

# **InFocus**

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## InFocus FP-1822 Series Monochrome Laser Printer



It is recommended that you read this Guide carefully before using the printer

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# Preface

Welcome to the InFocus series products!

We heartily appreciate your using of InFocus series products!

To protect your vital interests, please carefully read the following statements.

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Version: V1.1

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# Safety Precautions

## Unplug the product

This product must be put in a place near and with easy access to power socket so as to unplug the product in time!

## Laser Safety

The laser radiation is harmful to the human body. Since laser components are completely sealed in the printer, laser radiation will not leak. To avoid laser radiation, please do not randomly disassemble the printer!

The printer follows the provisions of Class 1 laser products under CFR standard. The printer has a Class III b laser diode, which has no laser radiation leakage among laser components.

The laser components shall comply with the requirements of: U.S. Code of Federal Regulations, 21 CFR 1040, IEC 60825-1

The following label is attached to the laser components inside the printer:



## Safety Warning

Please note the following safety warnings before using the printer:

**Warning**

There is high-voltage electrode inside the printer. Before cleaning the printer, make sure the power is turned off!

Plugging and unplugging the power cord plug with a wet hand can result in an electric shock.

The fuser unit is hot when and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!

The fuser unit is attached with a high temperature warning label. Please do not remove or damage this label.

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# Precautions

## Precautions before Using the Printer:

1. Read and understand all instructions;
2. Familiarize yourself with the basic principles associated with operating electrical appliances;
3. Comply with all warnings and instructions marked on the equipment or specified in the manual supplied with the equipment;
4. If the operating instructions conflict with the safety information, please refer back to the safety information, as you may have misunderstood the operating instructions. If you cannot resolve the conflicts, please call the Customer Service Hotline or contact a service representative for help;
5. Before cleaning the equipment, remove the power cord from the AC power supply outlet. Do not use liquid or aerosol cleaners;
6. Please make sure that the equipment is put on a stable desktop surface to avoid serious damage caused by the falling of the equipment;
7. Do not put the equipment near a radiator, an air conditioner, or a ventilation pipe;
8. Do not place any articles on top of the power cord. Do not put the equipment in a place where its power cord will be stepped on by people;
9. Outlets and extension cords must not be overloaded. This may reduce performance and could result in fire or electric shock;
10. Do not allow pets to chew on the AC power cord or the computer interface cable;
11. Do not allow sharp objects piercing equipment slot, so as to avoid contact with the high-voltage device, which otherwise may result in fire or electric shock. Take care not to spill liquids onto the equipment;
12. Do not disassemble the equipment so as to avoid the risk of electric shock. Necessary repairs may only be carried out by professional maintenance personnel. Opening or removing the cover could result in an electric shock or other potential hazards. Incorrect disassembly and assembly could also result in an electric shock during future use;
13. If any one of the following occurs, disconnect the equipment from the computer and pull out the power cord from the AC wall socket and contact a qualified member of the service personnel for maintenance:
  - Liquid has been spilled into the equipment.
  - The equipment has been exposed to rain or water.
  - The equipment falls, or the cover is damaged.
  - Significant changes in the equipment's performance.
14. Only adjust the control mentioned in the instructions. Incorrect adjustment of other controls may result in damage and mean that professional maintenance personnel need to spend more time fixing it;
15. Do not use the equipment in a thunderstorm so as to avoid the risk of an electric shock. If possible, pull out the AC power cord during a thunderstorm;
16. If you continuously print multiple pages, the surface of the tray will become very hot. Take care not to touch this surface, and keep children away from this surface;
17. The signal wire of the device connected with the printer can not be connected to the outdoors;
18. Please ensure timely ventilation in case of a prolonged use or printing huge amounts of documents in a poorly ventilated room;
19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has not been connected with any external input power supply;
20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using;
21. This product should be placed according to the shipping marks on the product package box during delivery;
22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range, please refer to the product precautions or call Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly;
23. This product is sold as a complete machine. The consumers can go to Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem;
24. Install this product in a place with the temperature between 10°C to 32.5°C, and the relative humidity between 20% to 80%;
25. Please keep this User Guide properly.

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## Regulatory Information

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This symbol indicates that, at the end of your product's life, it must not be discarded as domestic waste. Instead, you should dispose of your used equipment at a designated collection point for the recycling of waste electrical and electronic equipment. Ref: EU Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). Please contact your distributor / supplier for further information.



This product is suitable for indoor use only.



The product can only be used safely in the non-tropical areas.



The product can only be used at an altitude no higher than 2000 meters.

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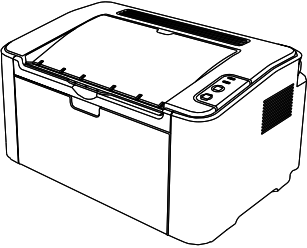
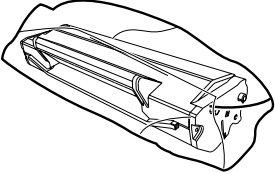
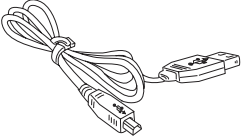
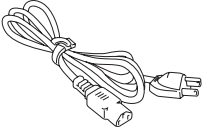



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# 1. Before Using the Printer

## 1.1. Packing List

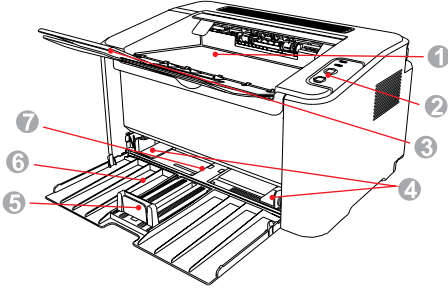
When you open the package, make sure that the following parts are included in the carton:

	Name	Quantity
	Printer	1
	Laser Toner Cartridge	1
	USB Interface Cable	1
	Power Cord	1
	CD-ROM	1
	Quick Setup Guide	1
	Warranty	1

# 1.2. Components of the Printer

| Front View

Serial No.

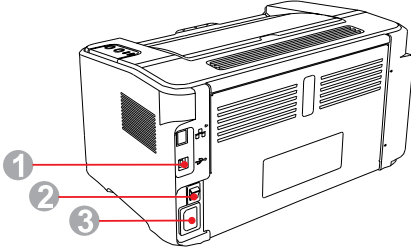


A line drawing of the printer from the front. Red lines with circular numbers 1 through 7 point to specific components: 1 points to the output bin at the top right; 2 points to the control panel on the top right; 3 points to the output tray below the control panel; 4 points to the automatic feed guide on the right side of the paper path; 5 points to the paper stop at the bottom left; 6 points to the feeder tray at the bottom left; and 7 points to the automatic feeder tray at the bottom left.

1	Output Bin
2	Control Panel
3	Output Tray
4	Automatic Feed Guide
5	Paper Stop
6	Feeder Tray
7	Automatic Feeder Tray

| Rear View

Serial No.



A line drawing of the printer from the rear. Red lines with circular numbers 1 through 3 point to specific components: 1 points to the USB interface port on the left; 2 points to the power switch in the center; and 3 points to the power interface port on the right.

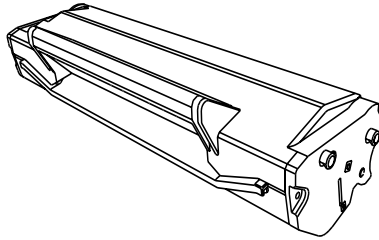
1	USB Interface
2	Power Switch
3	Power Interface



## 1.3. Laser Toner Cartridge

### | Service Life of the Laser Toner Cartridge

Diagram



Type	Average Print Volume
Laser Toner Cartridge with Standard Capacity	About 1600 Pages (The above data is based on ISO/IEC 19752 standard)



**Note:** • The model is subject to increase without notice.

- Consumables capacity may vary depending on the types used.
- The Company does not recommend using consumables other than that of the original InFocus consumables.
- Any damages caused by using non-InFocus original consumables are not covered by the Warranty.

## 2. Paper and Print Media

### 2.1. Paper Specification

<b>Automatic Feeder Tray</b>	Media Type	Plain, thin, special paper (transparency, cardstock, label, envelope, thick, etc.).
	Media Size	A4,A5,A6,JIS B5,ISO B5,B6, Letter, Legal, Executive,Statement, Monarch envelope, DL envelope,C5 envelope,C6 envelope,NO.10 envelope, Japanese Postcard,Folio,Oficio,Big 16k, 32k,16k,Big 32k,ZL,Yougata4, Postcard, Younaga3, Nagagata3, Yougata2, custom, etc.
	Media Weight	60~163g/m <sup>2</sup>
	Maximum Capacity of the Tray	150 pages 80g/m <sup>2</sup>



**Note:** • It is recommended to use the standard paper for the printer.

- Extensive use of special paper may affect the service life of the printer.
- The print media that does not meet the guidelines set out in this User Guide may result in poor print quality, increased paper jam and excessive wear of the printer.
- Properties such as weight, composition, texture and humidity are important factors affecting the printer performance and output quality.
- Please note the following matters when selecting the print media:
  1. Desired print effect: The print media selected should meet the requirement of the print tasks.
  2. Surface smoothness: The smoothness of the print media may affect the sharpness of the print outcome.
  3. Some print media may meet all the use guidelines contained herein, but they still can not bring satisfactory effect. This may be due to incorrect operation, inappropriate temperature and humidity, or other factors beyond the control of InFocus. Before purchasing large quantities of print media, make sure that the print media meets the specifications specified in this User Guide.
  4. Using print media that does not meet these specifications may cause damage to the printer.

