

If you have problems with your printer, be sure you have properly installed the printer's parts and completed the procedures described in "Preparing Your computer" under "Preparation." Also, be sure you have complete routine maintenance as described in "Maintenance."

In addition, you might find it helpful to disconnect the printer from the computer and print one or more of the self tests. This helps you verify that the problem is with your printer rather than with the computer, the software, or the connection between the printer and the computer.

If you still have problems, the information in this section might help. If not, contact your local Radio Shack store.

#### MEMORY ERRORS

If DATA MEMORY FULL frequently appears on the printer's display, we recommend you install the optional 1.5 MB memory upgrade (260-2852, available by special order through your local Radio Shack store). This might be necessary to handle the large files used by desktop-publishing and graphics software.

#### CLEARING A PAPER JAM

When a paper jam occurs, the printer stops printing and PAPER JAM appears on the display. If this happens, do the following.

WARNING: Do not touch the fusing unit. It is hot.

1. Check for jammed paper as follows:

- \* Press the button on the printer's top cover. The cover springs open. Remove any paper and close the printer's cover.
- \* Slide out the paper cassette tray. Remove any paper from inside the printer. Then, replace the tray.
- \* Open the face-up tray. Lift the paper guide as shown in the illustration and remove any paper. Then, push the paper guide into place and close the face-up tray.

2. Press CONTINUE/RESET. The printer automatically reprints the jammed page. If a second page is in the paper path, it might also print that page.

#### CAUTIONS:

- \* Remove jammed paper slowly and carefully to prevent the paper from tearing. If the paper tears, be sure you remove all the torn pieces.
- \* Do not touch the OPC drum or the corona wires, and do not use sharp objects to remove the jammed paper.

#### TROUBLESHOOTING CHART

The following chart lists some common problems and their solutions.

PROBLEM	SOLUTION
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The printer does not turn on.	Plug the power cord into a standard, grounded AC outlet.
	Set the power switch to on ( ).
The printer turns on but does not print.	Press ONLINE so that the ONLINE indicator lights.
	Be sure the printer cable is properly connected to the computer and the printer
	If there is an error message on the display, correct the problem. Then, press CONTINUE/RESET.
	If the DATA indicator blinks, the printer has not printed all the information the computer sent. Press ONLINE so that the ONLINE indicator turns off. Then, press FORM FEED.
	The timing (set in the printer's configuration menu) might not be correct for your computer. Try a different setting. See "Changing Menu Settings."
The printer prints blank pages.	Be sure you installed all the printer's parts, as described in "Installation" under "Preparation."
The printed documents are streaked or blotchy,	Clean the corona wires as described in "Maintenance."
The printed documents are dirty.	Replace the roller cleaner. You should replace the roller cleaner each time you replace the toner cartridge kit.
The paper frequently jams.	Be sure to fan the paper before you load the paper tray.
	Remove some of the paper from the paper tray. Be sure you do not load the paper above the red maximum-height line.
	Be sure you load only standard 16 to 20 pound paper in the paper tray.
	Be sure you store the paper flat an in a dry place.

#### SERVICE MESSAGES

If a SERVICE message appears, contact your local Radio Shack Service Center as soon as possible. The SERVICE messages are explained in the LP 990 Technical Reference Manual. However, you should not attempt these repairs. They

must be performed by a qualified Radio Shack service technician.

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