Customer Support Information

Oki Data Training

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Table of Contents

General Set Up & Installation ..... Page 1

Print Quality Problems

- Light Print ..... Page 2
- Blank Print ..... Page 2
- Solid Black Page ..... Page 3
- Vertical Blank Lines ..... Page 3
- Horizontal Blank Lines ..... Page 4
- Vertical Stripes ..... Page 4
- Horizontal Stripes ..... Page 5
- Missing Data on Page ..... Page 5
- Toner Spots On Page ..... Page 6
- Repeating Images ..... Page 6
- Gray Background ..... Page 7
- Skew ..... Page 7
- Physical Paper Damage ..... Page 8
- Poor / No Fusing ..... Page 8

Marks Repeating Down the Page ..... Page 9
Print Cartridge Contacts ..... Page 9
Consumables Information ..... Page 10
Warranty Statement ..... Page 10
Duty Cycle ..... Page 10
Care and Feeding of the Print Cartridge ..... Page 11
Replacing the Print Cartridge ..... Page 12
Replacing the Fuser ..... Page 14
Resetting the Fuser Counter ..... Page 16
Loading Paper In The Paper Tray ..... Page 17
Printer's Paper Routing ..... Page 19
Operator Control Panel Layout ..... Page 20
Oki Data Support ..... Page 21
Your Training Notes ..... Page 22

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General Set Up & Installation

This handout provides guidelines for supporting the B6500 series of printers.

Before removing any portion of the machine or making any internal adjustments, be sure power to the unit is OFF (It is STRONGLY recommended that the AC power cord be removed from the wall outlet!). Suggested corrective actions should be performed in order as listed. Most conditions can be corrected by performing routine preventative maintenance. If printer or print quality problems occur, diagnose and correct following the guidelines in this manual.

During operation, the unit should:

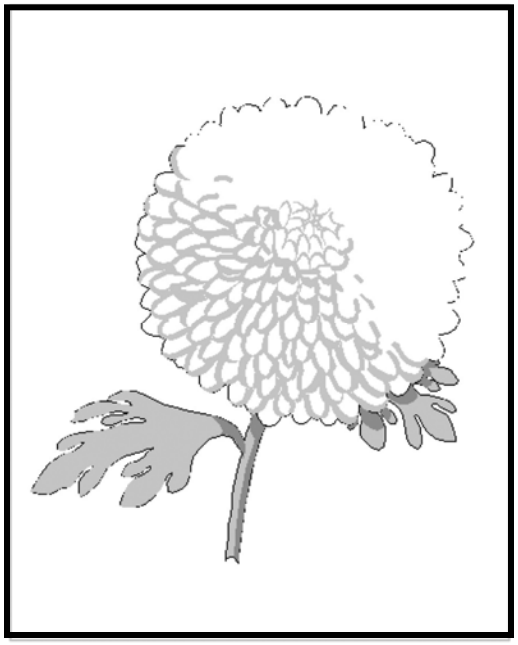
- have the power cord connected.
- be connected to a power source which is rated to machine specifications.
- be installed on a flat, level surface.
- receive good ventilation.
- not be connected to an electrical circuit with other equipment or where voltages may fluctuate.
- not be installed near a direct heating or cooling source or vent.
- not be exposed to high dust concentration.
- not be exposed to direct sunlight
- not be exposed to high temperatures, high humidity, steam or chemical fumes.

NOTE: Oki Data STRONGLY recommends against having this printer plugged into an Uninterruptible Power Supplies (UPS) as most units cannot supply enough current to insure the correct operation of a toner-based product.

Print Quality Problems

If the pages printed by the printer have an image problem, follow the appropriate steps to correct the problem.

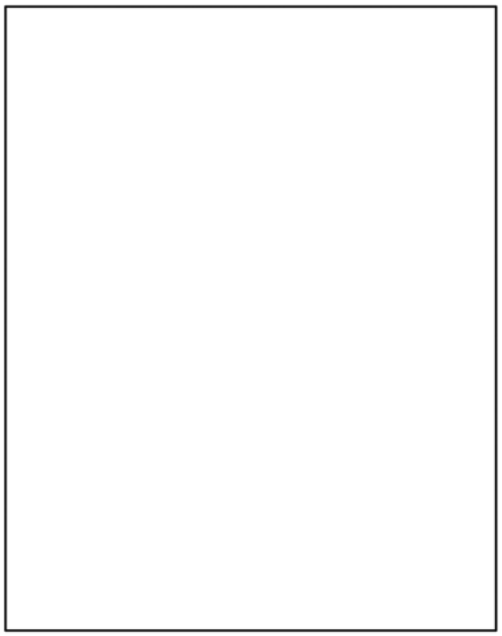
Light Print



Entire page of data is printed very faintly – there is a lack of contrast in the printout

- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- Check the image development process by generating a test print and opening the printer cover while printing. Remove the Print Cartridge and check the drum surface: Is there a solid image on the drum surface? If so, request a service call. If not, replace the Print Cartridge.
- Did replacing the Print Cartridge fix the image?
  If not, request a service call.

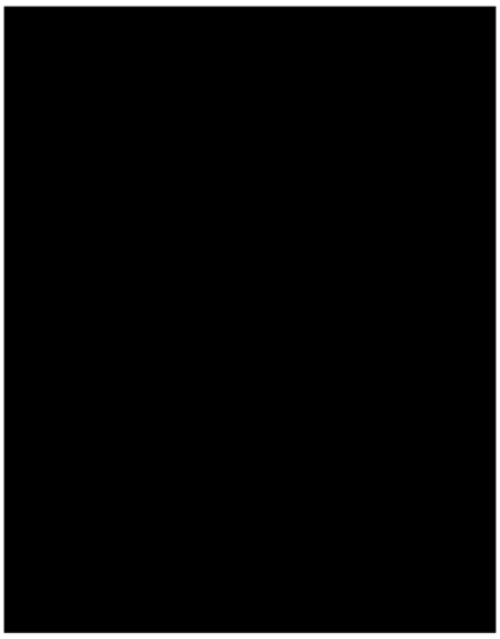
Blank Print



The entire page is blank – there is no toner printed on the page

- Check the image development process by generating a test print and opening the printer cover while printing. Remove the Print Cartridge and check the drum surface: Is there a solid image on the drum surface? If so, request a service call. If not, replace the Print Cartridge.
  Did replacing the Print Cartridge correct the problem? If not, request a service call.