## 2.2. Special Paper

This printer supports using the special paper for printing. Special paper includes: label, envelope, transparency, thick, cardstock, etc.



- Note:**
- When using special paper or print media, be sure to select matched print type and size in the print settings so as to get the best print effect.
  - When using special media to print, it is recommended to load one piece of paper at one time.

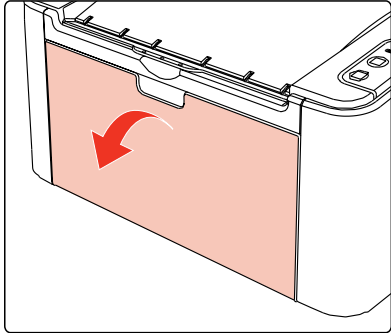
| Please observe the following standards:

Types of Print Media	Correct Practices	Incorrect Practices
Label	Use labels with no exposed lining paper only. Labels shall be put flat when using. Use labels of full sheet only. There is no guarantee that all the labels in the market can meet corresponding requirements.	Use wrinkled, blistering or damaged labels.
Envelope	Envelopes should be loaded evenly.	Use wrinkled, nicked, stuck or damaged envelopes. Use envelopes with clips, snaps, windows, or coated linings. Use envelopes with self-adhesive stickers or other synthetic materials.
Transparency	Use only transparencies approved for use in laser printers.	Use transparent print media that is not suitable for laser printers.
Thick, Cardstock	Use only heavy paper that is approved for use in laser printers and meets the weight specifications of this printer.	Use paper whose weight exceeds the recommended media specifications of this printer.

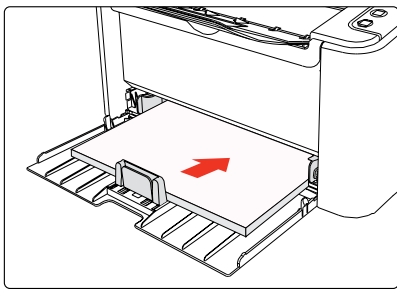
## 2.3. Loading Paper

### 2.3.1. Loading into the Automatic Feeder Tray

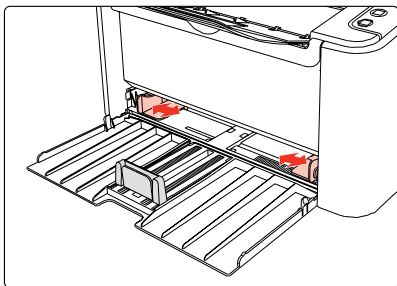
a) Open the feeder tray.



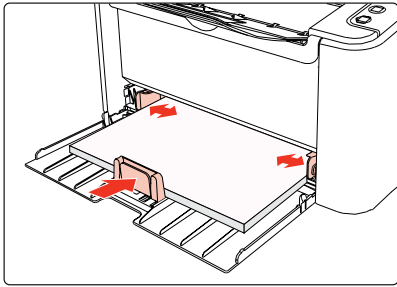
b) Slide the automatic feed guides to match both sides of the paper.



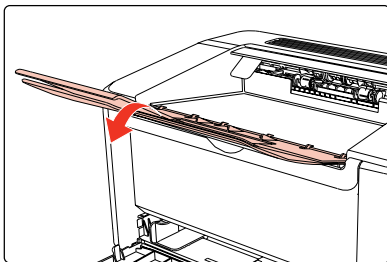
c) Raise the output tray to avoid the paper from slipping and falling.



d) Load the paper into the automatic feeder tray with the print-side up.



e) Adjust the paper stop to match the paper size.



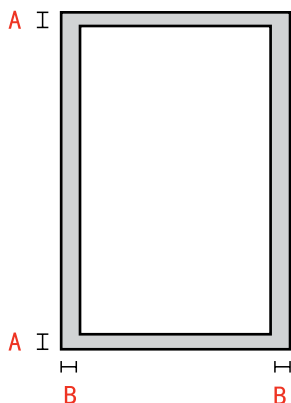
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**Note:** • If the paper loaded into the automatic feeder tray at one time exceeds 150 pages, paper will jam or cannot be fed in.

- When using the printed paper, please make the side to be printed (the blank side) up.
  - When printing on A5 paper, it is recommended that the paper is fed in landscape orientation, which can extend the service life of the laser toner cartridge.
-

## 2.4. Nonprinting Area

The shaded section indicates the nonprinting area.



Usage	Paper Size	Top and Bottom Margins (A)	Left and Right Margins (B)
Printing	A4	5 mm (0.197 inch)	5 mm (0.197 inch)
	Letter	5 mm (0.197 inch)	5 mm (0.197 inch)

## 2.5. Guidelines for Paper Use

- Paper or manuscript with rough texture, concave and convex, oil stain and good smoothness has poor printing performance.
- Please make sure that there is no dust, fluff, etc. on the paper.
- Paper shall be put on a flat surface and stored under a cool and dry environment.

## 3.Driver installation and uninstallation

### 3.1.Driver installation based on Windows system

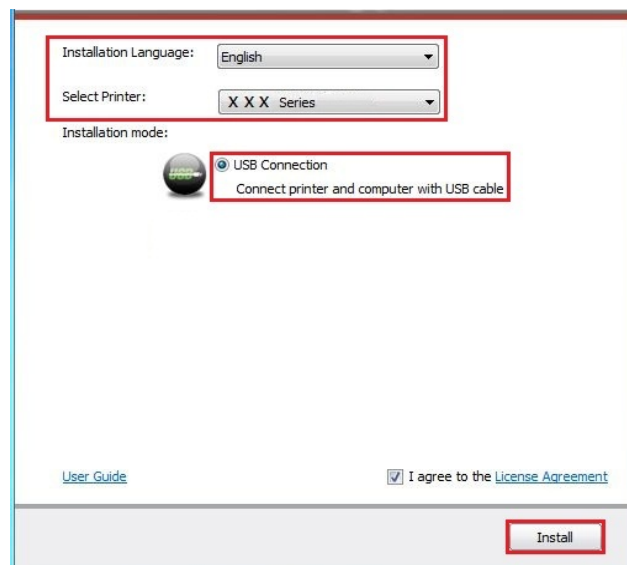
- Before installing the drive, you need to learn about printer model by printing printer information page out and check the product name.
- In case of covering the installed driver, the installation language cannot be changed. Please uninstall the printer driver and then install the driver of new version.



**Note:** • Driver installation interface may differ because of different models and functions, so the schematic diagram is only for your reference.

#### 3.1.1.Installation via USB connection

1. Connect the printer to computer with USB cable and then turn power on.
2. Insert the installation CD accompanying with the printer in the CD driver of computer and operate Autorun.exe installation program.
3. Read and agree to the licensing agreement, select installation language and printer model, select “USB Connection” and then click “Install” .



4. The system starts to install driver, and it may take several minutes.
5. After installation is finished, “Installation Complete” interface will pop out, and it will be closed automatically in about 3s.

### 3.1.2.Driver uninstallation

Windows 7 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click the Start menu of computer and then click All programs.
2. Click **HP > Software > HP Software Framework > HP Software Framework Uninstall**, where XXX represents product model.
3. Click uninstall to delete the driver according to instructions on uninstall window.
4. Restart computer after finishing unloading.

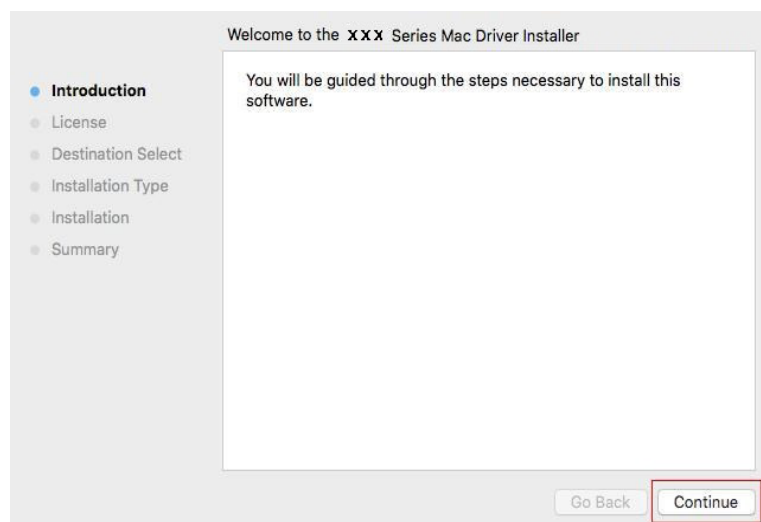
## 3.2.Driver installation based on Mac system

- Driver installation under Mac system is divided into 2 steps, driver installation and adding a printer.

