FUJIFILM

Frontier DX400 Series
User's Guide

3rd Edition

DX400EUN23JUNEN

Caution

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FUJIFILM recommends genuine ink supply units.

FUJIFILM recommends using genuine FUJIFILM ink supply units in order to fully exercise the printer's performance. If products other than genuine products are used, the printer unit and print quality may be adversely affected, etc., and the printer may not be able to exercise its performance. FUJIFILM cannot guarantee the quality and reliability of products other than genuine products. There will be charges for repairs for damages and malfunctions of the main unit which are generated due to the usage of non-genuine products even if they occur within the warranty period.

Meaning of Symbols

Safety Marking

This manual uses the following symbols to warn you of dangerous operations or handling cautions to prevent injury to people and damage to properties. Make sure you have a good understanding of these symbols before reading on.

WARNING

Warnings must be followed to avoid serious bodily injury.

CAUTION

Cautions must be followed to avoid damage to this product or bodily injury.

Labels Regarding General Information

Important

Important must be followed to avoid damage to this product.

Note:

Notes contain important information on the operation of this product.

☞ Indicates the reference pages for the related contents.

Settings The character strings displayed on the computer screen are enclosed in [ ].

Screens

- The screenshots in this document may be slightly different from the actual screens. Also note that a different screen may be displayed due to different operating systems or operating environment.
- The Windows screen captures used in this document are based on Windows 10 unless otherwise specified.

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For the customers in Europe

WEEE symbol

The crossed dustbin symbol on the device means that it should not be disposed of with other household wastes at the end of its working life. Instead, the device should be taken to the waste collection centres for activation of the treatment, collection, recycling and disposal procedure.
To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of the wastes and recycle it responsibly to promote the sustainable reuse of the material resources.
Household users should contact either the retailer where they purchased this product or their local government office, for details of where and how they can take this item for environmentally safe recycling.
Business users should contact their supplier and check the term and conditions of the purchase contract.
This product should not be mixed with other commercial wastes for disposal.

Information of electromagnetic interference

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Information for traceability in Europe

Manufacturer: FUJIFILM Corporation

7-3, Akasaka 9-Chome, Minato-ku, Tokyo
Japan

Authorized representative in Europe: FUJIFILM Europe GmbH

Balcke-Duerr-Allee 6, 40882 Ratingen
Germany

EU Importer: FUJIFILM Europe B.V.

Oudenstaart 1, 5047 TK Tilburg
The Netherlands

UK Importer: FUJIFILM UK Limited

Fujifilm House, Whitbread Way, Bedford, Bedfordshire, MK42 0ZE
United Kingdom

For the customers in Turkey

EEE Yöemeliğine Uygundur.

For the customers in Taiwan

警告
為避免電磁干擾,本產品不應安裝或使用於住宅環境。

設備名稱：噴墨列印機/ Piezoelectric inkjet system，型號（型式）： **DX400 ，Frontier DX400W**
Equipment Type designation (Type)

單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
機箱,塑料外殼 (Chassis, Plastic shell)	○	○	○	○	○	○
列印配線板,電路板 (Printing wiring board, Circuit board)	—	○	○	○	○	○
電源線，電線 (Power cord, Wire)	○	○	○	○	○	○
內部組件 (Internal components)	—	○	○	○	○	○
金屬組件 (Metal components)	—	○	○	○	○	○

備考1. 〝超出0.1 wt %〞及〝超出0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。
Note 1：“Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substanceexceeds the reference percentage value of presence condition.

備考2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。
Note 2：“○” Indicates that the percentage content of the restricted substancedoesnot exceed the percentage of reference value of presence.

備考3. 〝—〞係指該項限用物質為排除項目。
Note 3：The “–” Indicates that the restricted substance corresponds to the exemption.

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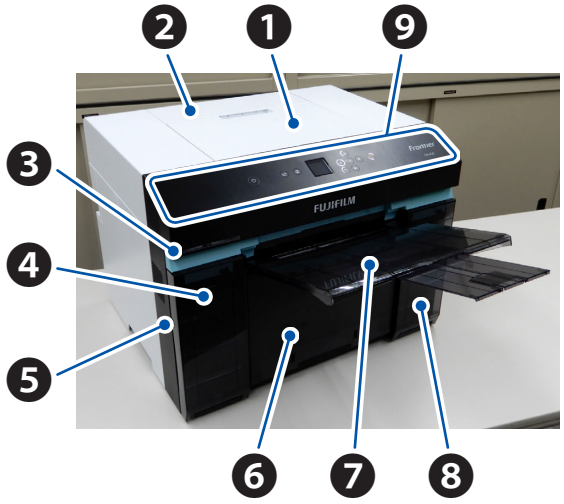
Before Use

Difference between DX400 and DX400W and how to identify

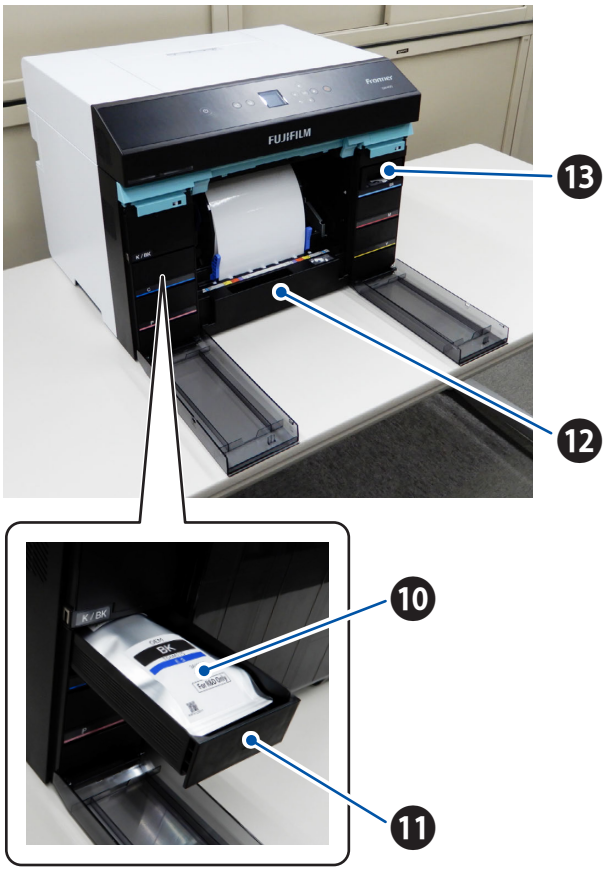
The DX400 has a USB 2.0 interface, while the DX400W had both USB 2.0 and network LAN interfaces.
To identify the model, please refer to the rating plate located at the rear of the printer.

Printer Parts

Front



While the scrap paper box is removed and the ink supply unit cover is open



When the optional sheet feeder isinstalled

❶ Printer cover

Remove when doing maintenance or removing paper jams.

❷ Rear paper feed slot cover

Open this cover when loading sheet paper to print from the rear paper feed slot.

❸ Status display light

This light indicates when the printer's status is normal or if an error has occurred.

❹ Ink supply unit cover (left)

Open to replace ink supply unit.
☞ “Replacing Ink Supply Units” (Page 50)

❺ Security slot

Located alongside the ink supply unit cover.
Insert a commercially available security cable and lock to prevent theft of the printer and to lock the ink supply unit cover.

❻ Scrap paper box

Scraps cut from roll paper while printing are collected here. Be sure to dispose of scrap paper when you replace the roll paper. Also, remove it when loading or removing roll paper.
☞ “Emptying the Scrap Paper Box” (Page 53)

❼ Output tray

The output tray is integrated with the scrap paper box.
Printed paper is collected on the output tray. To use it, pull it out toward you and raise the front end.
See the following for how many sheets of paper can accumulate on the tray.
☞ “Specifications Table” (Page 114)

Also, until paper that has been printed on has sufficiently dried, do not leave it stacked up for a long time. If paper that has not dried is left stacked up for a long time, the colors in the parts that overlap could change.
See the following for more details.
☞ “Notes on Paper” (Page 16)

❽ Ink supply unit cover (right)

Open to replace the ink supply unit and maintenance cartridge.
☞ “Replacing Ink Supply Units” (Page 50)
☞ “Replacing Maintenance Cartridge” (Page 52)

❾ Control panel

☞ “Control Panel” (Page 13)

❿ Ink supply unit

For loading 6 colors of ink supply units.
☞ “Replacing Ink Supply Units” (Page 50)

⓫ Ink supply unit tray

The colors on the labels indicate which ink supply unit is installed. Load all of the ink supply unit trays in the printer.
The ink supply unit trays are common parts, so they can be used the same with any color ink.

⓬ Roll paper unit

Pull this out toward you to remove the spindle.
If the back side of printed roll paper is dirty, clean the roll paper unit.
☞ “Cleaning the Platen and Roll Paper Unit” (Page 54)

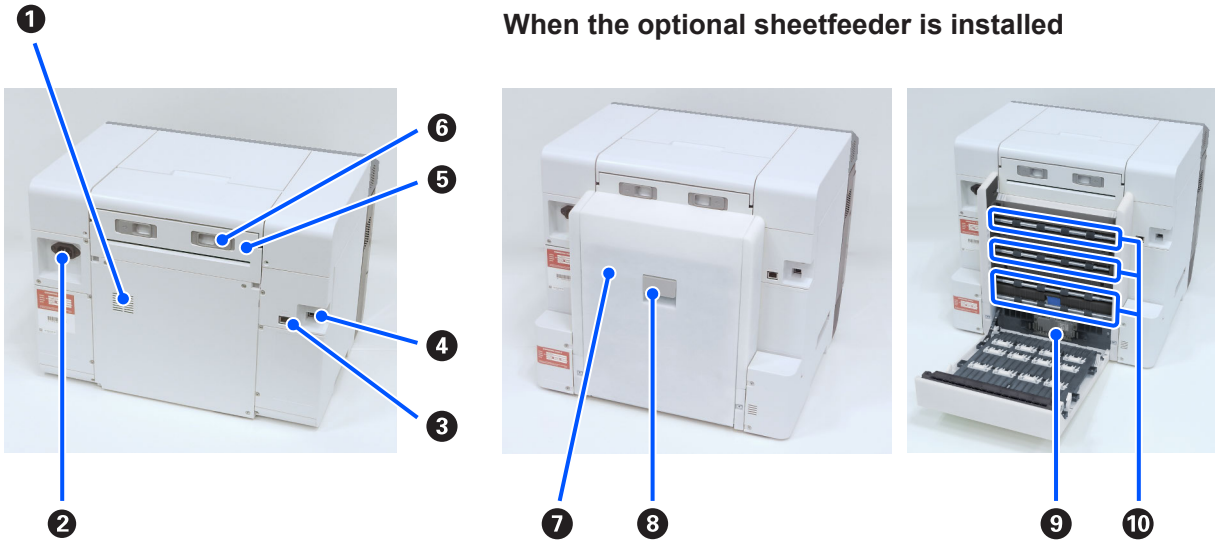
⓭ Maintenance cartridge

Container that holds the waste ink fluid.
☞ “Replacing Maintenance Cartridge” (Page 52)

⓮ Cassette

For loading sheet paper.