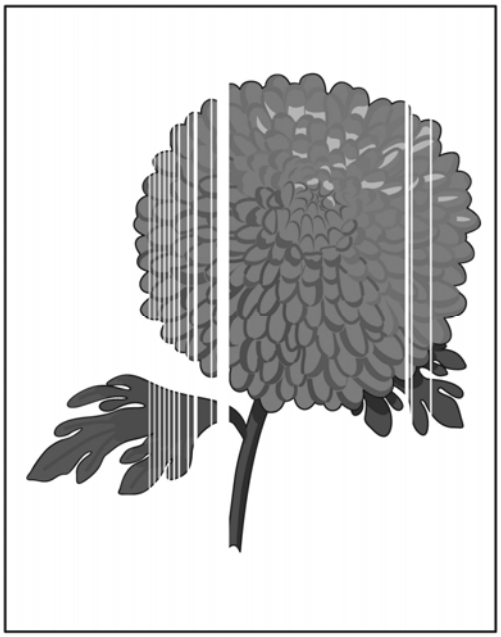
Solid Black Page



The entire page is printed solid black with no data visible

- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

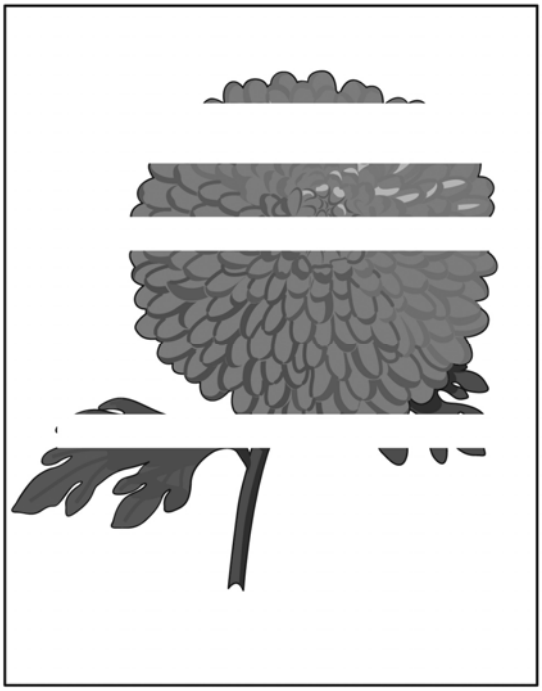
Vertical Blank Lines



There are white stripes in the paper feed direction

- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

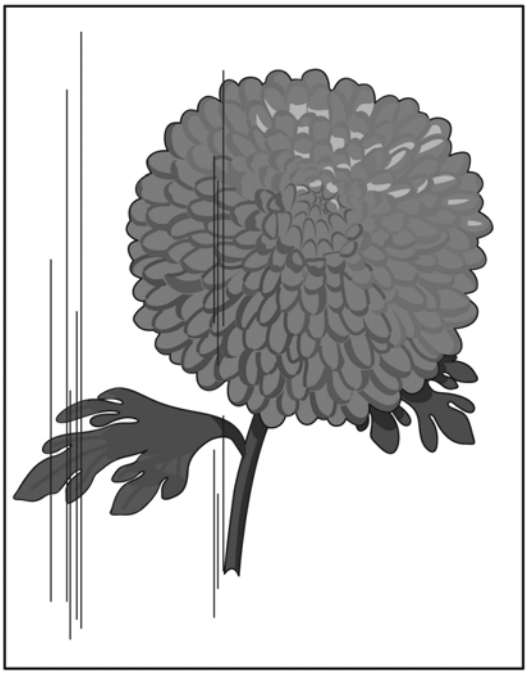
Horizontal Blank Lines



There are light areas or white lines across the printout, perpendicular to the paper feed direction

- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

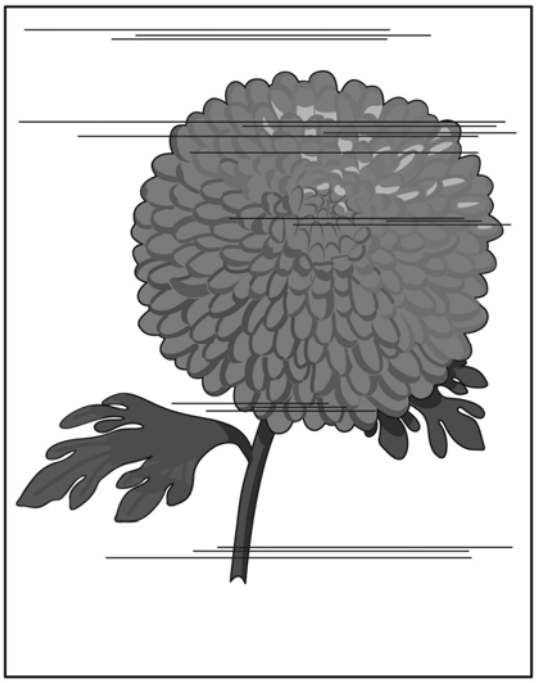
Vertical Stripes



There are vertical black stripes in the paper feed direction

- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

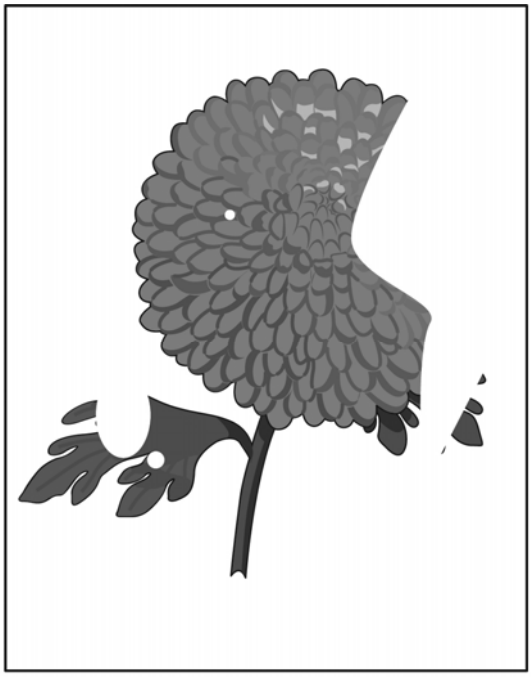
Horizontal Stripes



There are horizontal black stripes across the printout, perpendicular to the paper feed direction

- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

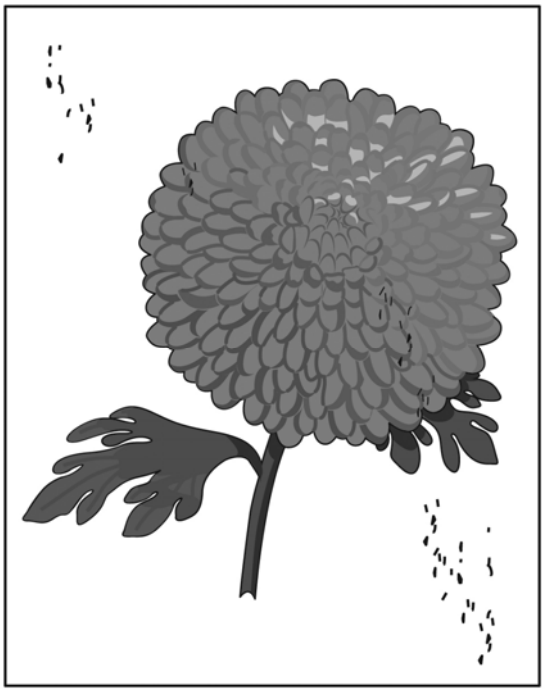
Missing Data on Page



Some areas of the printout are extremely faint or completely missing

- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

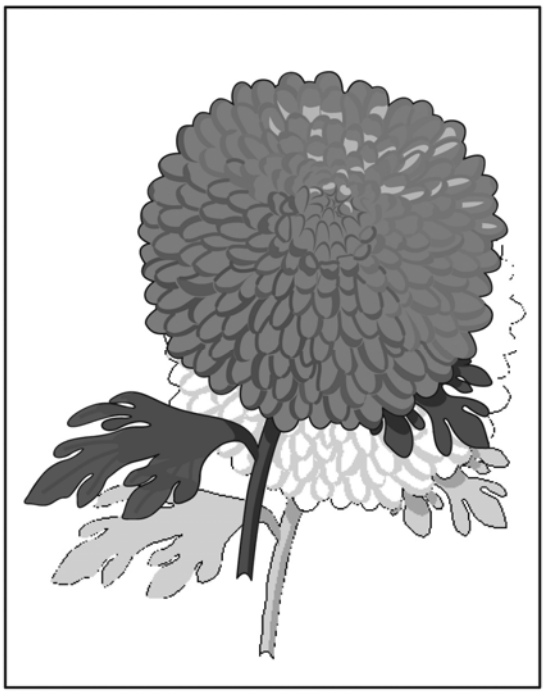
Toner Spots On Page



There are random toner spots on the printout

- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

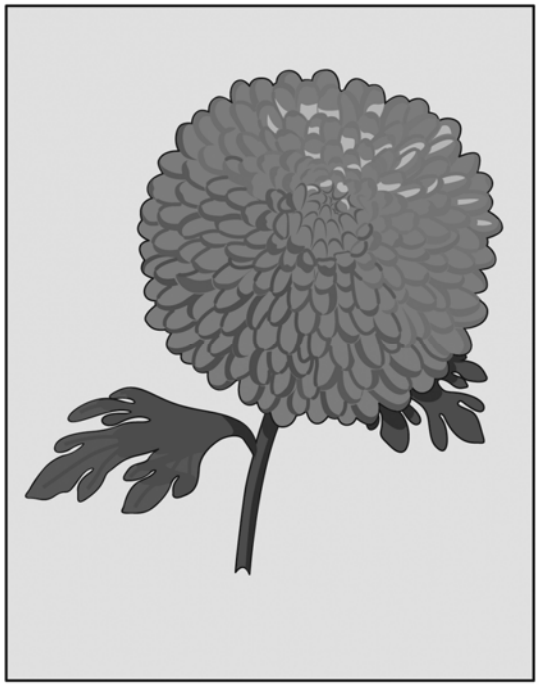
Repeating Images



There are faint, "ghost" images repeating down the page. The image may be an image of the previous page or part of the currently printed page

- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

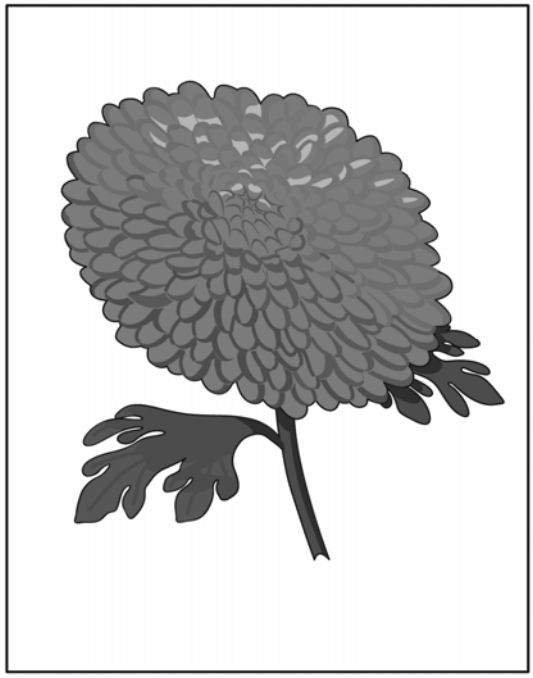
Gray Background



There is a very noticeable gray background uniformly applied to part or all of the page

- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

Skew



The printed image is not parallel with the sides of the paper

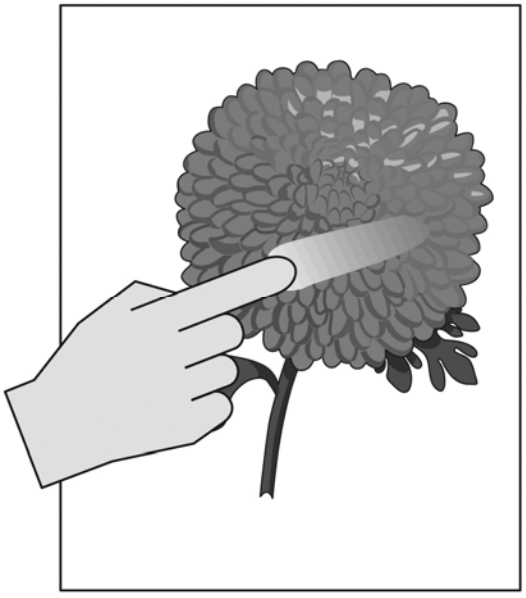
- Make sure the printer is level: Is there a problem with the surface the printer is sitting on?
- Are any of the printer's feet missing? Replace them.
  Did this correct the problem?
- Remove the paper cassette and paper. Check for problems in the cassette. Is the paper aligned correctly?
- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