### 3.2.1.Driver installation

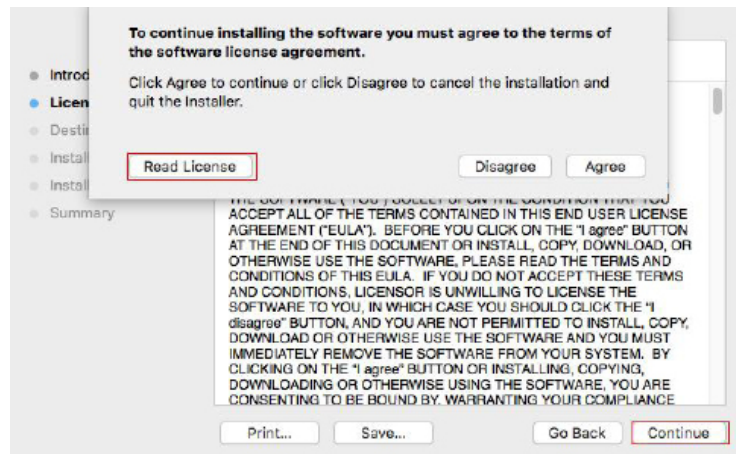
Mac 10.11 is taken as the example in the following operation.

1. Turn the power of printer and computer on.
2. Insert the CD accompanying with printer in the CD driver of your computer, and double click InFocus XXX Series installation package. (XXX in InFocus XXX Series represents product model.)

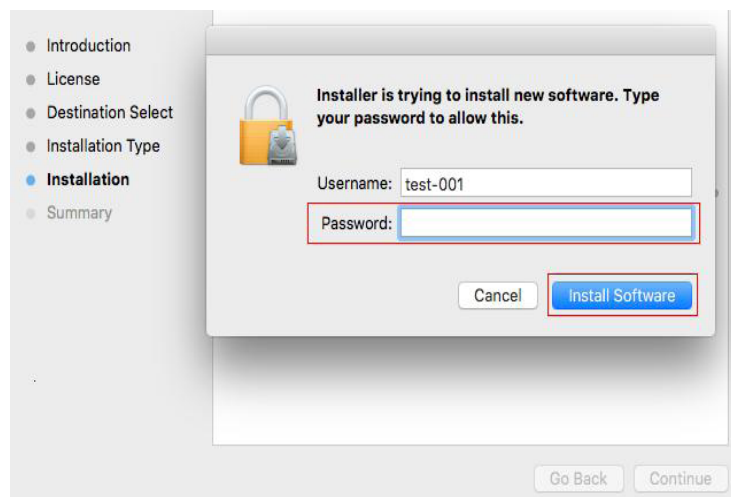




3. Click “Continue”.
4. Read licensing agreement and then click “Continue”.




5. Click “Agree” on the prompt window popping out to accept the licensing agreement.
6. Click “Install”.
7. Input computer password and click “Install Software”.



8. Click “Continue Installation” on the prompt window popping out.
9. The system will finish driver installation automatically.

## **3.3.Add printer to Mac system**

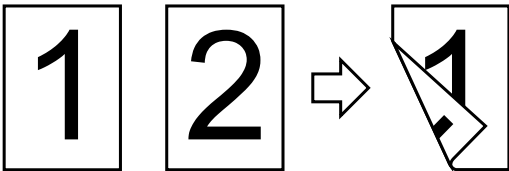
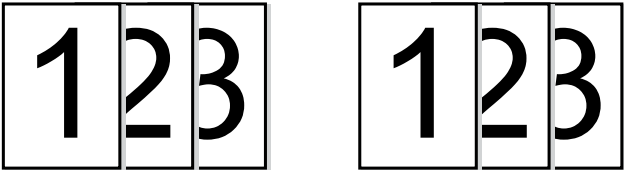
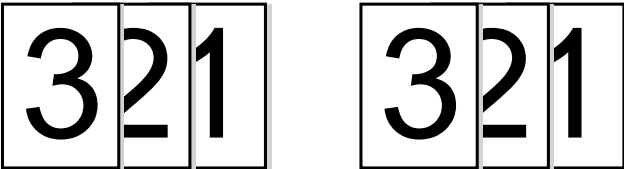
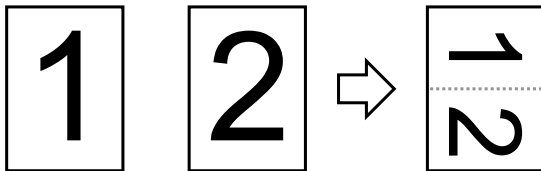
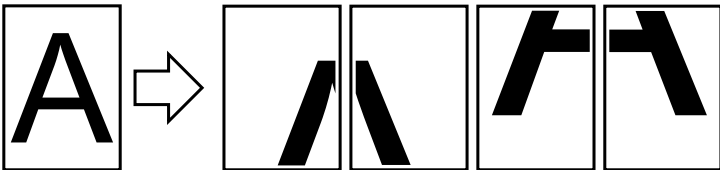


### **3.3.1.Add in USB connection mode**

1. Connect the printer to computer with USB cable and then turn power on.
2. Enter the “System Preferences” – “Printers & Scanners” of computer.
3. Click  button to select “Add Printer or Scanner”.
4. Select printer and then select the corresponding printer mode from the “Use” menu popping out.
5. Click “Add”.

## 4. Print

### 4.1. Print Function

You can set the print function through "Start"->"Device and Printer"- select corresponding printer- right click – set print function in "Print Preferences". Some functions are as follows:

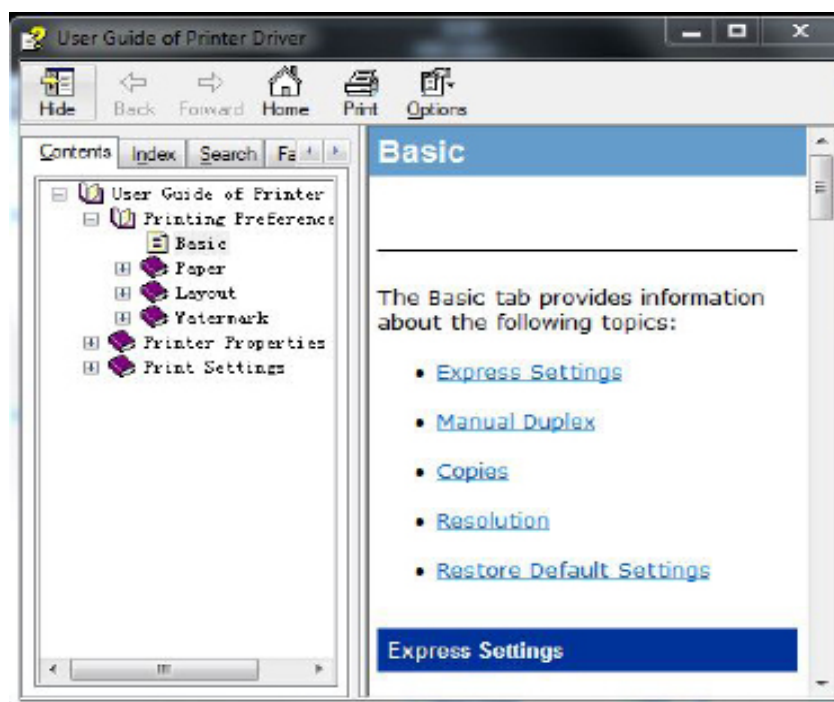
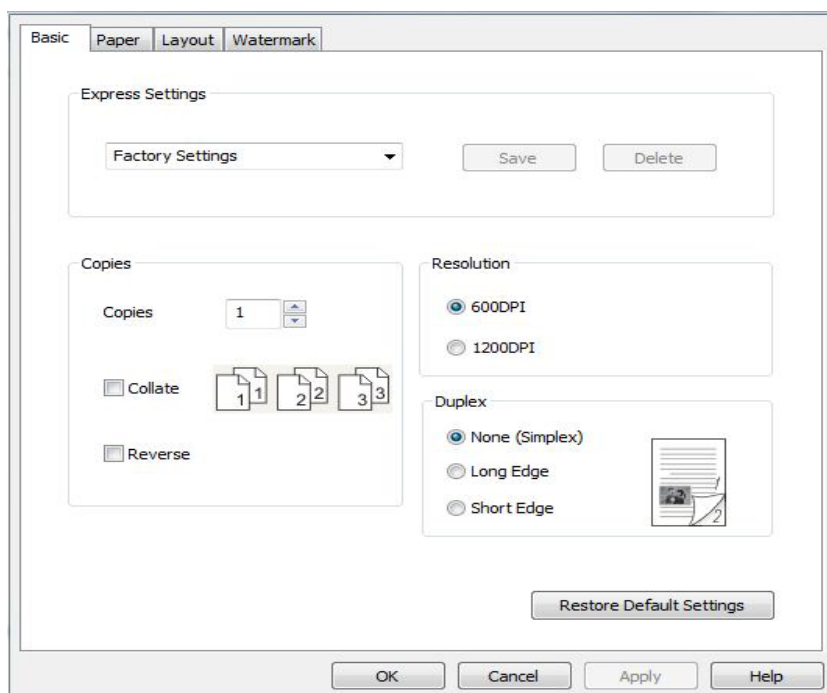
Functions	Diagram
Manual Duplex	
Collate Print	
Reverse Print	
N-in-1	
Poster Print (for Windows Operation System only)	
Zoom Print	
Custom Size	



- Note:** • You can select the 2 x 2 Poster printing from Layout options in the settings interface to use the poster printing function.
- You can open the Printing Preferences and click Help button to check the specific function explanation. For information about how to open the help document, see Chapter 4.2.