Rear



❶ Airflow vents

Air passes through these to adjust the temperature of the inside of the printer. There are multiple airflow vents. Do not obstruct any of the airflow vents.

❷ AC inlet

Connects the power cord to the printer.

❸ LAN port *Only available on DX400W

Connects the LAN cable.
Note* The LAN Port on the DX400 is inactive and cannot be activated even with firmware upgrades.

❹ USB port

Connect the USB cable here.

❺ Paper feed unit

Open this cover to load sheet paper into the rear paper feed slot. Close this cover when not using the rear paper feed slot. Remove when doing maintenance or removing paper jams.

❻ Lock lever

This lever releases the lock for removing the paper feed unit.

❼ Rear cover

Open when doing maintenance or removing paper jams.

❽ Lock lever

This lever releases the lock for opening the rear cover.

❾ Feed rollers

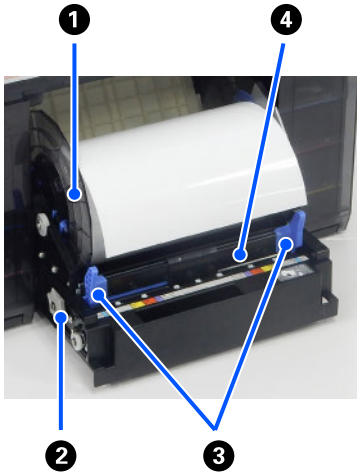
The sheet paper that are loaded in the cassette are fed via these rollers. When assembling the sheet feeder, install the feed rollers before using the machine.
The feed rollers need to be replaced according to the type of sheet paper being used. Also, if paper feeding problems occur repeatedly, clean and wipe any dirt from the surface of the rollers.
See the following for more details.
☞ “Cleaning and Replacing the Rollers in the Sheet Feeder (Option)” (Page 56)

❿ Transfer rollers

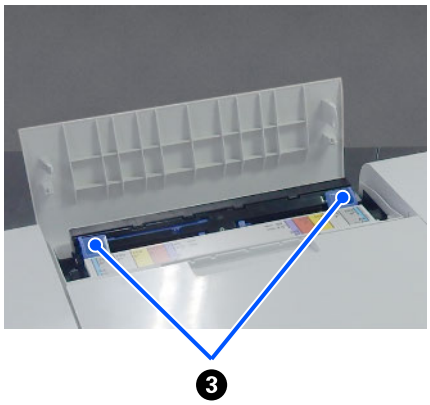
Sheet paper that are fed from the cassette are transferred to the platen via these rollers.
If paper feeding problems occur repeatedly, clean and wipe any dirt from the surface of the rollers.
See the following for more details.
☞ “Cleaning and Replacing the Rollers in the Sheet Feeder (Option)” (Page 56)

Feeding Unit

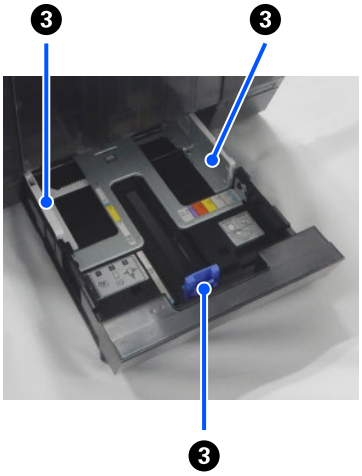
Roll paper unit



Paper feed unit



Cassette (when the optional sheet feeder is installed)



❶ Spindle unit

For loading roll paper.

❷ Handle

Turn this to rewind roll paper to the spindle unit.

❸ Edge guide

Align them with the edges of the paper when loading paper.

❹ Paper slot

Insert the leading edge of the roll paper to load it.

Platen Area

❶ Print head unit

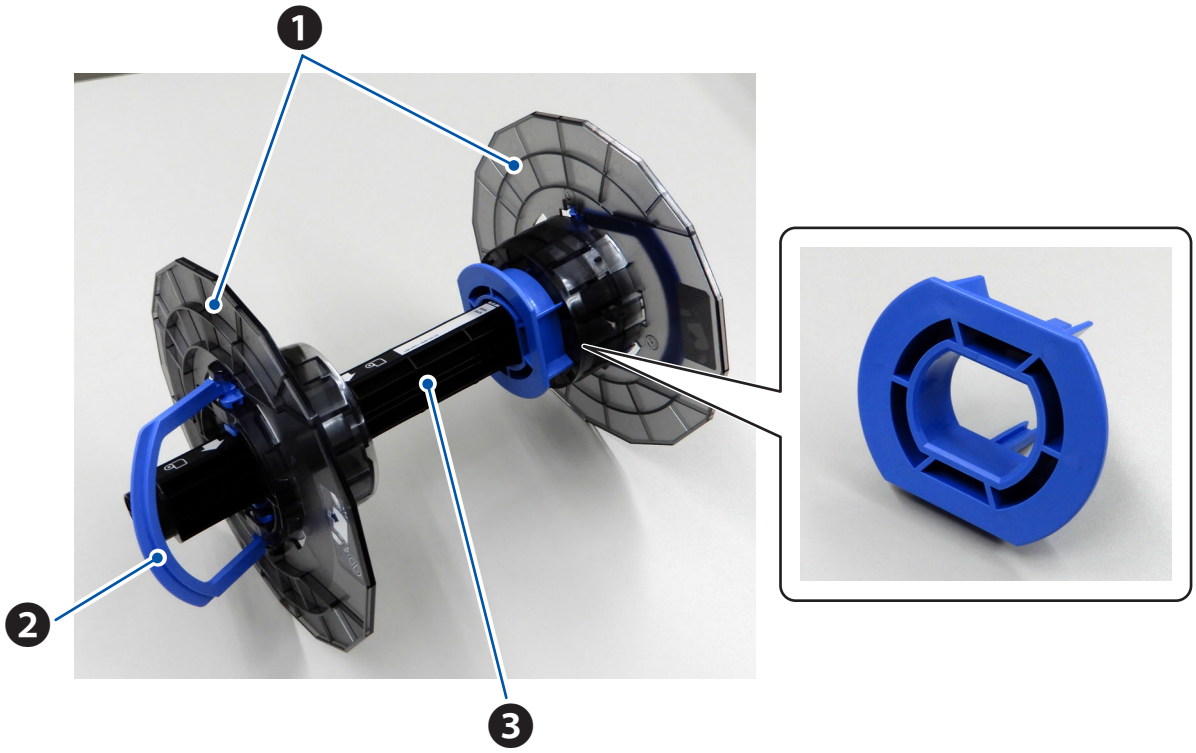
The print head prints by moving left and right while emitting ink. Do not move the print head unit manually with too much force. Otherwise, it may break down.

❷ Platen

Clean the platen if the back of printed paper is dirty.

☞ “Cleaning the Platen and Roll Paper Unit” (Page 54)

Spindle Unit



❶ Media edge guide

Insert into the roll paper's left and right ends to secure it. The media edge guides are the same on the left and right.

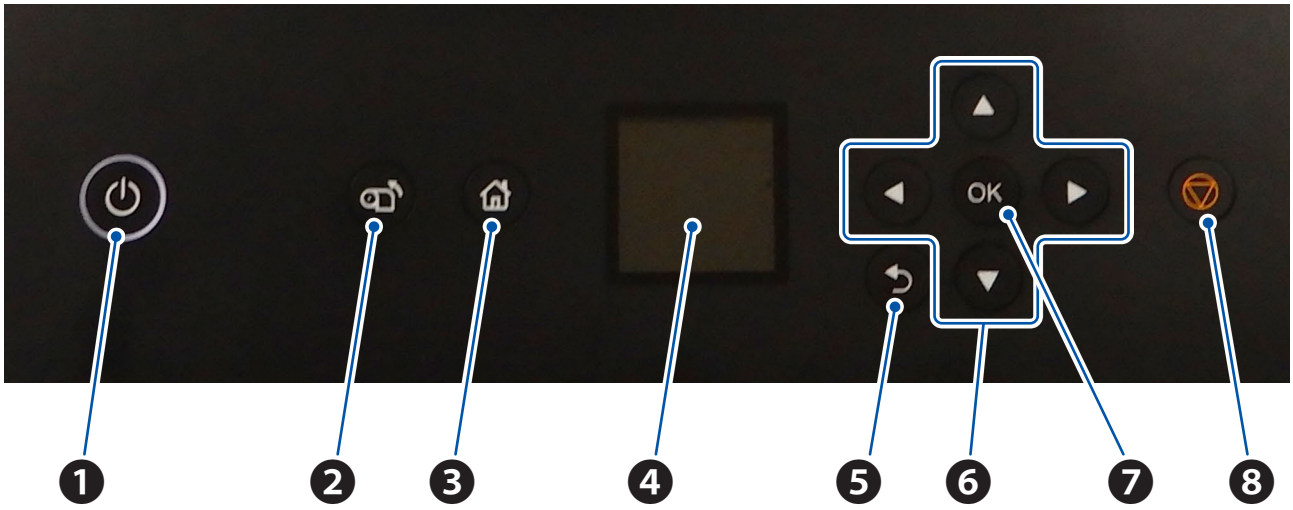
❷ Knob

Secures/releases the media edge guides, which are mounted on the spindle.

❸ Spindle

Insert into the roll core of the roll paper. When loading onto the printer, engage the gear on the right side so the rotation can be controlled from the printer.

Control Panel



❶ ⏻ button (power button), ⏻ light (power light)

This is normally on (the light is lit) during use. If an emergency occurs, or when the printer is not going to be used for an extended period, turn this off (the light turns off).
The light flashes while the printer is operating.

❷ button (take-up button)

Press to replace the roll paper. The roll paper is wound back to the replacement position.

❸ button (home button)

Press this, such as when a settings menu is displayed, to return to the Home screen.

❹ Screen

Displays the printer's status, menus, and error messages.

❺ ⮌ button (back button)

Press to go back up one level in the displayed settings menu.

❻ ▲/▼/◄/► buttons (arrow buttons)

Press when selecting items or entering text in settings menus.