Physical Paper Damage

The paper coming out of the printer is crumpled, folded or damaged

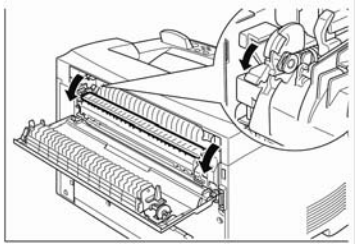
- Remove the paper cassette and paper. Check for problems in the cassette. Is the paper aligned correctly? Are there any visible problems in the paper cassette?
- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- Replace the Print Cartridge
  Did this fix the problem? If not, request a service call.

Poor (or no) Fusing



The printed image comes off the paper when rubbed

- Check the Fuser Assembly to make sure the levers on both sides are pushed down.



- Check the paper supply. Is the paper damp?
  Replace with dry, flat paper.
- Is the paper out of the paper spec?
  Replace the paper with specified paper.
- If the problem persists, request a service call.

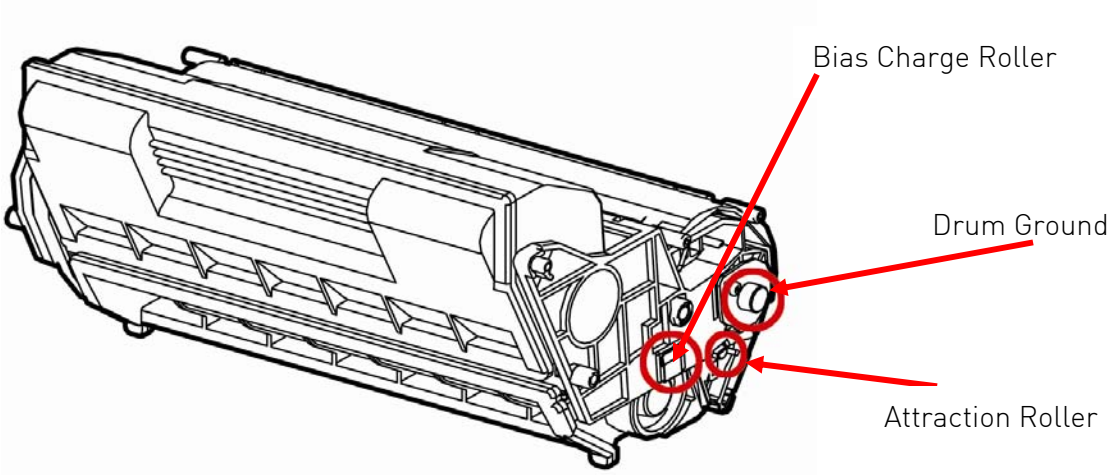
Marks Repeating Down the Page

If the customer tells you that there is a mark (or void) repeating down the printed page, measure the distance between repeating marks (or voids). Using the chart below, you can diagnose which of the rollers is causing the problem.

Roller	Part Name	Repeating Interval
Drum	Print Cartridge	3.71 inches
Bias Transfer Roller	BTR (service call)	2.00 inches
Heat Roller	Fuser Assembly (service call)	3.08 inches
Pressure Roller	Fuser Assembly (service call)	3.71 inches

Print Cartridge Contacts

The Print Cartridge has several electrical contacts that should be checked when there are output problems. The diagram below shows the contacts to check:



Bias Charge Roller Contact — Conducts voltage required to charge the drum surface with a high negative charge. If this contact makes poor or no contact, print quality would range from variable density to pure black

Drum Ground Contact — This contact is responsible for conducting the charge from exposed areas of the drum. Poor contact or no contact would result in output problems ranging from variable density to no data printed on the page.

Attraction Roller Contact — The attraction roller is responsible for charging the toner particles. If this contact were dirty or missing, results would range from variable density to no data being printed on the page

Consumables

The standard print cartridge that ships with the B6500 is good for 6,000 pages at a 5% print density. There are 2 replacement print cartridges available:

Standard capacity: 11,000 pages (@5% page density)	P/N:52116001
High capacity: 18,000 pages (@ 5% page density)	P/N: 52116002

Warranty

The standard B6500 printers have a 1 year Overnight Exchange warranty.

Duty Cycle

The maximum duty cycle is 200,000 pages per month

Care and Feeding of the Print Cartridge Assembly

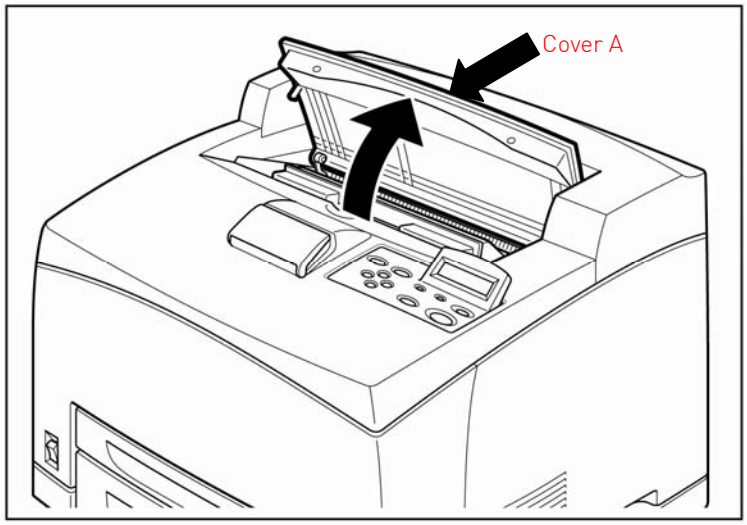
What follows are some general guidelines when dealing with the Oki Data Print Cartridge assembly.