## 4.2. Open Help Document

You can open the "Printing Preferences" and click "Help" button (for Windows Operation System only). The help document contains the user guide where you can find the information on print settings.



## 4.3. Duplex Print

1) The printer driver supports manual duplex.



**Note:** • If the paper is thin, it may wrinkle.

- If the paper is curled, make it flat and put it back into the manual feeder tray.
- If the manual duplex function causes a paper jam, see Chapter 7.1 for handling it.

2) Ensure that certain amount of paper is loaded into the automatic feeder tray before printing.

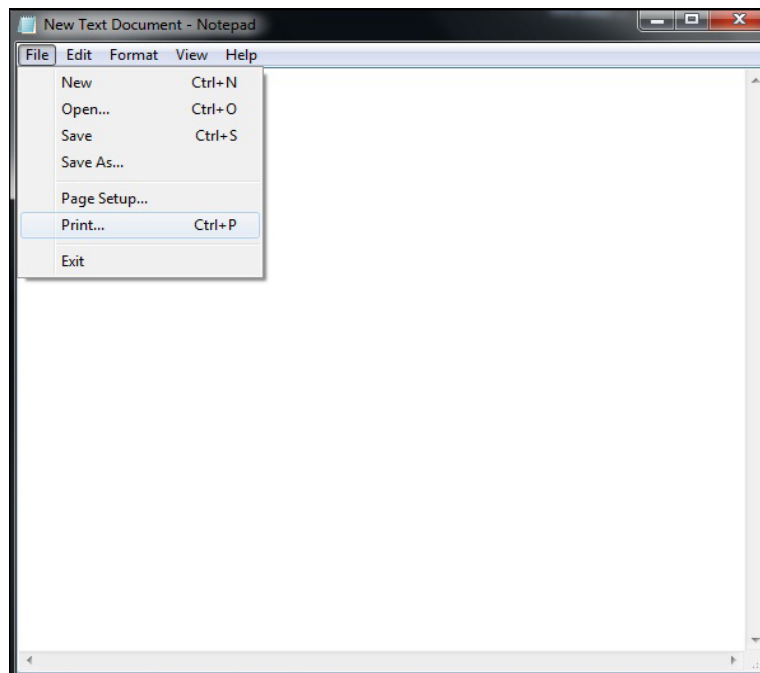


**Note:** • For loading paper, see Chapter 2.3.

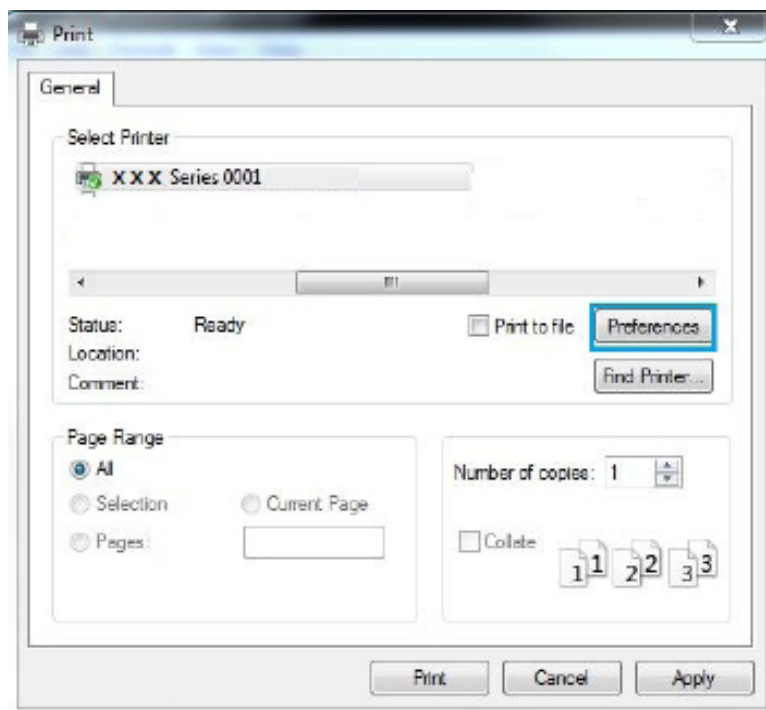
- For the media types that support printing, see Chapter 2.1. It is recommended to use the standard paper.
- Some paper media are not suitable for the duplex printing. Trying the duplex printing may damage the printer. When "Paper Type" is "Thick Paper" or "Transparent Film", please do not try "Duplex Print". If you choose "Reversed Order" printing in Printing Preferences dialog box, Manual Duplex will not be supported when "2 x 2 Poster" printing.
- Paper may get jammed or cannot be fed in when the automatic feeder tray is loaded with more than 150 sheets.

3) Printing steps are as follows (for Windows Operation System only) :

a) Open the document to be printed from the application (such as Notepad), and select "Print" from the "File" menu.

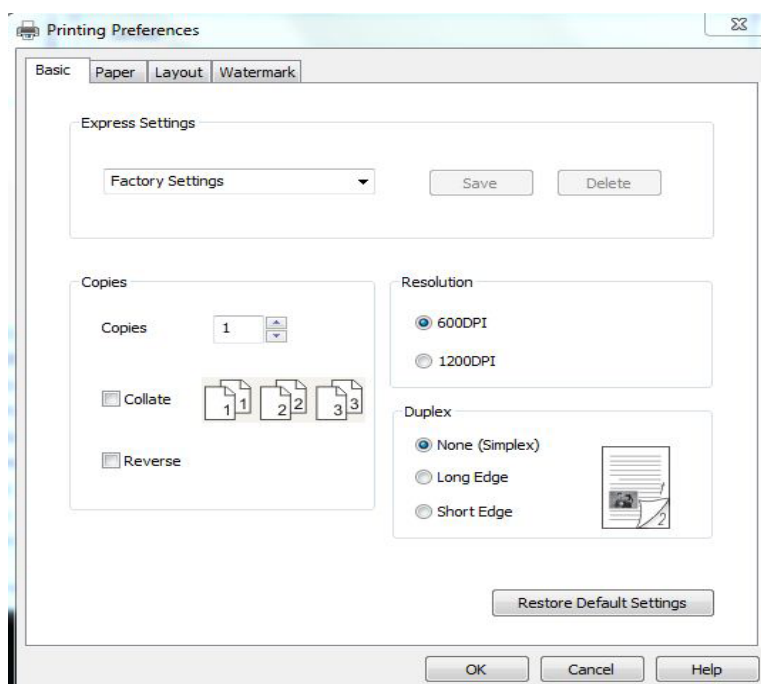


b) Select printer.

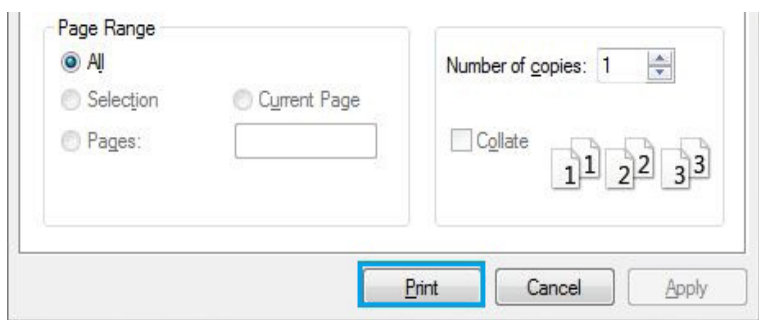


Click "Preferences" to set printing.

c) Set options in "Manual Duplex" of the "Basic" tab and click "OK" after completing the settings.

