

# Common Issues/Requests

## CMYK Issue:

This occurs when an image file is saved in CMYK colour (Usually through Photoshop).

**Symptom:** User reports that document sent to printer through web portal (Mainly), appears on printer. The user releases the job, but it does not print and still deducts a charge.

**Workaround:** Either resave the image as RGB colour and resend it, or print the image from one of the Desktop PC's directly. You will also need to refund the user for any monies taken from their print account for unprinted jobs.

## PCL XL Error Issue:

**Symptom:** User sends file to printer, releases it, but it comes out as a blank page with a PCL XL Error printed on it.

**Workaround:** Send it directly from desktop PC. If all else fails, Open the file on a desktop PC, resave it as a PDF with a different name and send it again. You will need to refund the Student for any deductions from their print account. This issue has been reported to Toshiba, and we are awaiting a solution.

## Web Portal Hanging:

**Symptom:** User reports that when they try upload a document via the web portal, rather than bring up all the print options, a small 'Print' button appears and nothing happens.

**Fix:** This usually indicates that there is an issue on the print server and usually means that all printers are affected by it. Call IT and they will investigate, and may have to restart the server. If a reboot is required, the Printers will be down for approx. 10 – 20 minutes.

## Spurious Behaviours printing direct from your PC:

**Symptom:** Recently, the librarians have experienced issues whereby all the prints they send will send in colour, even though they are selecting black and white and there is only black text in the doc they are sending. There were also other spurious symptoms over the months.

**Workaround:** There are 2 available drivers. NCAD\_Print, and Staff\_Print. Changing from one to the other seems to remedy such issues when they occur. If this doesn't fix your issue, please report the issue to IT.

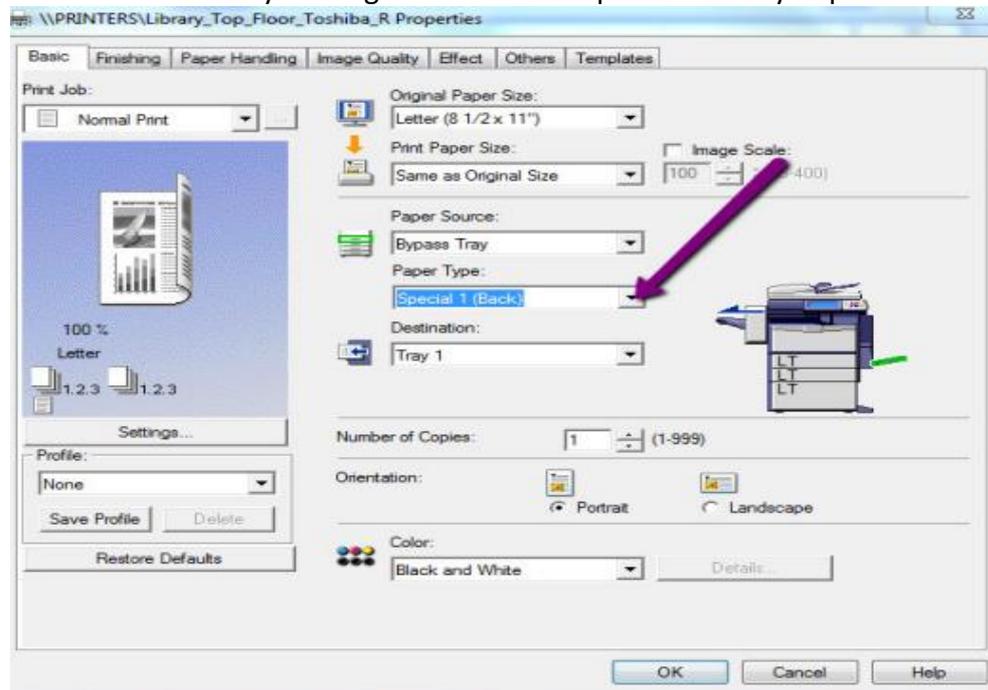
## Printing on Card, Acetate and tracing Paper etc:

Regularly, students will be seeking to print on different types of materials. Some are not acceptable in the printers such as tissue or very thick card or plastic.

The Official thickness of the paper etc that the Toshiba machines can take is from 52g/m<sup>2</sup> - 280g/m<sup>2</sup>. However, most of the specific papers and materials should be fed through the

Bypass tray, and the job should be sent direct from a PC, so that a specific paper type can be selected.

This can be done by clicking into 'Printer Properties' after you pick 'File – Print' or 'Cntrl –P'.



Below is a table of Paper Type and their corresponding thickness: **NOTE: The large volume paper feeders should have paper with a weight between 64 – 105 g/m<sup>2</sup>.**

Media Type	Weight in g/m <sup>2</sup>	Maximum Sheets in bypass tray at a time.
Thin Paper	52 - 59	1
Plain Paper	60 - 105	80
Thick 1	106 - 163	40
Thick 2	164 – 209	30
Thick 3	210 – 256	30
Thick 4	257 - 280	30

Note that there is no 'Acetate' Option. Officially, office laser printers are not for printing on Acetate, but generally, provided its not too thick, it should print on acetate fine. The problem arises if the acetate gets jammed passing through the fuser unit, as this is what heats and fuses the toner onto the media. The acetate will melt if it jams here. **So it is recommended that the user loads 1 acetate at a time for printing**, and IT should be called if an acetate gets jammed.

Once you go to the printer and release your job, you should hit the 'Print' Button as you will need to tell the printer that you loaded the bypass tray with the media you specified when you sent the job. If you are not met at this point with a graphic of the printer with a button saying 'Bypass Tray' beside it (Usually flashing blue) then look at the bottom right of the printers screen and there should be a button there called 'Job Status'. Press it. This should then bring you to the afore mentioned graphic of the printer. At this point you need to

choose the paper type that you selected at the PC. So if for example you chose 'Thick 1' when you were sending from the PC, then choose 'Thick 1' at this point also. Then push the green 'Start' button, and your job should print.

**NB:** *If the steps above are not followed in relation to selecting the correct Paper Type for the media being printed on, the following symptoms can occur:*

- *If you are printing on Card, but do not select the correct thickness setting, then prints may come out very smudged, and subsequent prints will have streaks etc until the rollers are clear of toner.*
- *If you are printing on 'Thin' paper, but put more than 1 sheet in the bypass tray, it can take multiple sheets at a time and mess up the print, or jam up the printer.*