- Gently remove the protective paper and plastic that is shipped around the print cartridge assembly prior to installing it within the printer.
- When removing the seal from the Print Cartridge, place the Print Cartridge on a flat surface and pull the Seal straight out.
  NOTE: Pulling the seal out diagonally may break it, rendering the drum useless. After the seal has been pulled out, do not shake or bump the Print Cartridge.
- DO NOT touch the "bluish" surface of the drum. The surface of the drum is coated with a delicate OPC material. This surface should not be touched or wiped. Any surface damage usually shows up as a cyclical mark and requires a print cartridge assembly replacement to correct the problem.
- Minimize exposure of the drum to ambient light. OPC drums are very light sensitive and leaving the drum surface exposed to ambient light will decrease its effective life cycle. We recommend no more then 2 minutes exposure to office-level lighting. Do Not expose the drum surface to sunlight or other strong light as this may effectively "kill" the area of the drum that's been exposed. Cover the drum when the printer's cover is open or the print cartridge assembly is removed from the printer. Ideally, place the print cartridge assembly in a black plastic bag. If the bag is not available, cover the print cartridge assembly with several sheets of paper.
- Over exposed drums will show a density problem. As paper is being printed, you'll notice a lighter repeating area printed down the page about every 3.71". If this happens, do not use the printer for 24 hours. This provides a "healing" time for the drum. If this doesn't fix the problem, you will need to replace the print cartridge assembly.
- When removing the print cartridge assembly, gently set it on a smooth level surface.
- Spilled toner powder. The easiest cleanup method is to rinse your skin with cold water. Clothing should be gently brushed off and washed in cold water. Hard surfaces should be wiped off with a paper towel moistened with cold water. *NOTE*: Toner "sets" by a combination of heat and pressure. If you gently blow the toner off affected areas and wipe any residue with a paper towel moistened with cold water, toner will not set. WARNING: Do Not vacuum spilled toner with a regular vacuum cleaner. Failure to heed this warning risks damaging the vacuum cleaner. There are very specialized vacuum cleaners used by service personnel to vacuum toner without risking damage to the vacuum cleaner.

Replacing the Print Cartridge

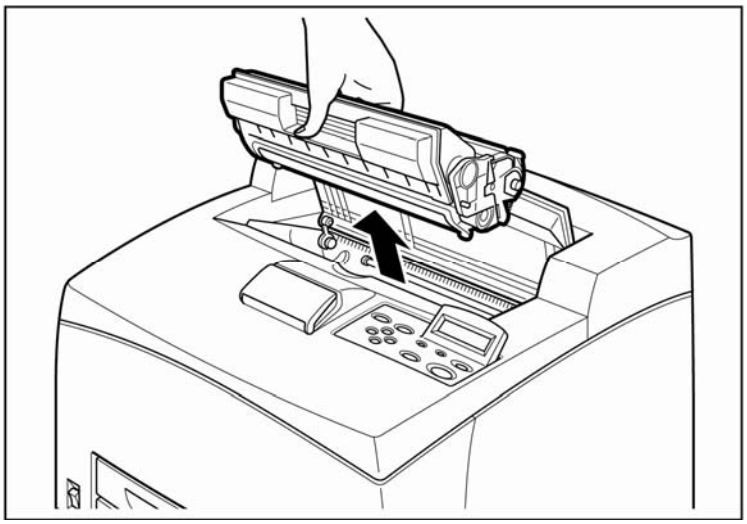
The Print Cartridge that ships with the printer has a page life of approximately 6,000 pages (at a 5% page density). The Standard capacity replacement print cartridge for the B6500 will print approximately 11,000 pages at a 5% page density, while the High capacity replacement Print Cartridge will print approximately 18,000 pages at a 5% print density.

The steps below show the procedure for replacing a Print Cartridge.



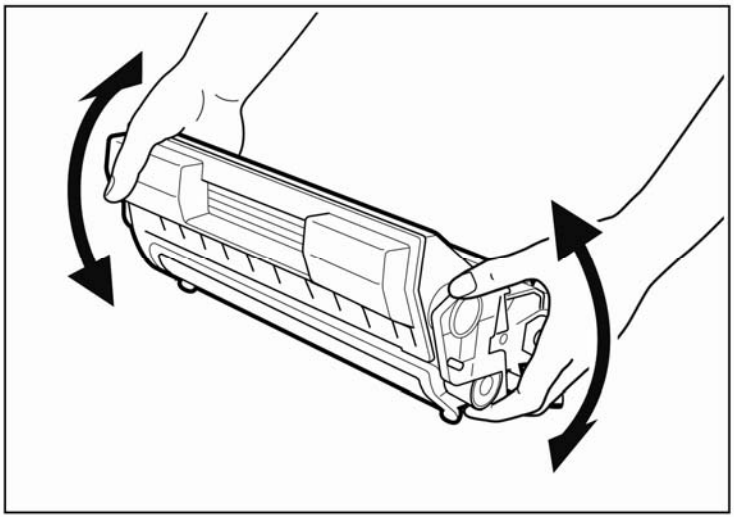
1. Turn off the power switch on the printer
2. Remove any output paper from the printer and open cover A

NOTE: Do Not touch any parts inside the printer!
After opening cover A, gently remove any dust or debris from inside the printer



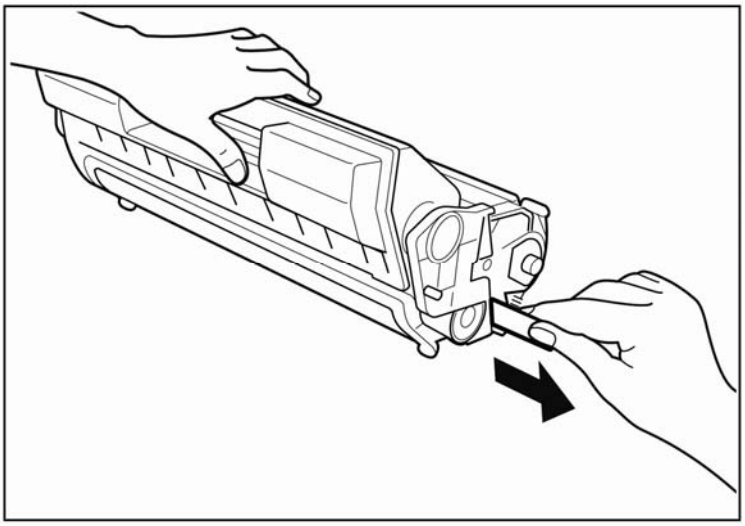
3. Grasp the Print Cartridge by the grip handle an pull it out slowly