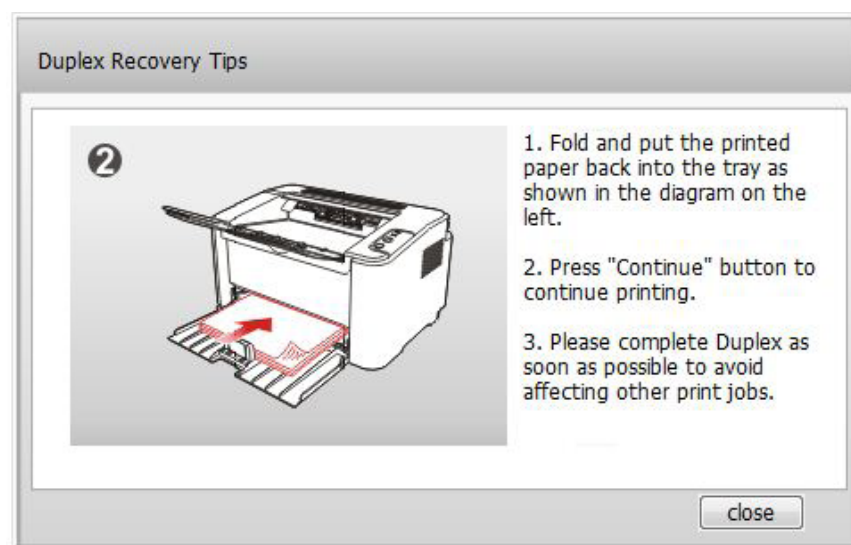


d) Click "Print".

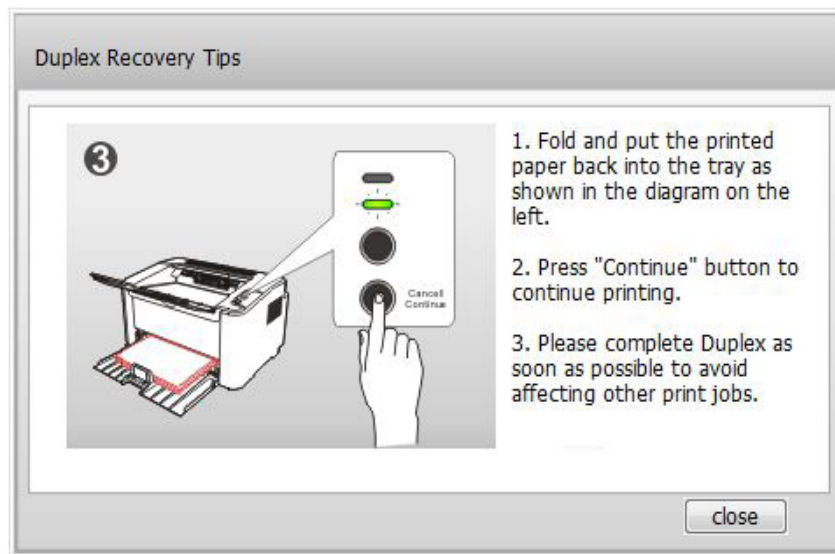


**Note:** • It is recommended to raise the output tray to prevent the paper from sliding out of it. If you choose not to raise the output tray, we recommend that you immediately remove the printed paper output from the printer.

e) Send the print task after choosing Manual Duplex, then the following prompt window will appear, telling you the next specific operations. Interfaces are different depending on the models.



f) After turning over the paper according to the prompt, press "OK" button of the printer to go on printing the other side.



g) You can click "Close" button to close this prompt window, and it will not appear until the next Manual Duplex job comes in.

#### 4.4. Cancel Print Job

You can press the Cancel button on the control panel to cancel the print job you want to cancel during the printing process, or cancel the print job in the printing pool.



## 4.5. Mac System Print

### Operation Steps:

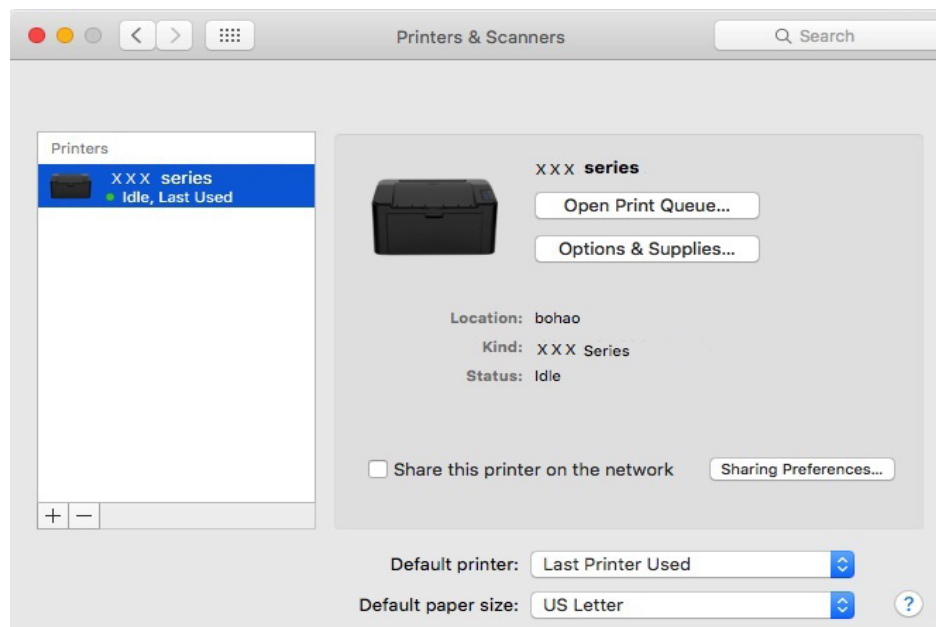
1. After installing the printer's driver, click on "System Preferences" on the bottom left corner.



2. After the window pops up, click on "Print and Scan".



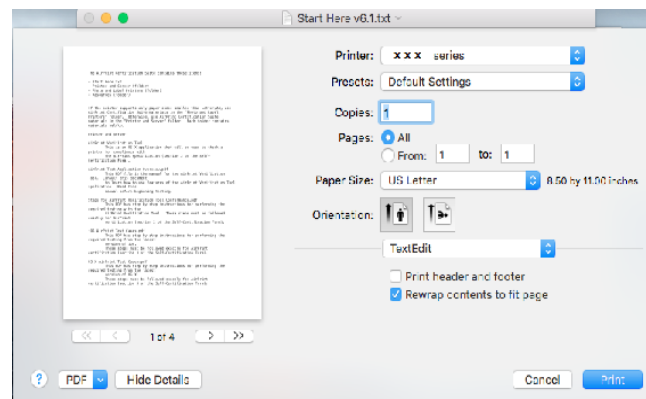
3. After the window pops up, select "Print".



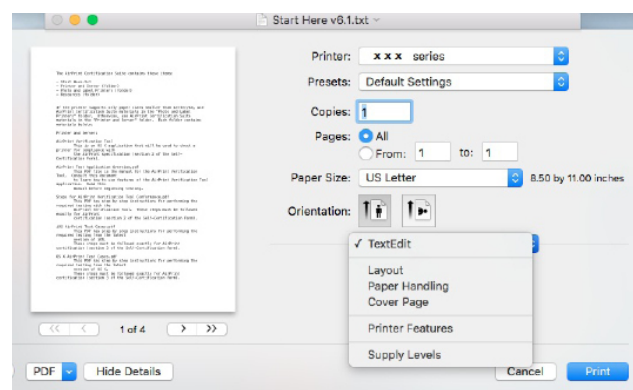
#### 4. Select printer

1) For USB Model printer: plug the USB cable, the corresponding printer will automatically show in the left list.

2) Open the document to be printed, click on “Document” – “Print”.



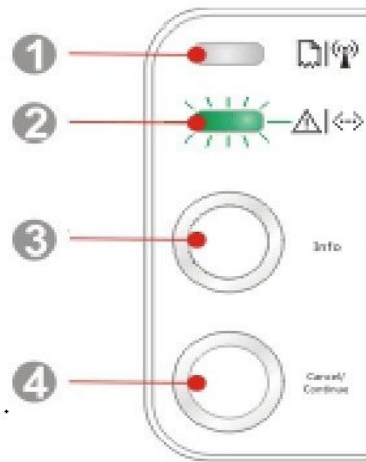
3) After the window pops up, set the printing parameters, and press the “Print” button on the top right corner.



## 5. Control Panel

### 5.1. Control Panel Overview

The printer control panel layout includes 2 buttons and 2 multi-colored LED indicators as shown below:



Serial No.	Name
1	Multi-colored LED1 indicator
2	Multi-colored LED2 indicator
3	Information button
4	Cancel/Continue button

#### 5.1.1. Functions of Buttons on the Control Panel

##### 5.1.1.1. Operation Function of Cancel/Continue Button

If the printer is in sleep mode, press or press and hold this button can wake it up.

Press and hold this button during printing can cancel the current print job.





##### 5.1.1.2. Operation Function of Information Button

When the printer is in ready mode, press and hold this button can print the test page.

