats card data for the type of module installed, as follows:

   – Three-track: IAT formatted data (IATA data on track 1, ABA data on track 2, and TTS data on track 3).

   – NTT track: NTT formatted data on the track.

   – See Magnetic Stripe Setup in the Setup e-Guide for more magnetic stripe information.

4   Remove the card from the card output tray.

5   Test the card by passing it through a card reader that will display the data encoded on the card. The encoded data should match the data printed on the test card.

Common magnetic stripe problems

This section lists some common problems that can occur when encoding magnetic stripe data and provides solutions.

Problem	Solution
Cards are not oriented correctly in the card tray.	Load cards correctly in the card tray.
Cards do not have a magnetic stripe.	Load magnetic stripe cards in the card cartridge. If the cards have a magnetic stripe, check the quality of the cards. Change card stock if needed.
The **card** has dirt or damage on the magnetic stripe.	Encode and print the card again. If the message appears again, run a cleaning card to clean the magnetic stripe head.

Problem	Solution
The magnetic stripe on the **card** is low coercivity material and the High Coercivity setting is selected.	To use the cards you have, select low coercivity encoding. To encode with high coercivity, obtain cards manufactured for high coercivity encoding.
The magnetic stripe on the **card** is high coercivity material and the Low Coercivity setting is selected.	To use the cards you have, select high coercivity encoding. To encode with low coercivity, obtain cards manufactured for low coercivity encoding.
The magnetic stripe **module** did not read the data encoded on the card successfully.	Run a cleaning card to clean the magnetic stripe head. If the message appears often, contact your service provider and inform them of the problem.
The **data** for this job has more characters than allowed by the magnetic stripe format selected for the track.	Cancel the current print job. Make sure you know what data is allowed on the track. (See the Administrator for your system to obtain information about the data allowed for each track.) Change the data to be encoded, and resend the print job.
The **data** for this job includes characters not allowed by the magnetic stripe format selected for the track.	Cancel the current print job. Make sure you know what data is allowed on the track. Change the data to be encoded, and resend the print job.
The magnetic stripe **data** was sent in an encoding format not supported by the track.	This problem most often occurs when the driver is set to "Use Printer Setting" for the Encoding Format. Check the encoding format setting for the tracks by using SmartDriver Diagnostics. Make sure the application is using the selected encoding format for the track. If the application and track are set to the same format, and the message appears repeatedly, contact the application provider for assistance.
The card creation **application** sent track data for a track not supported by the magnetic stripe module.	Check the type of magnetic stripe module in the printer. If the printer label indicates an IAT module, you can send data for tracks 1, 2, and 3. If the printer label indicates an NTT module, you can send data for track 3. The magnetic stripe module and cards must be capable of accepting and encoding each track of data the card creation program sends.

How to identify the track format

An authorized user can use SmartDriver Diagnostics to identify the track format. On the Mag Stripe Configuration page, the track format is displayed for each track. If the format is Custom, your service provider should tell you what the track length and allowed characters are. If the format is Binary, your application controls the data. See information for the application for allowed characters and track length.

Obtaining service

For repair assistance, contact your service provider. Place the service call from a telephone close to the printer so that you can access the printer and the PC running the driver while talking to the customer support representative.

Your service provider should record information about how to contact them on the back cover of the Printer Guide shipped with the printer. If you do not know how to contact your service provider, contact Datacard, who can direct you to your service provider. See the inside of the front cover of the Printer Guide.

Before you call for service, make sure you have the information recorded during troubleshooting, as described in this e-Guide. Also, make sure you have the serial number of the printer. It is located on a label that is visible when you open the top cover of the printer.

When to obtain service

Perform the steps at the beginning of this chapter before obtaining service. Call for service if:

- A troubleshooting process instructs you to call service
- A troubleshooting process does not produce the expected result
- You experience a problem repeatedly

Packing the printer for shipping

When service asks you return the printer to a service center for repair, pack the printer for shipping. You might also need to pack the printer to send it to another location.

1   Turn off power to the printer.

2   Remove the power cord from the printer and power receptacle. Remove the data cable and any other cables attached to the printer.

    – If you are shipping the printer to use at another location, pack the power supply, power cord, data cable, and any other cables in the accessories tray.

    – If you are shipping the printer for service, do not ship cables with the printer unless asked to do so.

    – Service might ask you to ship cards or additional samples of your current supplies. If service requests cards or supply samples, place them in the accessory tray to prevent damage to the printer.

3   Remove all cards from the card tray, card output tray, and printer. Do not ship cards unless asked to do so.

4   Remove the continuous cleaning roller from the printer unless asked to return it. Put the spindle with other accessories, such as the Printer Guide.

5   Make sure the card tray door is firmly closed.

6   Close the cover.

7   Use the original shipping carton, plastic bag, and foam shipping supports.

8   Place the plastic bag around the printer.

9   Make sure the bottom shipping support is in place.

10 Place the printer in the shipping carton, resting in the shipping supports.

11 Place the top shipping support in place.

12 Place the accessories tray in the shipping carton, on the top.

13 Close the shipping carton.

14 Secure the carton with shipping tape. Be sure to wrap around the shipping carton several times to secure it.

15 Put a shipping label on the carton. If you are returning the printer for service, use the address provided by service.