❼ OK button

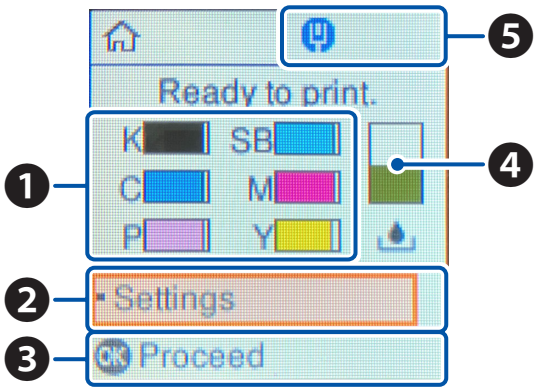
Press to execute functions, and to apply selections and inputs.

❽ ▽ button (stop button)

Press to stop operations.

Understanding and Operating the Display

Home Screen



❶ Ink information

The statuses and estimates of ink levels are shown by horizontal bar displays. As the amount of ink runs low, the bar display becomes shorter.
The code to the left of the bar display indicates the ink color.
K : Black
C : Cyan
P : Pink
SB : Sky Blue
M : Magenta
Y : Yellow
Icons are displayed as notification of the following statuses.
: Ink is running low.
: Ink Level is below the minimum value. Replace the ink supply unit with a new one.
☞ “Replacing Ink Supply Units” (Page 50)

❷ Settings menu

Set the printer and execute maintenance functions.
Press the [OK] button to go to the next screen.
☞ “Control Panel Menu” (Page 80)

❸ Operation Button Guide

Buttons that can be operated appear as icons. This example shows you can go to a selected menu by using the [OK] button.

❹ Maintenance cartridge information

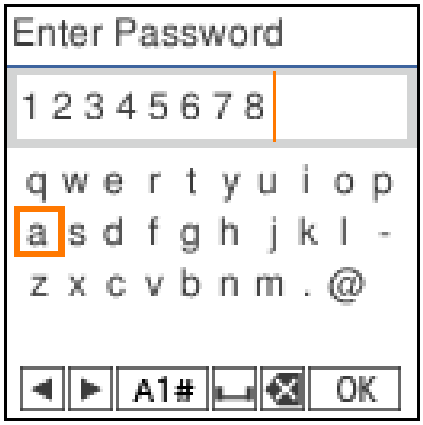
The status and estimate of the approximate amount of space in the maintenance cartridge are shown by a vertical bar display. As the amount of available space decreases, the bar display becomes shorter.
Icons are displayed as notification of the following statuses.
: Available space is running low.
: There is no available space in the maintenance cartridge. Replace the maintenance cartridge with a new one.
☞ “Replacing Maintenance Cartridge” (Page 52)

❺ Network Status *Only available on DX400W

The network connection statuses are shown by icons.
: Wired LAN is not connected,network is not set.
: Wired LAN is connected

Text Input Screen

To enter characters and symbols for network settings from the control panel, use the ▲/▼/◄/► buttons and the software keyboard on the screen. Press the ▲/▼/◄/► button to select a character or function button on the keyboard, and then press the [OK] button. When you have finished entering characters, select [OK], and then press the [OK] button.



◄ ► : Moves the cursor to the left or right.

A1# : Switches the character type. You can enter alphanumerics or symbols.

␣ : Enters a space.

⌫ : Deletes a character to the left (backspace).

OK : Enters the selected characters.

The initial administrator password is the serial number. We request that you be sure to change the administrator password at the time of installation.

Notes on Usage

Notes when Handling the Main Unit

- Do not suddenly change the temperature in the room where the printer is installed.
  If the temperature changes suddenly, drops of water (condensation) could occur inside the printer which may have an adverse effect on operations.
- Use the printer in an environment with a temperature of 10 to 35 ˚C, and a humidity of 20 to 80%. When the printer is placed on a system rack, make sure the environment of the rack is within these ranges.
  Even when the conditions above are met, you may not be able to print properly if the environmental conditions are not suitable for the paper. Be sure to use the printer in an environment where the paper's requirements are met.
  Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.
- Do not place any containers containing water, such as vases or cups, on the printer. If water enters the printer, it may break down. Also, do not put any heavy objects on the printer.
- The printer is equipped with several airflow vents. The airflow vents allow air to go in and out of the printer. Do not block these airflow vents by placing any objects near them, or by covering them with film sheets or paper.
- Do not use accessories designed for this printer with any other products.
- If the printer's covers are opened during printing, a safety mechanism is activated and printing is stopped automatically. Do not turn off the printer in this condition. This could cause the print head nozzles to dry and print quality to decline.
- Depending on the performance of the computer being used, the printer stops printing temporarily; however, this is not a malfunction.
- If the printer is not used for an extended period of time, make sure you leave the ink supply units and maintenance cartridge installed.
- Do not leave the printer for more than three days in a state in which the power was not turned off correctly, such as due to a power outage. Roll paper may curl which could cause a decline in printer performance.

Notes on Paper

Note the following points when handling and storing the paper. If the paper is not in good condition, print quality may decline.
Check the documentation supplied with each paper.

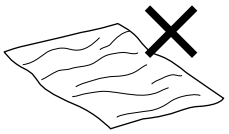
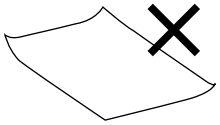
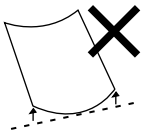
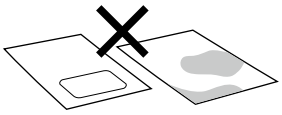
Notes on Handling

Use paper recommended by our company.
Note the following points when handling paper.

- Use special media under normal room conditions (temperature: 15 to 25 ˚C, humidity: 40 to 60%).
- Do not fold the paper or scratch the surface of the paper.
- Avoid touching the printable surface of the paper with your bare hands. Moisture and oil from hands can have an adverse effect on the print quality.
- Handle paper by the edges of the paper. We recommend wearing cotton gloves.
- Do not throw away the paper packaging as you can use it for storing the paper.
- If roll paper is left loaded on the printer, the leading edge of the paper may curl and print quality may decline. We recommend removing roll paper from the printer when it is not in use.

Paper that cannot be used

Do not load paper as described below. Doing so could cause paper jams and dirty printouts.

• Paper that is wavy • Paper that is torn • Paper that is cut • Paper that is too thick • Paper that is too thin • Paper that is hard	
• Paper that has folded corners • Paper that is creased	
• Paper that has been rolled up • Paper that has been folded	
• Paper on which stickers, etc., have been stuck • Paper that is damp	

Notes before Loading Paper

When using the sheet feeder (option), before loading paper in the cassette, carefully riffle the stack of paper so the sheets do not stick together, and then align all four edges.
How to riffle ☞ “Loading in the Sheet Feeder (Option)” (Page 32)

Notes on storage

- Do not throw away the paper packaging as you can use it for storing the paper.
- Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- Keep sheet paper in their original package after opening, and keep them in a flat place.
- Remove roll paper that is not in use from the spindle unit. Rewind it correctly and then store it in the original packaging that came with the roll paper. If you leave the roll paper in the printer for a long time, its quality may decline.
- We recommend removing roll paper from the printer if you are continuously using sheet paper. The back side of the roll paper may become dirty due to the increased amount of ink mist inside the printer, which sticks to the back of the roll paper. However, if [Auto Nozzle Check Settings] is set to [High quality], then leave the roll paper loaded. In this case, it will not be become sheet paper dirty because check patterns are periodically printed on the roll paper.

Notes on Printing

Make sure that the leading edge of the paper is perpendicular to the long side and cut completely straight.

Storing and displaying printouts

- Make sure you do not rub or scratch the printed side.
- Make sure the print outs are completely dry before folding of stacking; otherwise, the color may change where they touch (leaves a mark). These marks will disappear if they are separated immediately and dried; however, they will remain if not separated.
- Do not use a dryer to dry the print outs.
- Avoid locations that are subject to high temperature, humidity, and direct sunlight, and store in a dark place.
- Avoid displaying print outs outdoors or in direct sunlight. This may accelerate the fading.
- When displaying print outs indoors, we recommend placing them in glass frames and so on. This allows you to display your print outs for a long time without them fading.

Notes on Handling Ink Supply Units

- Store the ink supply units away from direct sunlight at room temperature.
- To ensure print quality, we recommend using all the ink before the earlier of the following dates:
    - Recommended use-by-date printed on the package of the ink supply unit
    - Within one year after installing the ink supply unit to the printer.
- If ink supply units have been stored in a cold place for a long time, leave them at room temperature for more than 3 hours before use.
- The ink level and other data are stored in the IC chip, allowing ink supply units to be used after being removed and replaced.
- Store ink supply units that are removed before all the ink has been used so that dust does not get on the ink supply ports. The ink supply port has a valve in it so it does not need to be capped.
- Removed ink supply units may have ink around the ink supply port, so be careful not to get any ink on the surrounding area.
- Do not touch the IC chip of the ink supply unit. Doing so may prevent normal operation and printing.
- Do not subject ink supply units to extreme shock, such as by dropping them. Ink may leak from the ink supply units.
- Even while nothing is printed, the printer uses ink from all ink supply units during head cleaning and other maintenance operations to keep the print head in good condition.
- Although the ink supply units may contain recycled materials, this does not affect printer function or performance.
- Do not leave the printer without ink supply units installed. The ink in the printer may dry and the printer will not print correctly. When you are not using the printer, make sure there is an ink supply unit installed in each slot.
- Load all colors of ink supply units. You cannot print unless all the colors are loaded.
- To maintain the quality of the head, the printer stops printing before the ink supply units are completely expended; therefore, some ink is left in used ink supply units.
- Do not dismantle or modify ink supply units. You may not be able to print properly.

Introducing the Software

Install the printer driver and Maintenance Tool on your computer to use the printer.

Software Name	Summary
Printer Driver	This software is for printing from the printer according to print commands from application software. ☞ “Printer Driver Functions” (Page 22)
Maintenance Tool	This software can execute maintenance functions, such as checking the printer’s status, making settings, and doing Print Head Cleaning. Also, the Maintenance Tool must be installed in the following cases, so install Maintenance Tool on your computer. • To use the automatic print head nozzle check. • To add types of paper to be used on the printer. Maintenance Tool is not installed automatically if you are using Windows. See the following to install it. ☞ “Installing the Maintenance Tool” (Page 21) See the following for more details on Maintenance Tool. ☞ “Using the Maintenance Tool (Windows)” (Page 64)
Firmware Updater*1	This software is for updating firmware. It uses EFU format files for firmware updates to update the printer firmware.