## 5.1.2. Function of LED Indicators on the Control Panel









### 5.1.2.1. LED1 Status Indication

The meanings of the status indication of LED1 are as follows:

Serial No.	Paper Multi-colored LED1 Status Indication	Status Description (For printers with USB interface)
1		No paper error, sleep mode LED1 off
2		Starting and warming up the printer LED1 with green light staying on
3		Paper Jam Error LED1 with red light staying on
4		Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly























### 5.1.2.2. LED2 Status Indication

The meanings of the status indication of LED2 are as follows:

Serial No.	Data/ Cartridge Multi-colored LED2 Status Indication	Status Description
1		Starting and warming up the printer, waking up and warming up the printer, and warming up the printer by opening and closing its cover. LED2 with green light flashing slowly
2		The printer is ready LED2 with green light staying on
3		Sleep LED2 with green light on and flashing slowly
4		Printing Multi-colored LED2 with green light flashing quickly
5		Alarming for toner low LED2 with orange light on and flashing quickly
6		Cartridge error (not installed, mismatch, expired) LED2 with orange light staying on
7		Serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED2 with red light staying on
8		A job is cancelled via the panel LED2 with light flashing quickly

### 5.1.2.3. Indication of LED1 and LED2 Combination Status

You can refer to the indicator combination list for information on the working status of the printer. Some of the LED1 and LED2 combined indications are as follows:

Serial No.	Status		Status Description
	Paper(Multi-colored LED1)	Data/Cartridge (Multi-colored LED2)	
1			Paper jam, the printer is ready LED1 off, LED2 with green light staying on
2			Paper jam during printing LED1 with red light staying on, multi-colored LED2 off
3			Alarming for toner low LED1 off, LED2 with orange light flashing quickly
4			Cartridge error (not installed, mismatch, expired), the multi-colored indicator (orange) stays on LED1 off, LED2 with orange light on
5			Serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
6			A job is cancelled via the panel LED1 off, LED2 with green light flashing quickly
7			Paper shortage in printing, or failed in feeding, only showing paper errors LED1 with red light flashing quickly, LED2 off
8			Paper shortage in printing, or failed in feeding, alarming for toner low LED1 with red light flashing quickly, LED2 off
9			Paper shortage in printing, or failed in feeding, cartridge error (not installed, mismatch, expired) LED1 off, LED2 with orange light staying on
10			Paper shortage in printing, or failed in feeding, and meanwhile, serious printer error (heat roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
11			A job is being cancelled via the panel because of paper shortage in printing or failure in feeding LED1 off, LED2 with green light flashing quickly

## 6. Routine Maintenance

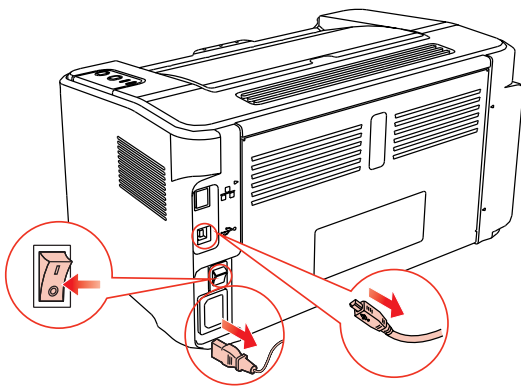
### 6.1. Cleaning the Printer



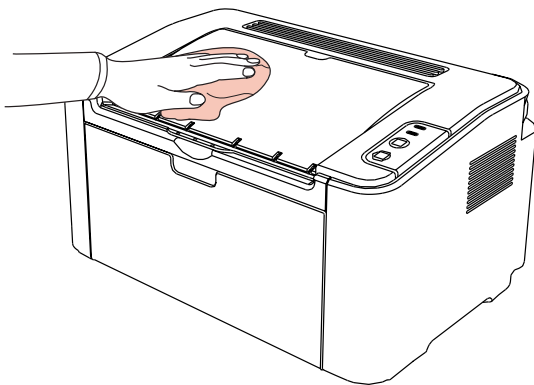
**Note:** • Please use mild detergents.

**Please clean the printer in accordance with the following steps:**

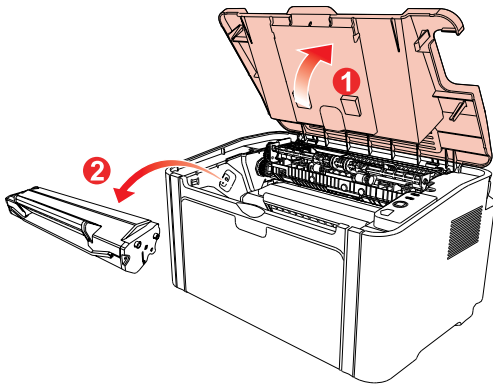
1. Turn off the main power switch and unplug the power cord and USB cable.



2. Use a soft cloth to wipe the outside of the printer clean.

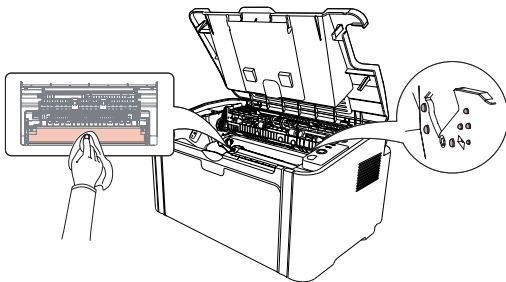


3. Open the upper cover and take out the laser toner cartridge.



**Note:** • When removing the laser toner cartridge, put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the photosensitive drum.

4. Clean the inside of the printer by using a dry and lint-free cloth to gently wipe the shaded area as shown in the figure below.



## 6.2. Maintenance of Laser Toner Cartridge

### 6.2.1. Use and Maintenance of Laser Toner Cartridge

For better print quality, please use the original laser toner cartridge.



**Note:** when using the laser toner cartridge, please pay attention to the following:

- Unless used immediately, otherwise, do not remove the laser toner cartridge from the package.

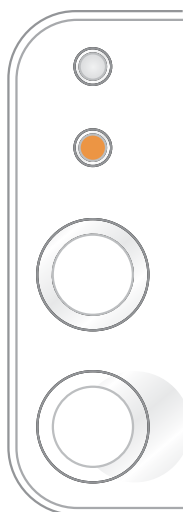
Do not attempt to refill the laser toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.

- Please store the laser toner cartridge under a cool and dry environment.
- Toner inside the laser toner cartridge is combustible. Please do not put the laser toner cartridge near any source of ignition, so as to avoid causing a fire.
- When removing or disassembling the laser toner cartridge, please pay attention to the toner leakage problem. In case of the toner leakage resulting in that the toner contacts with your skin or splashes into your eyes and mouth, please immediately wash with clear water, and consult a doctor immediately if you feel unwell.
- When placing the laser toner cartridge, please keep it away from the area reachable by children.

### 6.2.2. Service Life of Laser Toner Cartridge

Service life of the laser toner cartridge depends on the amount of toner that print jobs require.

When the printer LED indicator shows the status in the following figure it indicates that the laser toner cartridge life has expired and needs to be replaced.





### 6.2.3. Replace Laser Toner Cartridge

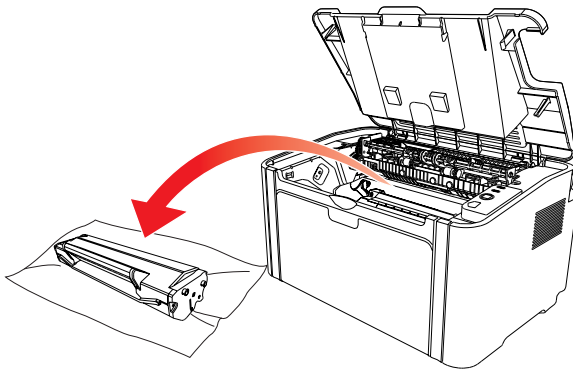


**Note:** before replacing the laser toner cartridge, please pay attention to the following:

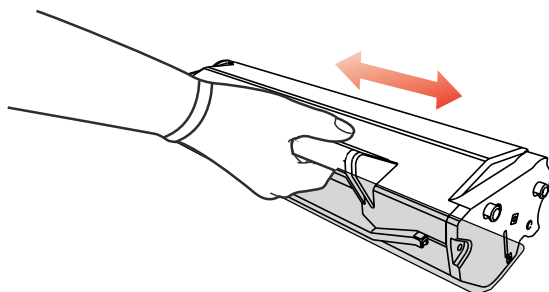
- The laser toner cartridge surface may contain toner. Please remove it carefully to avoid spilling.
- Put the removed laser toner cartridge on a piece of paper to avoid the toner from accidentally spilling.
- After removing the protective cover, please immediately install the laser toner cartridge into the printer, so as to avoid photosensitive drum damage caused by exposing to too much direct sunlight or indoor light.
- While installing the laser toner cartridge, do not touch the surface of the photosensitive drum so as not to scratch it.