NOTE: To prevent any toner spill, place a sheet of paper under the front edge of the printer before setting the EP Cartridge down



4. Remove the new Print Cartridge from it's box / packaging and shake it 7 or 8 times as shown in the drawing

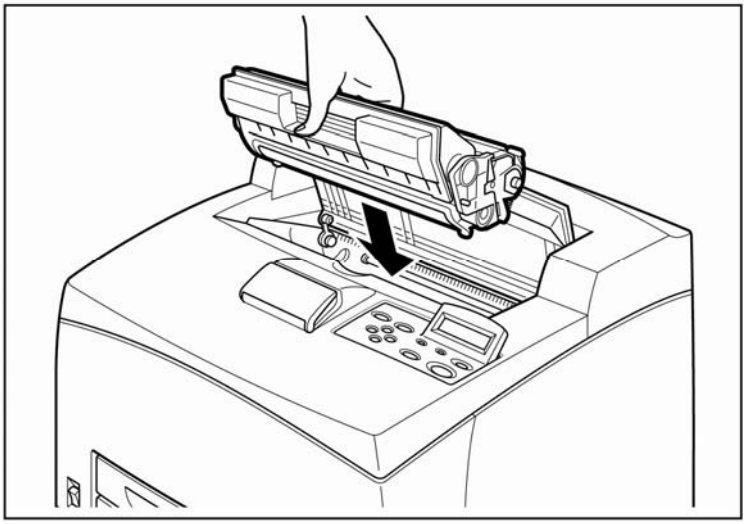
NOTE: Do Not touch the surface of the drum as the OPC coating is delicate an could be easily damaged



5. Place the new Print Cartridge on a flat surface and pull the seal out horizontally.

CAUTION:

Pulling the seal out diagonally may break it, rendering the drum useless. After the seal has been pulled out, do not shake or bump the Print Cartridge



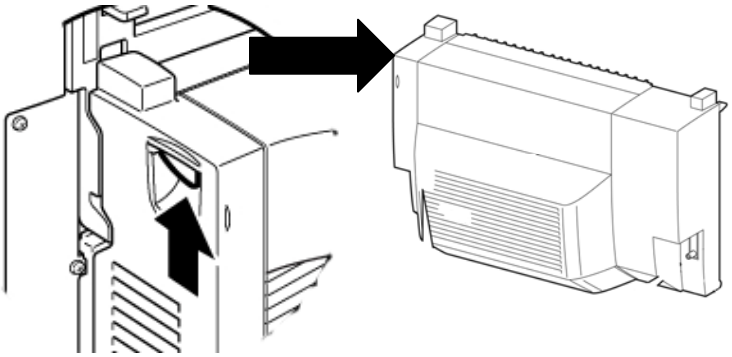
6. Hold the Print Cartridge by the grip and insert it into the slot inside the printer

NOTE: Insure that the EP Cartridge is seated completely inside the printer

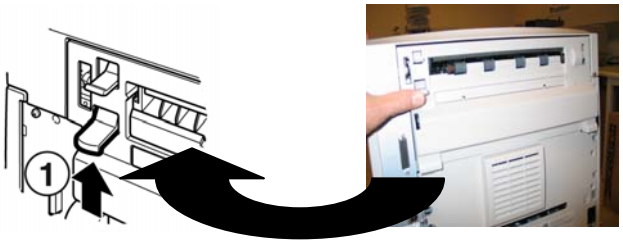
7. Close cover A securely
8. Turn the power switch on and print a test page

Replacing the Fuser

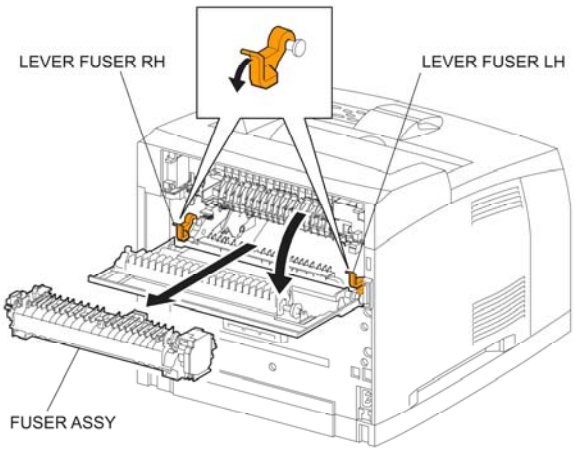
NOTE: Prior to replacing the fuser in the B6500 we strongly suggest that you turn the unit off and let it cool down for 5 to 10 minutes before beginning this procedure.



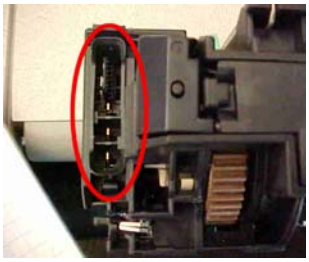
1. If the duplexer is installed, press the button on the left side of the duplexer to release it and pull down the duplex assembly



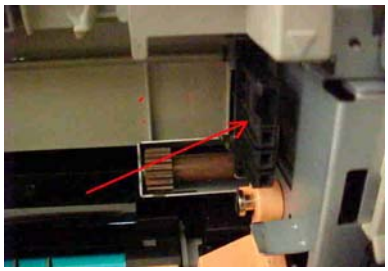
2. Open the rear cover by pushing up on the lower tab as shown at left.



3. Push down on both Orange tabs (Lever Fuser, as illustrated at left) and slide the fuser unit straight out of the printer.



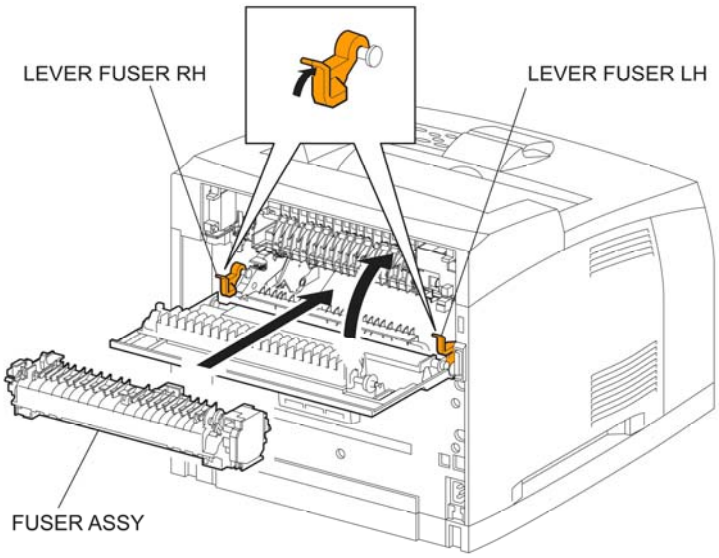
Electrical Connector
on Fuser



Electrical Connector
in Printer

4. To install the new fuser, align the electrical connector on the right side of the fuser with the mating electrical connector in the printer unit. Then slide the new fuser into the printer.