*1: This is not installed automatically.

Wired LAN connection

Note;
Support DX400W. DX400 cannot be used with the wired LAN.

1. Confirm configuration information for network connection in advance.

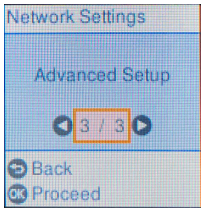
Classification	Item	Remarks
Device Connection	Wired LAN	The wired LAN connects to the switching hub.
LAN Connection Information	• IP address • Subnet mask • Default gate Way	Determine the IP address to be assigned to the printer. When assigning an IP address statically, values for all items are required. When dynamically assigning an IP address using the DHCP function, information on the LAN connection is not required as it is set automatically.
DNS Server Information	• Primary DNS IP address • Secondary DNS IP address	This is required when static IP address are assigned to printers. Secondary DNS is set if the system is configured for redundancy and has a secondary DNS server. If you have a small network and have not built a DNS server, set the IP address of the router.
Proxy Server Information	Proxy Server Name	In the network environment where a proxy server is used to connect from an intranet to the Internet, set this option if you want to use the printer's ability to access the Internet directly.

2. connect to the network via the DX400 control panel.

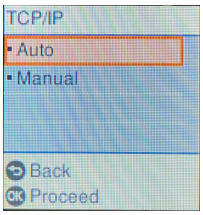
<IP Address Settings>

Set basic IP addresses such as the host address, subnet mask, and default gateway. This section explains how to set a fixed IP address.

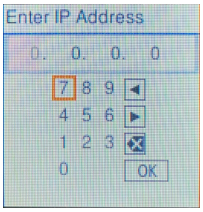
(1) Turn on the printer.
(2) Press [Settings] on the home screen of the operation panel.
(3) Select [Network Settings] - [Advanced Setup] – [TCP/IP] in that order.



(4) Select [Manual].
Select Auto if you want to use the DHCP function for automatic configuration.



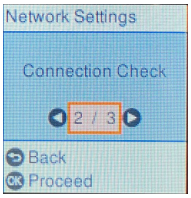
(5) Enter the IP address.



(6) Similarly, set the Subnet Mask and Default Gateway. When the settings are complete, return to the Advanced Setup screen.
(7) Select DNS Server.
(8) Select [Auto] or [Manual].
If you cannot automatically obtain the DNS server address, select [Manual] and proceed to the next step to enter the DNS server address.
(9) Enter the primary DNS address.
(10) Set up a secondary DNS server.
If you do not have a secondary DNS, set it to "0.0.0.0".Once the settings are complete, you will return to the Advanced Setup screen.

3. Connect to the wired LAN.

(1) Connect the DX400 printer and the switching hub with a LAN cable.
(2) Select [Settings] on the home screen.
(3) Select [Network Settings] - [Connection Check].
The connection diagnosis results are displayed.
Confirm that the connection is normal.
(4) Finish the settings. Press the [OK] button to print the diagnosis results.

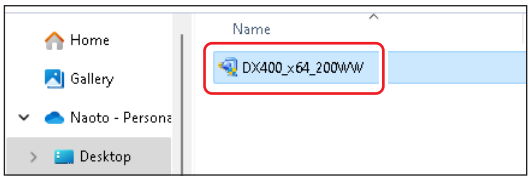


Installing Printer Driver and Maintenance Tool

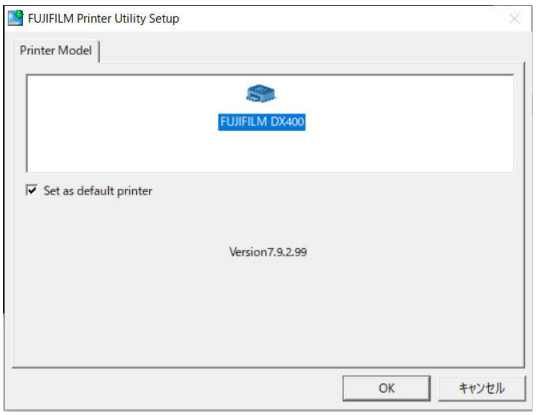
Installing the Printer Driver

1. Run the exe file located in “PrinterDriver\Installer\WW”.

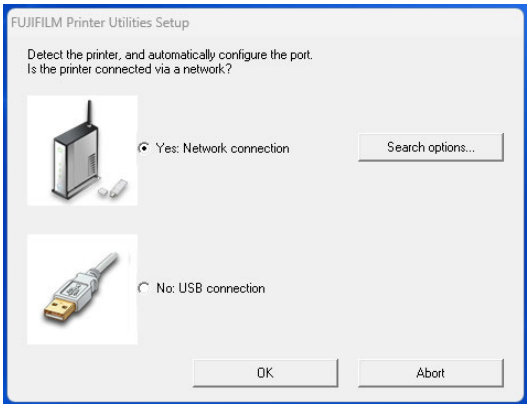
Note: Select the exe file from the “x64” or “x86”folder according to your PC.



2. Follow the on-screen instructions to install the printer driver.

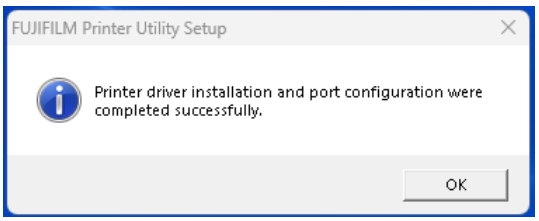


3. Select either network connection or USB connection.



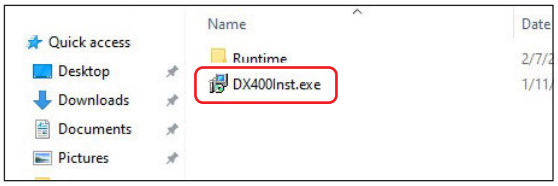
4. Follow the instructions on the screen to configure the settings.

5. When the following dialog box appears, installation is complete.

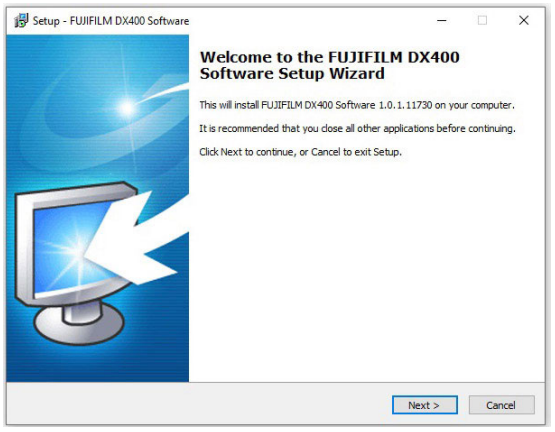


Installing the Maintenance Tool

1. Run the “Systemsoft\Windows\SystemSoft\DX400Inst.exe”.



2. Follow the on-screen instructions to install the system software.



Note:

- The printer driver name is registered as “FUJIFILM DX400”. Specify this name when printing from an application.
- When installing the printer driver on a second printer, the name is “FUJIFILM DX400 (copy 1)”.

See the following for more details on Maintenance Tool.

☞ “Using the Maintenance Tool (Windows)” (Page 64)

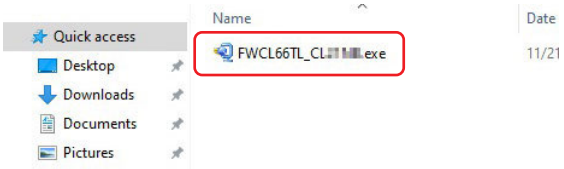
Printer Driver Functions

The printer driver coordinates print instructions from other applications to print on the printer.
The main functions of the printer driver are described below.

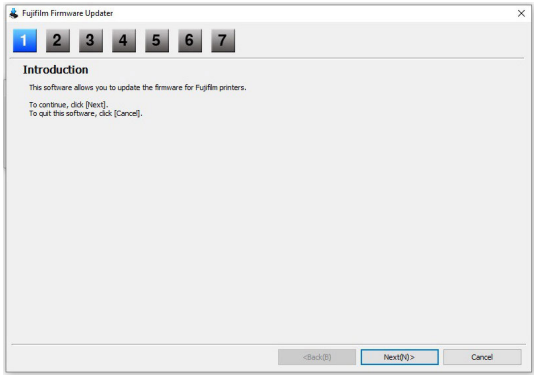
- Converts print data received from applications into printable data and sends it to the printer.
- Set print conditions, such as the paper type and paper size, on the printer driver's settings screen.
- Windows only ;
  - Start Maintenance Tool and you can perform adjustment and maintenance operations, such as checking the printer's status, making settings, and performing head cleaning, from your computer.
    ☞ "Using the Maintenance Tool (Windows)" (Page 64)
  - Start up Paper Type Additional Tool to be able to add paper information to the printer and printer driver.
    ☞ "Adding Paper Information from Custom Settings (Windows Only)" (Page 78)

Firmware update

1. Run the Printer firmware data.



2. Follow the on-screen instructions to install the printer firmware.



Note:
Please contact your distributor for the latest printer firmware.

Uninstalling Software

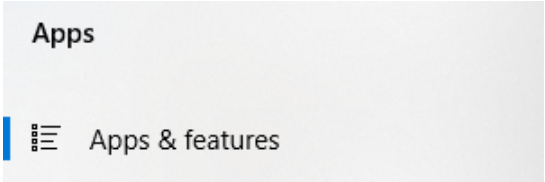
Windows

The printer driver and Maintenance Tool need to be deleted individually.

Important

- You must log in as an Administrator.
- If the password or confirmation of an administrator is requested, enter the password and then continue with the operation.

1. Open the Control Panel, and then click [Apps] - [Apps & features].



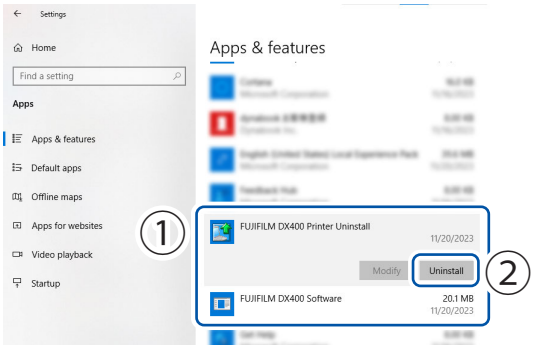
2. Select the software to delete, and then click [Uninstall] - [Uninstall].

To Delete the Printer Driver

Select [FUJIFILM DX400 Printer Uninstall].