Replacement steps are as follows:

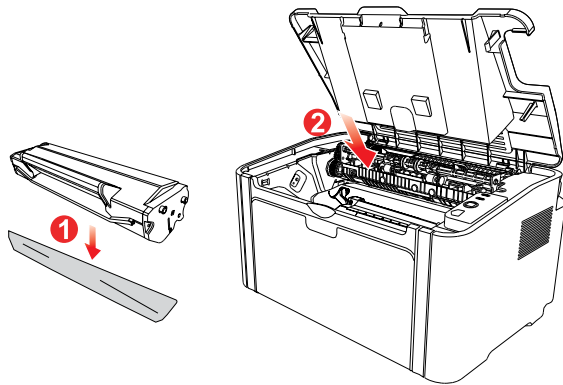
1. Open the upper cover, and remove the empty laser toner cartridge along the guides.



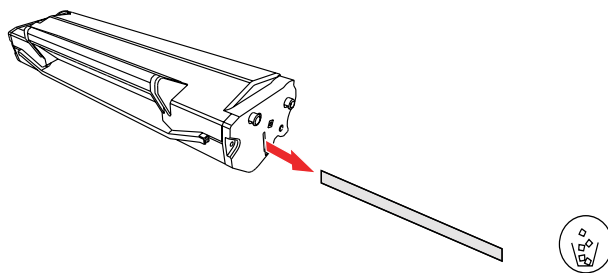
2. Open the package of a new laser toner cartridge, hold the handle of the cartridge and gently shake around 5-6 times, so as to make the toner evenly distributed inside the cartridge.



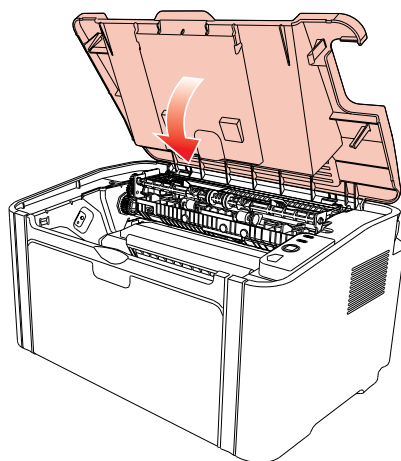
3. Remove the protective cover, and put the laser toner cartridge into the printer along the guides



**Note:** • Check whether there is any seal on it before installing the laser toner cartridge into the printer; if there is any, please tear off the seal and then install the cartridge.



4. Close the upper cover tightly



## 7. Troubleshooting

Please read this section carefully. It can help you solve common trouble in the printing process. If the problems appeared cannot be solved, please contact Aftersales Service Center.

Prior to handling common trouble, first check that

- The power cord is connected correctly and the printer is powered on.
- All of the protective parts are removed.
- The laser toner cartridge is correctly installed.
- The output bin is fully closed.
- The paper is correctly loaded into the tray.
- The interface cable is correctly connected between the printer and the computer.
- The correct printer driver is selected and installed properly.
- The computer port is properly configured and is connected to the proper printer port

### 7.1. Clearing Jammed Paper



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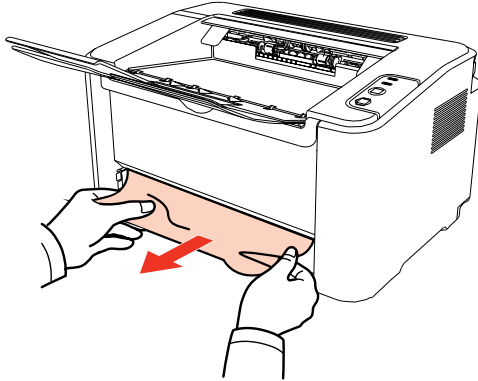
**Note:** • Remove the jammed paper in accordance with the following steps, close the upper cover and tidy the paper in the tray, then the printer will automatically resume printing. If the printer cannot automatically start printing, please press the button on the control panel.

- If the printer still does not start printing, please check whether all the jammed paper inside the printer are cleared.
  - If you cannot remove the jammed paper yourself, please contact your local InFocus authorized repair center or send the printer to the nearest InFocus authorized service center for repair.
-

### 7.1.1. Paper Jam in the Feed Port

If the output bin is open, please close it first.

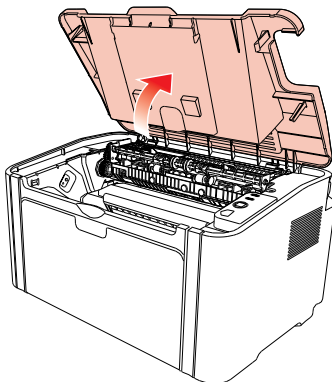
Gently pull the jammed paper straight out.



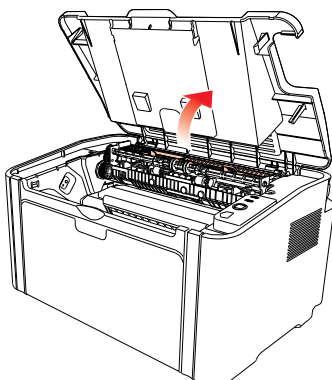
If the paper does not move while being pulled, or there is no paper in this area, please check the inside of the printer.

### 7.1.2. Paper Jam inside the Printer

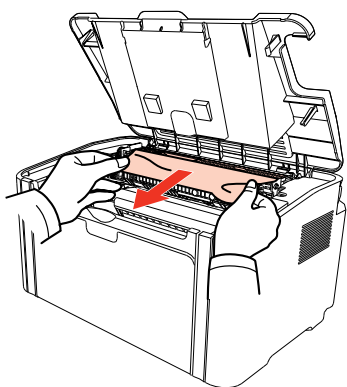
1. Open the upper cover.



2. Open the upper fuser guide to decrease the pressure of compression spring.

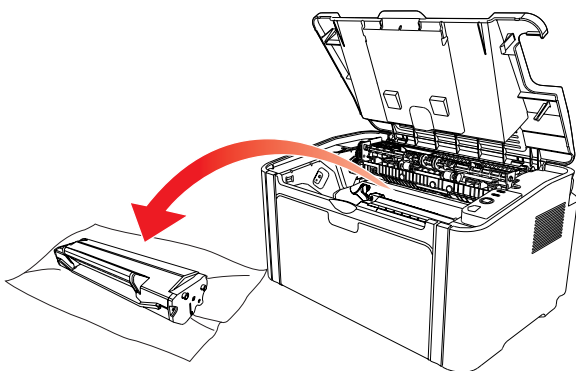


3. Pull the jammed paper out of the fuser unit.

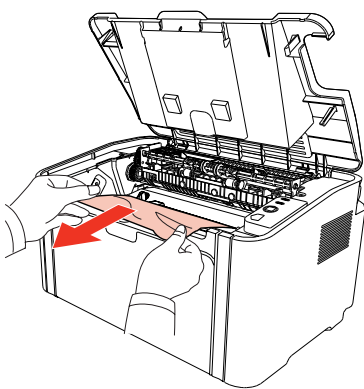


If no jammed paper is found, please go to the next step.

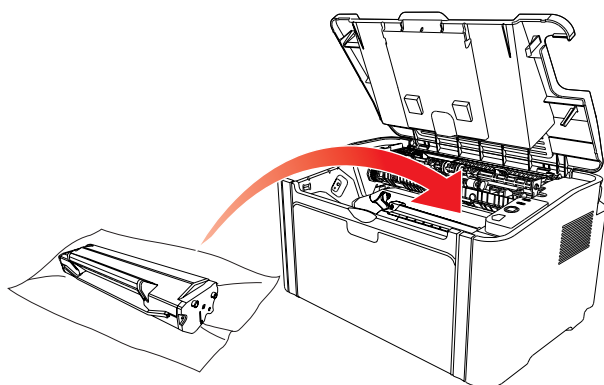
4. Remove the laser toner cartridge along the guides



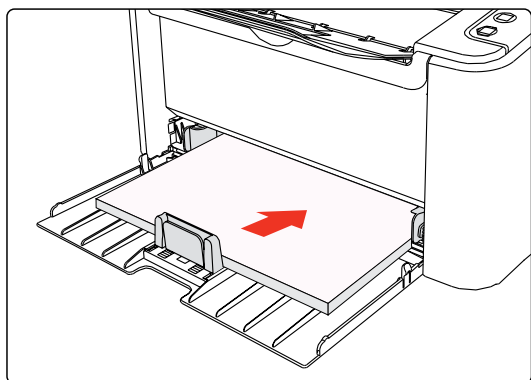
5. Slowly pull the jammed paper out along the paper output orientation.



6. After removing the jammed paper, insert the laser toner cartridge into the printer along the guides until you hear a click assuring you that the cartridge is fully inserted.