NOTE – You may pivot the fuser back and forth slightly if it does not slide in easily.



5. Lock the fuser in position by pushing up firmly on the two orange tabs. Close all covers, including the duplexer, if installed.

The following page contains the instructions to reset the fuser counter that is stored within B6500.

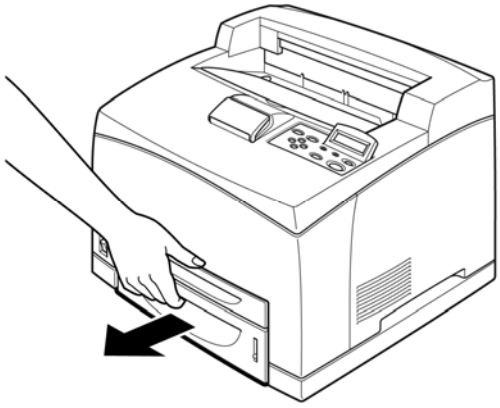
Resetting the Fuser Counter

After replacing the fuser, you must reset the counter within B6500.

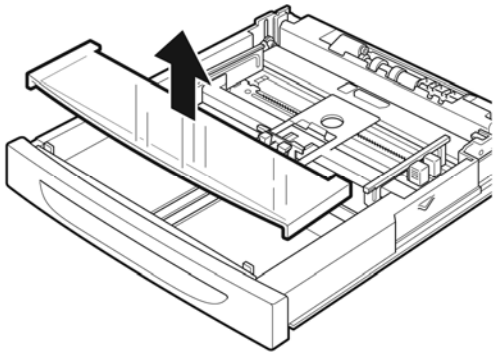
Action	Operator Panel Display
1. Power the printer on and wait for the "Ready to Print" message on the Operator Panel.	Ready to Print
2. Press the "Select" and "▼" (down arrow) buttons. The Operator Panel displays:	Reset Counter Fuser U4
3. Press the "►" (right arrow) key. The Operator Panels displays:	Fuser U4 Use SEL to Reset
4. Press the "Select" button. The Operator Panel will display:	Fuser U4 Clearing
5. Wait until this message clears and the Display Panel shows:	Reset Counter Fuser U4
6. Press the "Select" button to return the printer to the "Ready to Print" message.	Ready to Print

The B6500 is now ready to print again!

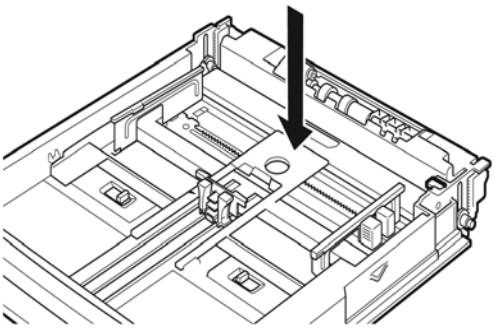
Loading Paper in the Paper Tray



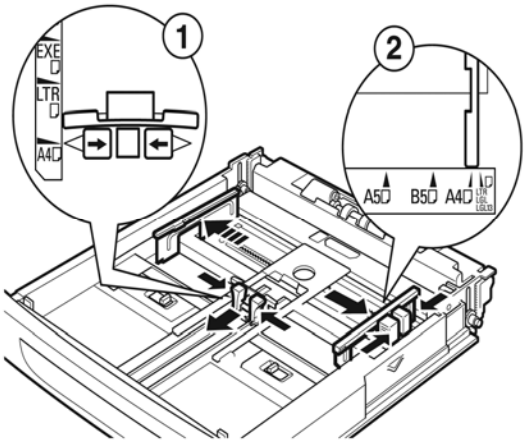
1. Pull the paper tray from the B6500



2. Place the tray on a flat surface and remove the lid



3. If the base plate of the paper tray is raised, push it down

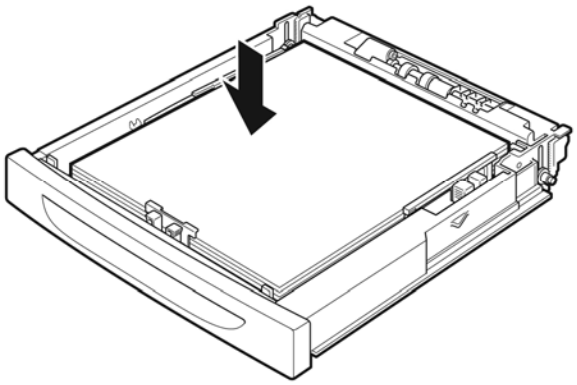


4. Squeeze the length guide and slide it to the desired paper size (callout 1)
5. Squeeze the right width guide and slide it to the desired paper size (call out 2)

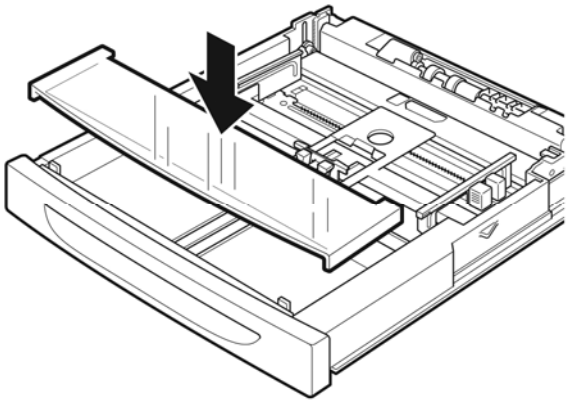
Do not load paper exceeding the maximum capacity allowed
Align the width guide with the paper width. If the right width guide is not in place, paper may be miss-fed resulting in paper jams.