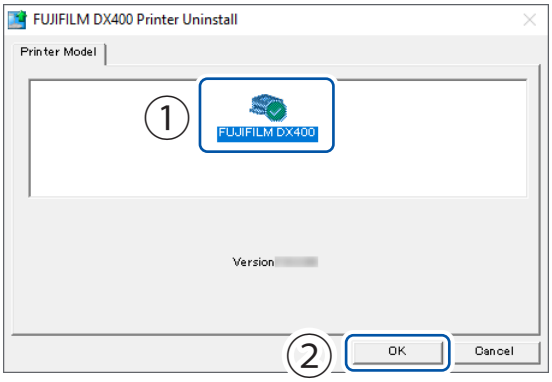
To Delete Maintenance Tool

Select [FUJIFILM DX400 Software].



To delete the printer driver, go to step 3.
To delete Maintenance Tool, go to step 4.

3. Select the target printer icon, and then click [OK].



4. Follow the on-screen instructions to continue.

When the delete confirmation message appears, click [Yes].

Restart the computer if you are reinstalling the printer driver.

Basic Operations

Notes When Loading/ Replacing Paper

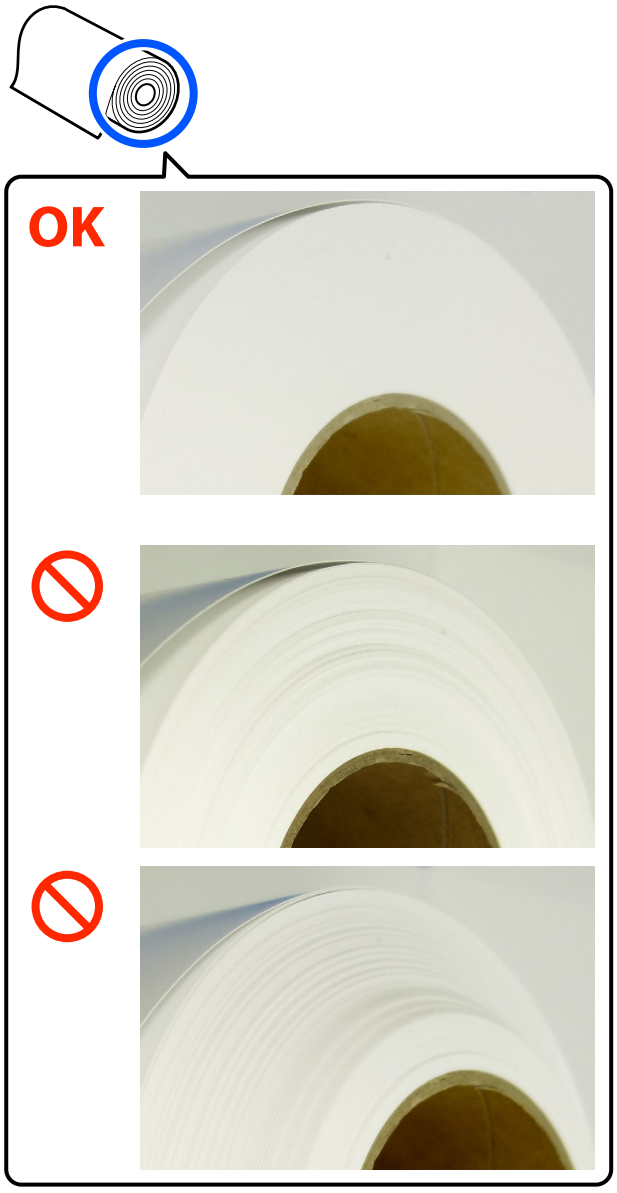
CAUTION

- **Do not rub the edges of the printing paper with your hand. The edges of the paper are thin and sharp and could cause an injury.**
- **When opening and closing the covers, do not place your hands near the points where the main unit and the cover join. If your fingers or hands are trapped, an injury could occur.**
- **When moving the roll paper unit in or out, grip the handle. If you place your hands into any other sections, either side of your hand or fingers could be injured.**

Notes when Loading Roll Paper

Do not load roll paper if the left and right edges are uneven

Loading roll paper whose left and right edges are uneven, will cause paper feeding problems. Align the edges before using it or use a roll of paper that has no such issues.



Repeatedly winding and unwinding the same roll paper on the spindle unit may tend to make the left and right ends uneven.
When removing roll paper, do not allow the paper to become loose, and when loading it, keep the left and right edges even.

Do not load roll paper if the leading edge is ragged.

If the leading edge of the roll paper is ragged, cut it straight with a pair of scissors, or something, and then load it.

How to Replace Roll Paper

This section explains how to remove paper from the roll paper unit, and then load new paper.

Preparing to Replace Paper

Prepare the following items.

Item Prepared	Explanation
New roll paper to be loaded	-
Cloth or vinyl rug	Spread it out where the roll paper will be loaded/removed from the spindle unit so that the roll paper does not get dirty.
Soft cloth	Clean the edges of the roll paper before installing the roll paper.
Gloves	Wear when handling the roll paper so that the paper does not get dirty.

Replace the roll paper in the following order. Follow the steps for each procedure.

- “Removing the Spindle Unit” (Page 25)
- “Removing the Roll Paper” (Page 26)
- “Attaching the Roll Paper” (Page 26)
- “Installing the Spindle Unit” (Page 28)

Removing the Spindle Unit

1. Confirm that the power is on.

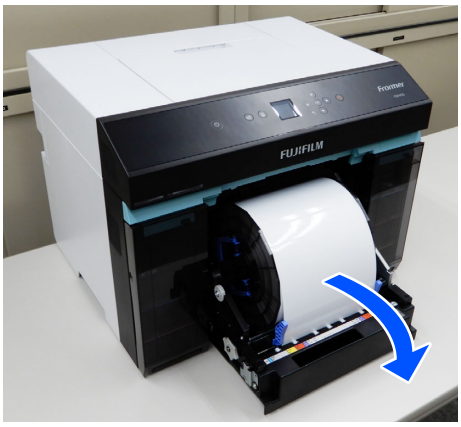
2. Press the button to rewind roll paper to the spindle.

3. Store the output tray.

4. Remove the scrap paper box, and dispose of the scraps.

5. Pull out the roll paper unit.

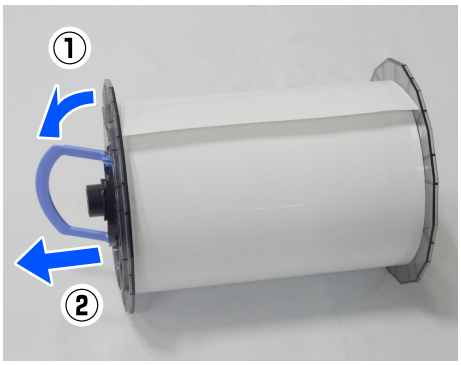
6. Remove the spindle unit.



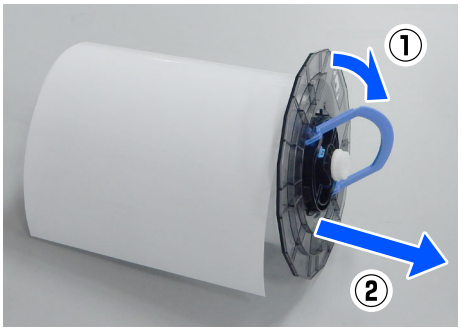
Do not lift the spindle unit by the knobs when removing it. The roll paper could fall.

Removing the Roll Paper

1. Raise the knob and remove the left-side media edge guide.



2. Raise the knob and remove the right-side media edge guide and the spindle.

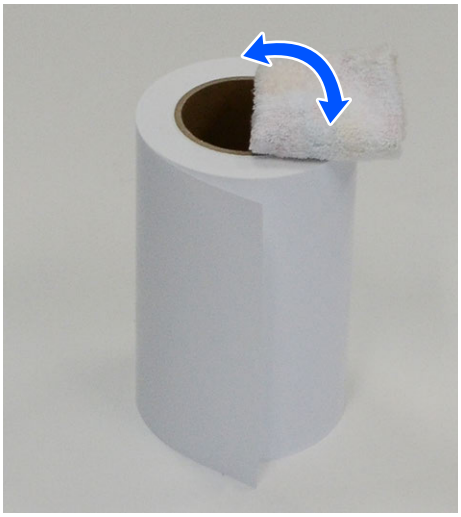


Attaching the Roll Paper

Attach the roll paper so it is in the center of the spindle unit. Follow the steps below to attach it.

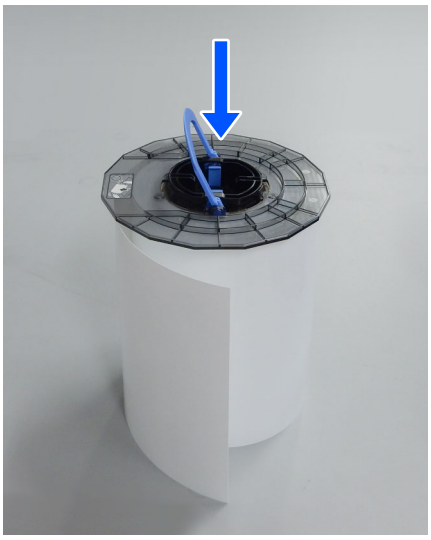
1. Remove the new roll paper from its packaging, and stand it on end on a flat surface. Next, wipe the end of the roll paper with a soft cloth several times to remove any dirt, such as paper dust.

Place the roll paper so the leading edge is facing as shown in the illustration below.