7. Put the paper in the tray neatly, and do not carry out the next print until the indicator resumes print-ready status.



## 7.2. Common Troubleshooting

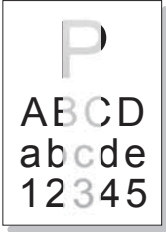
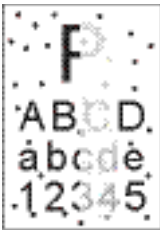


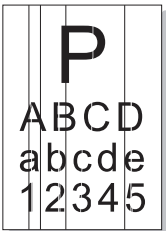
### 7.2.1. Common Trouble

Trouble	Cause	Solution
Printer Problems		
The printer does not work	The cable between the computer and the printer is not connected properly. Error in specifying the print port. The printer is offline, and Use Printer Offline is checked The printer does not recover from an internal error, such as a paper jam, paper empty, etc.	Disconnect and then reconnect the printer cable. Check the printer settings to ensure that the print job is sent to the correct port. If the computer has more than one port, make sure that the printer is connected to the correct port. Make sure that the printer is in the normal online status.
Problems in Handling Paper		
Paper feed failure	The print media is loaded incorrectly. The print media is beyond the usage specification range The feed roller is dirty.	Please correctly load the print media. If you use special print media for printing, please print with the manual feeder tray. Please use the print media within the specification range Clean the feed roller.
Paper Jam	There is too much paper in the tray. The print media is beyond the usage specification range There is foreign matter in the feed channel. The feed roller is dirty. Internal parts failure.	Remove excess paper from the tray. If you print on special print media, please use the manual feeder tray. Make sure to use the paper that meets specifications. If you print on special print media, please use the manual feeder tray. Clean the feed channel. Clean the feed roller.
Print with multipage fed in	Excessive static electricity on the print media. The print media is damp and sticks together. Internal parts failure.	Separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media. Separate the print media or use better and dry print media.


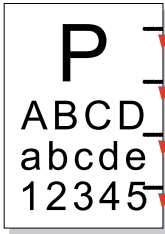
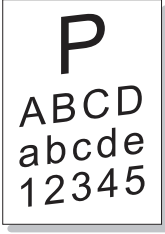
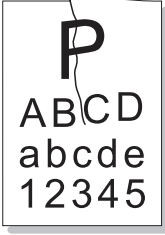
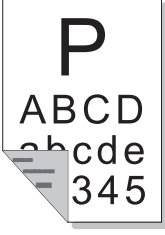




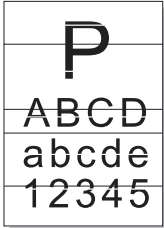
**Note:** • If the problem remains, please contact Aftersales Service Centre.

## 7.2.2. Image Defects

Trouble	Cause	Solution
 <p>The printout is whitish or light</p>	<ul style="list-style-type: none"> <li>• Toner is low.</li> <li>• The print media does not meet usage specification, such as the media is damp or too rough.</li> <li>• The resolution in the print program is set too low.</li> <li>• The laser toner cartridge is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Please properly use the print media within the specification range.</li> <li>• Setup the print resolution in the program.</li> </ul>
 <p>Toner spots</p>	<ul style="list-style-type: none"> <li>• The laser toner cartridge is dirty or leaks toner.</li> <li>• The laser toner cartridge is damaged.</li> <li>• The print media that does not meet usage specification, such as the media is damp or too rough.</li> <li>• The feed channel is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Please use the print media within the specification range</li> <li>• Clean the feed channel.</li> </ul>
 <p>White spots</p>	<ul style="list-style-type: none"> <li>• The print media that does not meet usage specification, such as the media is damp or too rough.</li> <li>• The feed channel is dirty.</li> <li>• The internal part of the laser toner cartridge is damaged.</li> <li>• The reflective glass of the laser inside the printer is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Please use the print media within the specification range</li> <li>• Clean the feed channel.</li> <li>• Clean the reflective glass of the laser.</li> </ul>
 <p>Toner comes off</p>	<ul style="list-style-type: none"> <li>• The print media that does not meet usage specification, such as the media is damp or too rough.</li> <li>• The inside of the printer is dirty.</li> <li>• The laser toner cartridge is damaged.</li> <li>• The internal part of the printer is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Please use the print media within the specification range. If you use special print media, please print with the manual feeder tray.</li> <li>• Clean the inside of the printer.</li> </ul>
 <p>Black vertical stripes</p>	<ul style="list-style-type: none"> <li>• The laser toner cartridge is dirty.</li> <li>• The internal part of the laser toner cartridge is damaged.</li> <li>• The reflective glass of the laser inside the printer is dirty.</li> <li>• The feed channel is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the reflective glass of the laser at the back of the printer.</li> <li>• Clean the feed channel at the back of the printer.</li> </ul>



Trouble	Cause	Solution
 <p>Black background (gray background)</p>	<ul style="list-style-type: none"> <li>• The print media that does not meet usage specification, such as the media is damp or too rough.</li> <li>• The laser toner cartridge is dirty.</li> <li>• The internal part of the laser toner cartridge is damaged.</li> <li>• The feed channel is dirty.</li> <li>• The transfer voltage inside the printer is abnormal.</li> </ul>	<ul style="list-style-type: none"> <li>• Please use the print media within the specification range</li> <li>• Clean the feed channel inside the printer.</li> </ul>
 <p>Cyclical traces appear</p>	<ul style="list-style-type: none"> <li>• The laser toner cartridge is dirty.</li> <li>• The internal part of the laser toner cartridge is damaged.</li> <li>• The fuser component is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the laser toner cartridge or replace it with a new one.</li> <li>• Please contact Aftersales Service Centre to repair and replace the fuser component.</li> </ul>
 <p>Skewed pages</p>	<ul style="list-style-type: none"> <li>• The print media is loaded incorrectly.</li> <li>• The feed channel of the printer is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure correct loading of the print media.</li> <li>• Clean the feed channel inside the printer.</li> </ul>
 <p>Wrinkled paper</p>	<ul style="list-style-type: none"> <li>• The print media is loaded incorrectly.</li> <li>• The print media does not meet the usage specification</li> <li>• The feed channel inside the printer is dirty.</li> <li>• The fuser component of the printer is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure correct loading of the print media.</li> <li>• Please use the print media within the specification range for printing.</li> <li>• Clean the feed channel inside the printer.</li> </ul>
 <p>The back of the printout is dirty</p>	<ul style="list-style-type: none"> <li>• The laser toner cartridge is dirty.</li> <li>• The transfer roller inside the printer is dirty.</li> <li>• The transfer voltage inside the printer is abnormal.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the laser toner cartridge or replace it with a new one.</li> <li>• Clean the internal transfer components of the printer.</li> </ul>

Trouble	Cause	Solution
	<ul style="list-style-type: none"> <li>• The laser toner cartridge is installed incorrectly.</li> <li>• The internal part of the laser toner cartridge is damaged.</li> <li>• Abnormal charge inside the printer; the laser toner cartridge is not charged.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure to install the cartridge correctly.</li> </ul>
<p>Whole page dark</p>	 <ul style="list-style-type: none"> <li>• The print media that does not meet usage specification, such as the media is damp or too rough.</li> <li>• The inside of the printer is dirty.</li> <li>• The laser toner cartridge is damaged.</li> <li>• The internal part of the printer is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Please use the print media within the specification range. If you use special print media, please print with the manual feeder tray.</li> <li>• Clean the inside of the printer.</li> </ul>
<p>The toner does not adhere to the paper</p>	 <ul style="list-style-type: none"> <li>• The laser toner cartridge is incorrectly installed.</li> <li>• The laser toner cartridge might be damaged.</li> <li>• The internal part of the printer is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure to install the cartridge correctly.</li> </ul>
<p>Horizontal stripes</p>		

## 8. Product Specification



**Note:** • These values are based on the initial data. For more information about the latest specifications, please visit: [www.infocus-china.com](http://www.infocus-china.com).

### 8.1. Specification Overview

Processor		600MHZ
Memory		128MB
Power Supply		AC220~240V; 50Hz/60Hz; 3A (Note: For the power supply and voltage that is suitable for this printer, please refer to the nameplate on the back of the printer. Please strictly use the power supply for the printer according to its specification.)
Communication interface		Hi-Speed USB 2.0
Operation environment	Best print quality	10-32 °C
	Humidity range for operation	20 to 80% RH
Product Size (W*D*H)		337 x 220 x 178 mm
Weight (excluding the laser toner cartridge)		4kg
Control Panel		LED

## 8.2. Printing Specification

Print Speed	A4	22ppm
	Letter	23ppm
First Page Print Time		<7.8s
Print Language		GDI
Maximum print size		Legal (216mm*355.6mm)
Maximum Monthly Page Volume		8,000 pages
Paper Input Capacity	Standard Tray	150 pieces (80g/m <sup>2</sup> )
Paper Output Capacity	Print-side down	100 pieces (80g/m <sup>2</sup> )
Print Media	Media Type	Plain paper, thin paper, thick paper, transparent film, card paper, label paper, envelope
	Media size	A4,A5,A6,JIS B5,ISO B5,B6, Letter, Legal, Executive,Statement, Monarch envelope, DL envelope,C5 envelope,C6 envelope,NO.10 envelope, Japanese Postcard,Folio,Oficio,Big 16k, 32k,16k,Big 32k,ZL,Yougata4, Postcard, Younaga3, Nagagata3, Yougata2
	Media weight	60~163g/m <sup>2</sup>

***InFocus***