CAUTION!

- Do not place paper over the right width guide
- Do not load paper exceeding the maximum fill line or the maximum capacity allowed
- Align the width guide with the paper width. If the right width guide is not in place, the paper will not be properly fed and this may cause paper jams

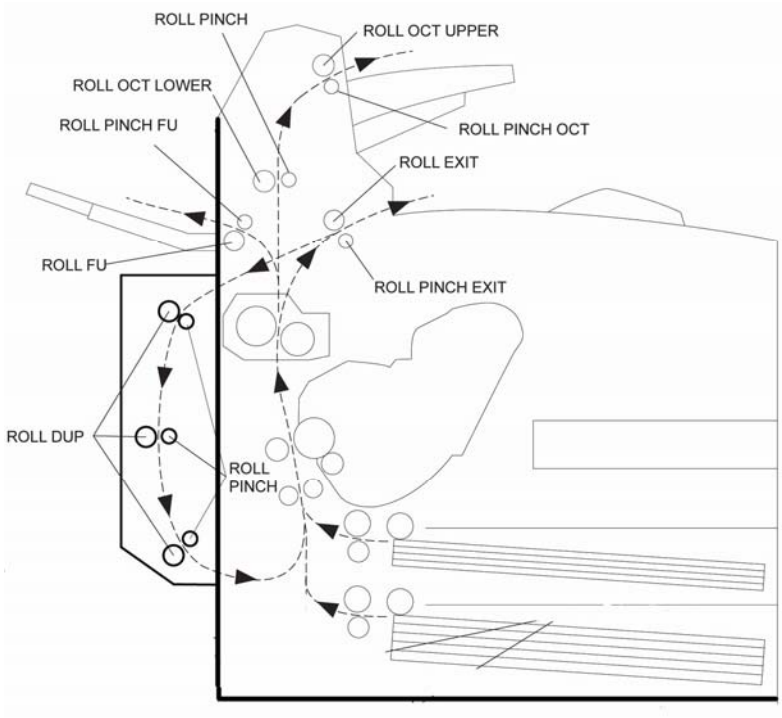


6. Load the paper with the side to be printed on facing up and with all four corners aligned



7. Close the lid of the paper tray and push the tray completely into the printer

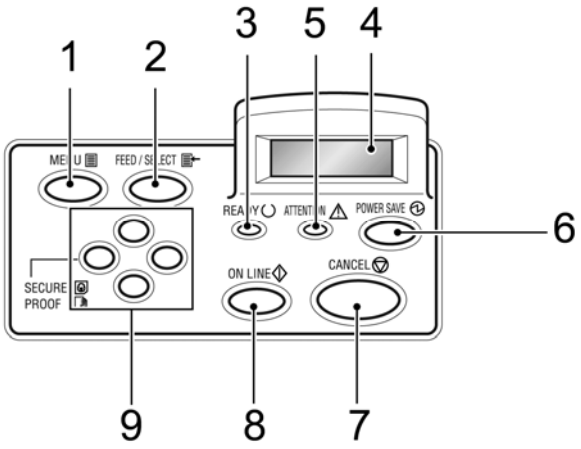
Printer's Paper Routing



This is the B6500 paper path. You can see the addition of the duplexer mechanism on the left side.

IMPORTANT NOTE: Paper in the B6500 printers are installed in the paper trays with the print side face up.

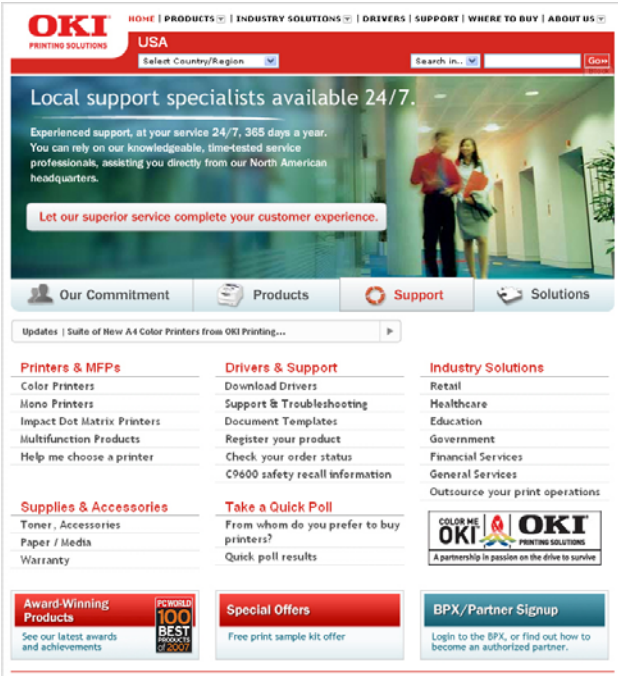
Operator Control Panel



No.	Name	Description
1	<MENU> button	Press to move to menu operation.
2	<FEED/SELECT> button	Press to set the menu candidate values. Use this to print report/ list also.
3	<READY> indicator	When the light is on, the printer is ready to receive data from the computer.
4	LCD display	Displays the setting items, machine status, and messages.
5	<ATTENTION> indicator	When the light is on, there is a malfunction in the printer.
6	<POWER SAVE> button/ indicator	Press to enter and exit the power saver mode. The light is on when the machine is in the power saver mode.
7	<CANCEL> button	Press to cancel printing.
8	<ON LINE> button	Press to enter the offline status. When in the offline status, the machine cannot receive data or process printing. Press again to exit the offline status and enter the online status (where the machine can receive data from the computer).
9	<▲> <▼> <◀> <▶> buttons	Press these to move to the required menu, item and candidate value on the display. Also, press the <◀> button when you are doing secure/proof/delayed printing or when you are checking/ printing received mails manually. Note • When you are changing the candidate values by the <▲> <▼> buttons, you can press and hold down the buttons to change the display continuously. Also, pressing the <▲> <▼> buttons simultaneously will display the default values.

Oki Data Support

Oki Data's Industry leading support can be reached 7 days a week / 24 hours a day by calling (800) 654-3282 or you can log into the Oki Data Web site at www.okidata.com



This is the main web page you will see when you enter. You can look information on specific products; get online support / help, look for updated drivers; information on consumables, options; find information as to where to buy consumables and options.

This is the front door to Oki Data and it's available any time!

Your Training Notes:

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