2. Raise the knob on the media edge guide and place it on the roll paper.

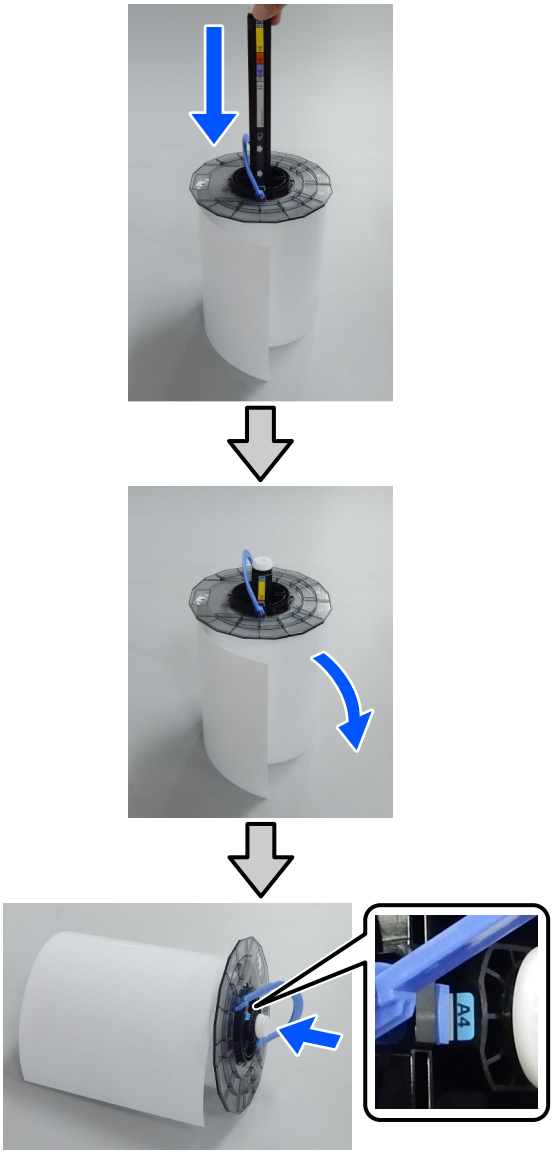
Press it in until there is no gap between the media edge guide and the roll paper.
If the spindle is inserted into the media edge guide, first remove the spindle and then press the media edge guide in to securely attach it to the roll paper.



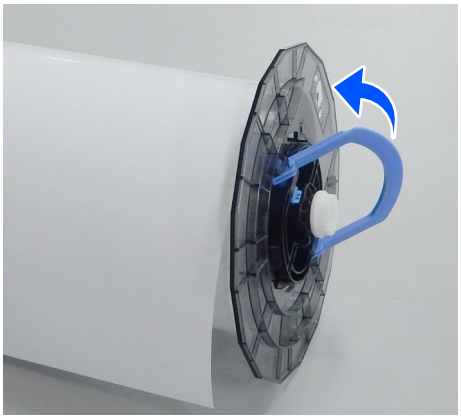
3. Insert the spindle into the media edge guide until the position of the width of the paper being loaded.

Insert the end of the spindle that has no gear first.

The illustration shows an example of alignment with A4.



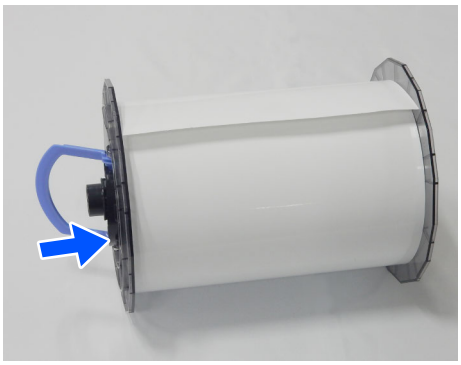
4. Lower the knob, and secure the media edge guide.



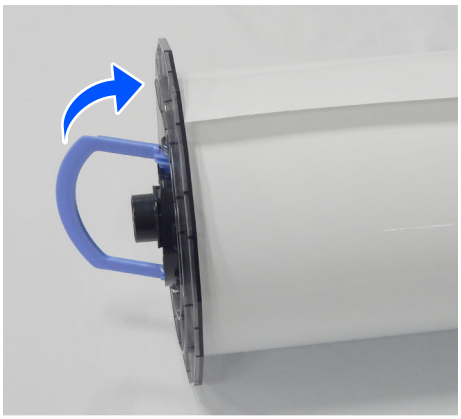
When doing this, confirm that there are no gaps between the media edge guides and the roll paper.

OK

5. Insert the media edge guide into the side opposite to the shaft of the spindle unit, and firmly clamp the roll paper between the media edge guides.



6. **Confirm that there are no gaps between the media edge guide and the roll paper, lower the knob, and then secure the media edge guide.**



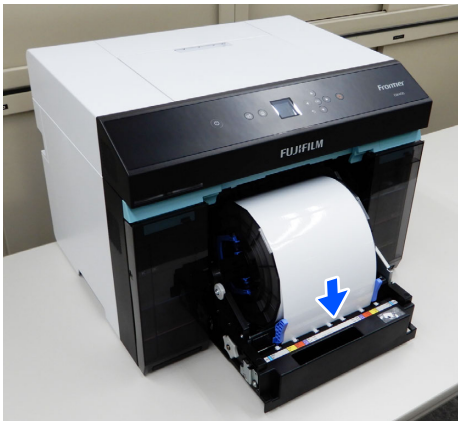
Installing the Spindle Unit

1. **Load the spindle unit into the roll paper unit.**

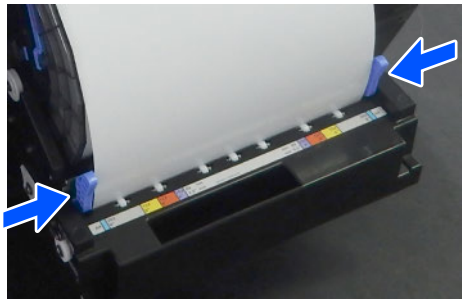
Position the gear on the end of the spindle on the right side.

Check that the shaft of the spindle unit fits into the bearing and that the gears engage.

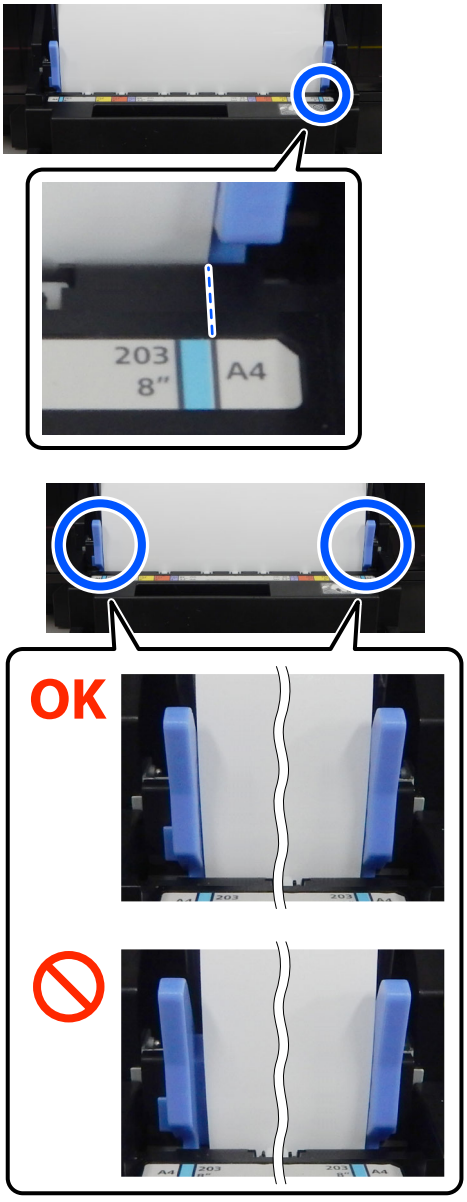
2. **Insert the leading edge of the roll paper into the paper slot until you hear a beep.**



3. Align the edge guides to the width of the roll paper.



At this time, confirm that the position of the edge of the roll paper matches the label showing the paper size, and that there are no gaps between the left and right edge guides and the edges of the roll paper.

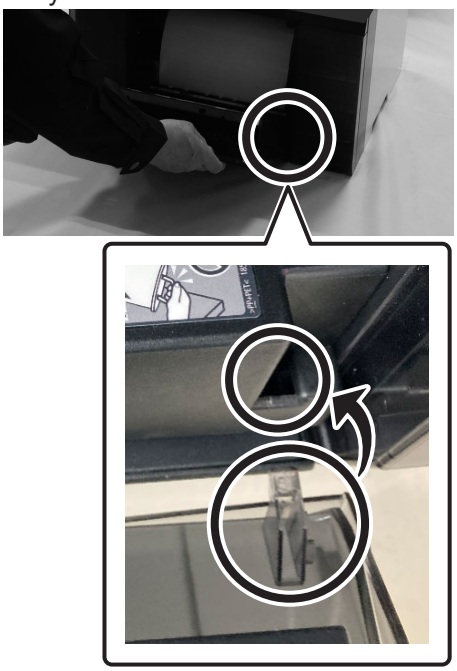


If the labels do not match or there are gaps at the left or right edge guides, then the position in which the roll paper is loaded is not aligned with the spindle unit. Reload the roll paper in the correct position.

4. Push the roll paper unit all the way in.

5. Attach the scrap paper box.

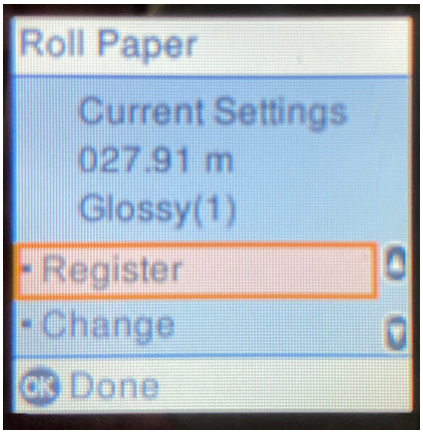
Please attach it so that the hook of the scrap paper box fits into the insertion slot of the main body.



Paper feed starts after it is attached. When paper feed stops, the control panel screen displays the paper type settings.

6. Set the paper type on the control panel screen.

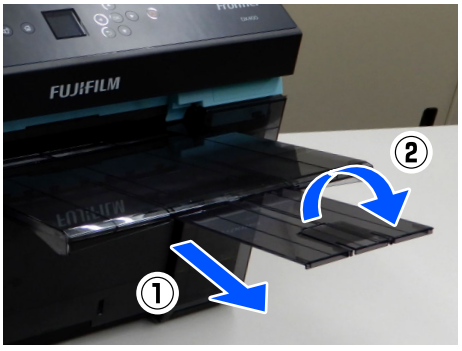
Press [OK] if the type of paper displayed matches the type of roll paper inserted.
If it is not, select [Change] and choose the correct type.



7. Extend the output tray.

Lift it up toward you and push it slightly in to secure it.

Pull the second stage out toward you and raise the front edge part.



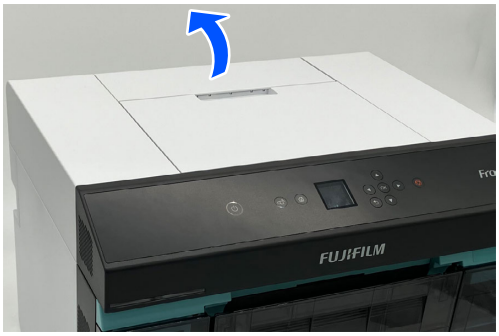
How to Load Sheet Paper

This section explains the procedure to load sheet paper in the paper feed unit and the optional cassette.
When printing on sheet paper from the paper feed unit, be sure to rewind the roll paper before starting the printing operation.

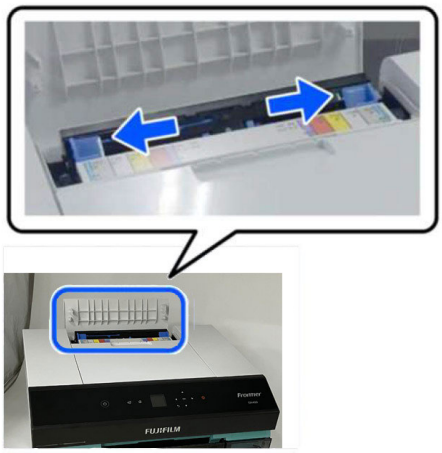
Loading in the Paper Feed Unit

First start printing to transmit the print data to the printer, and then load sheet paper into the paper feed unit.

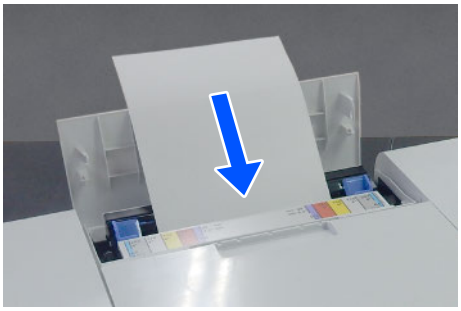
1. Open the rear paper feed slot cover.



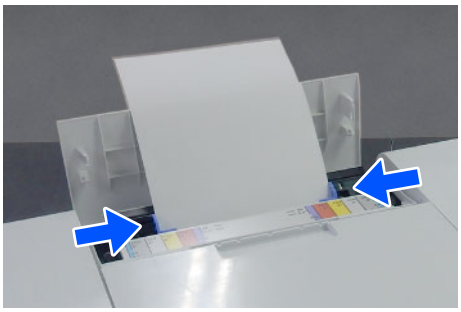
2. Spread apart the edge guides.



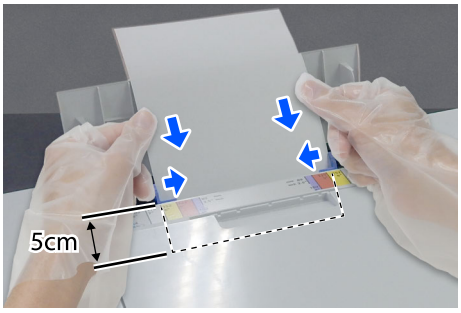
3. Load the paper in the center between the edge guides with the printable side facing you.



4. Align the edge guides to the width of the paper.



5. Push the paper about 5 cm into the paper slot.
At this time, push the paper gradually in as you press on the left and right edge guide so the paper does not skew. You can load the paper correctly and prevent it from skewing.

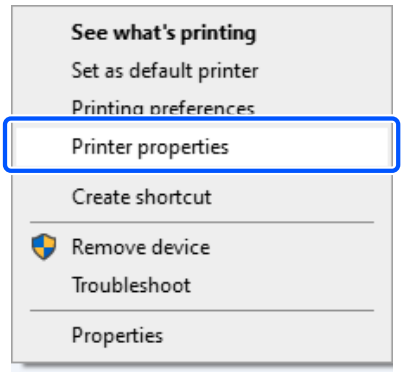


When Paper is Loaded in the Sheet Feeder

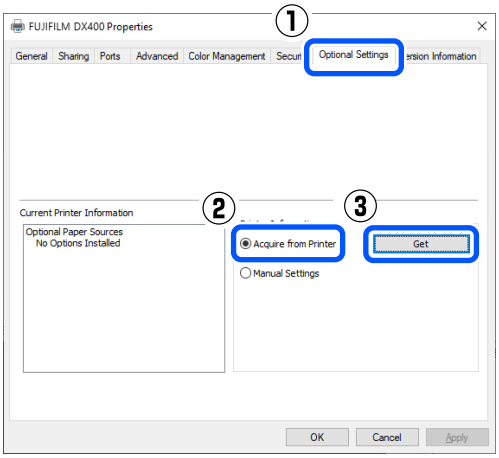
When using the optional sheet feeder for the first time, do the following settings.

1. Open the Control Panel, and click [Hardware and Sound] - [Devices and Printers], in this order.

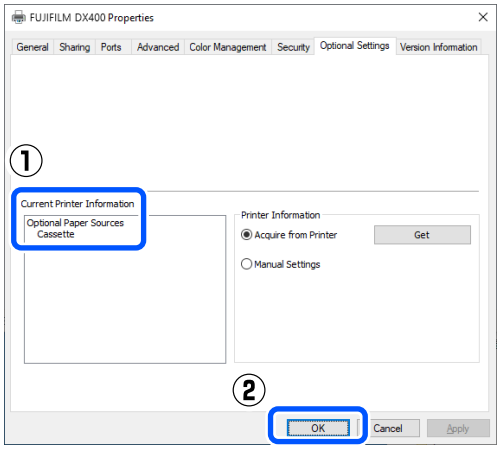
2. Right-click the target printer icon, andselect [Printer properties].



3. Select [Optional Settings], select [Acquire from Printer], and then click [Get].



4. Confirm that [Cassette] is displayed in [Optional Paper Sources] for [Current Printer Information], and then click [OK].



Loading in the Sheet Feeder (Option)

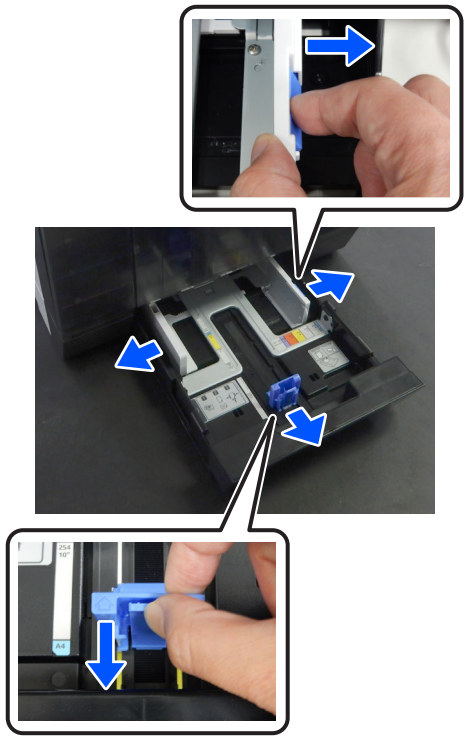
Confirm in advance that the feed rollers that are installed are suitable for the type of paper that is loaded.

☞ "Cleaning and Replacing the Rollers in the Sheet Feeder (Option)" (Page 56)

1. Pull the cassette out toward you.

2. Spread apart the left, right, and front edge guides all the way.

Pinch the levers as you move them.



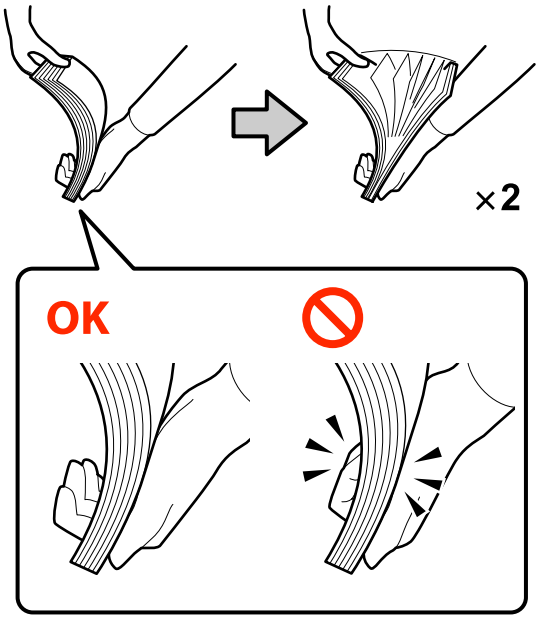
3. Riffle the paper to be loaded.

Static electricity may cause sheets of paper in a stack to stick to each other. Loading paper like that into the cassette could cause paper feeding problems, so follow the procedure below to riffle the paper. Riffling paper forces air between the sheets, which causes them to separate.

Riffle the short edges of the paper two times each. For square paper, riffle whichever two opposing sides.

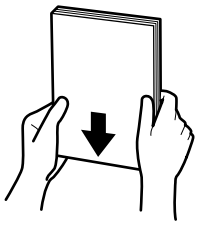
(1) Riffle the short edges of the paper as shown in the illustration.

- Hold the paper lightly, without gripping it too tightly. If you grip to tightly, air cannot get into the edges of the paper to separate the sheets that are stuck together.
- When riffling large sheets of paper, support the stack of paper against your arm as shown in the illustration.



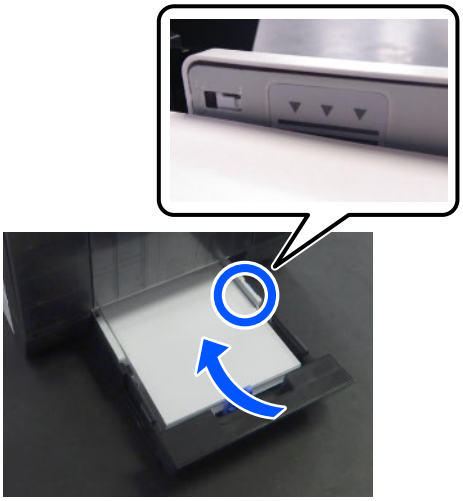
(2) Riffle the other short edges two times in the same way.

(3) Align all four edges of the paper.



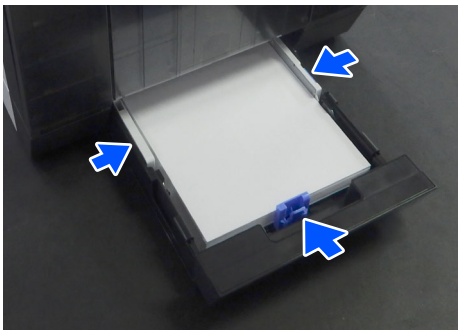
4. Load the paper with the printable side facing down.

The number of sheets that can be loaded is either 100 sheets or up to the limit line on the edge guide, whichever is fewer.
See the following for the number of sheets of genuine Fujifilm paper that can be loaded.
☞ “(3) Sheet Papers” (Page 110)

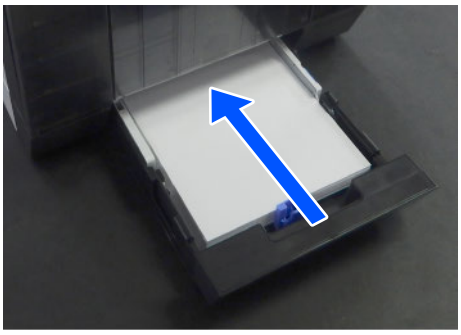


5. Align the left, right, and front edge guides to the paper.

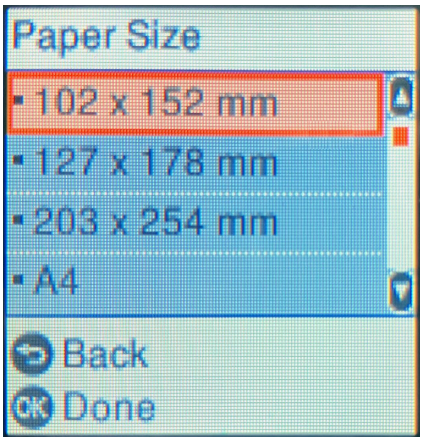
Pinch the levers as you move them.
If there are gaps between the edge guides and the paper, the paper may skew during printing, so align them accurately.
Also, confirm that the top of the paper does not exceed the upper limit line on the left and right edge guides.

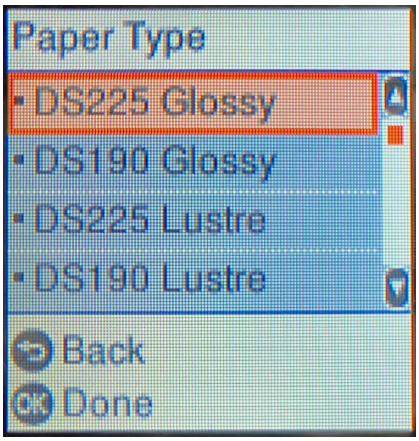


6. Close the cassette.



After closing it, set the paper size and paper type on the control panel screen.
Press [OK] if the type of paper displayed matches the type of paper inserted.
If it is not, select [Change] and choose the correct type.





Basic Printing Methods (Windows)

This section explains how to print and how to cancel printing.
Printing is executed from application software on a computer connected to the printer.
See the following for more details on stopping printing.
☞ "How to Cancel Printing (from the Computer)" (Page 38)

How to Print from Photoshop

This section uses Adobe Photoshop 2021 as an example of how to print image data.
Operations may differ depending on the application software being used. See the manual supplied with the application for more details.

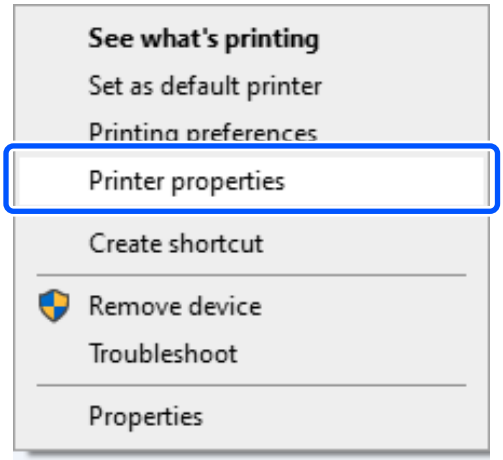
1. Turn on the printer, and load the paper to be used.

☞ "Basic Operations" (Page 24)

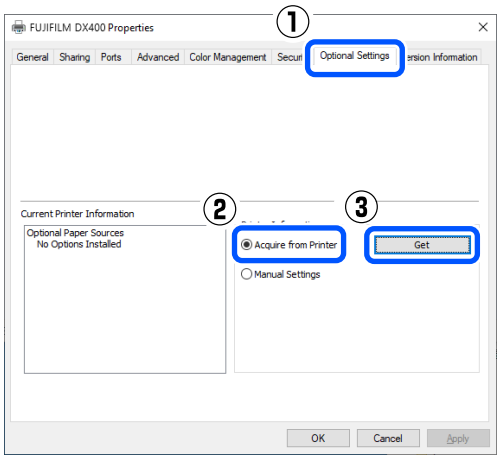
When paper is loaded in the sheet feeder
When using the optional sheet feeder for the first time, do the following settings.

i. Open the Control Panel, and click [Hardware and Sound] - [Devices and Printers], in this order.

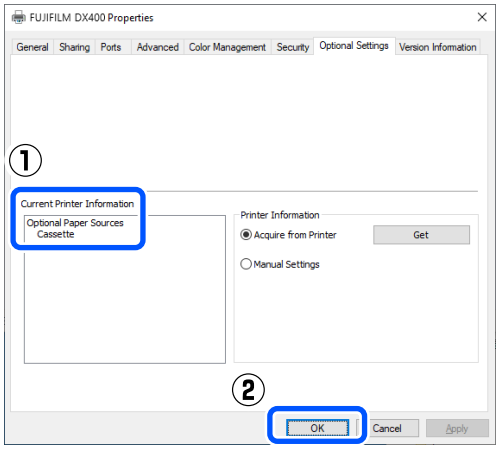
ii. Right-click the target printer icon, and select [Printer properties].



iii. Select [Optional Settings], select [Acquire from Printer], and then click [Get].

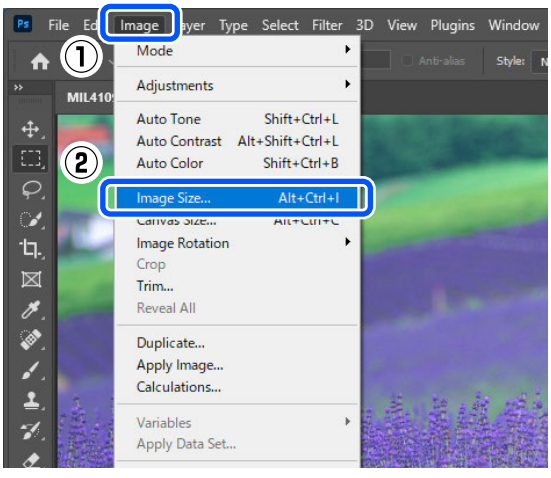


iv. Confirm that [Cassette] is displayed in [Optional Paper Sources] for [Current Printer Information], and then click [OK].



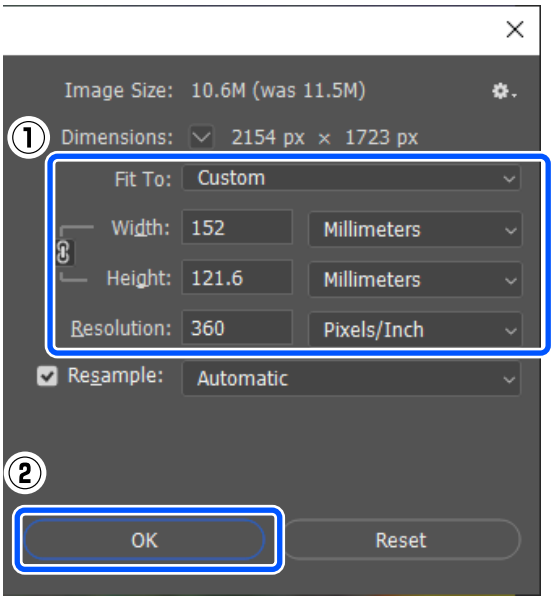
2. Start Adobe Photoshop 2021, and open an image.

3. Click [Image] - [Image Size], in this order.
The [Image Size] screen is displayed.



4. Set the Image Size and Resolution, and then click [OK].

Select [Original Size] for [Fit To], and then match the [Width] and [Height] to the size of the paper being printed.
Set the [Resolution].
Setting the [Width] or [Height] changes [Fit To] to [Custom].



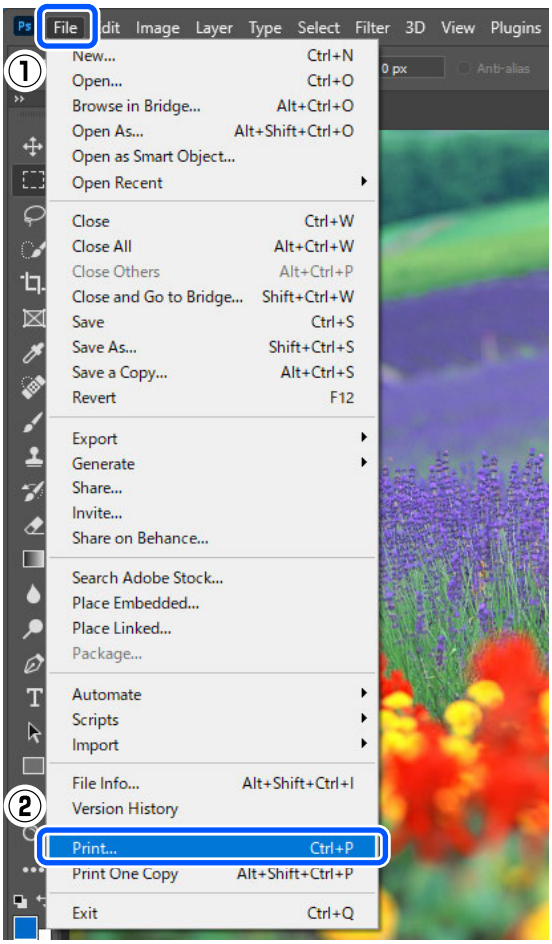
Note:

We recommend [Resolution] normally be set to 360 dpi.
However, if all the following printing preferences are met, setting 720 dpi can produce very clear printouts.

- When [Finest Detail] is selected in the printer driver.
- When a setting other than [Draft] is set for [Print Quality] in the printer driver.
- When the paper length is less than 305 mm

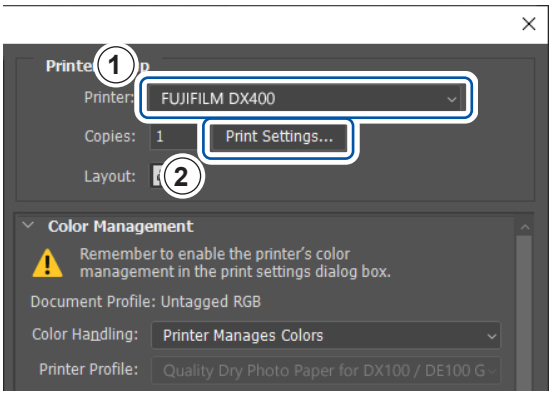
5. Click [File] - [Print] in this order.

The [Photoshop Print Settings] screen is displayed.



6. Select the printer in [Printer], and then click [Print Settings].

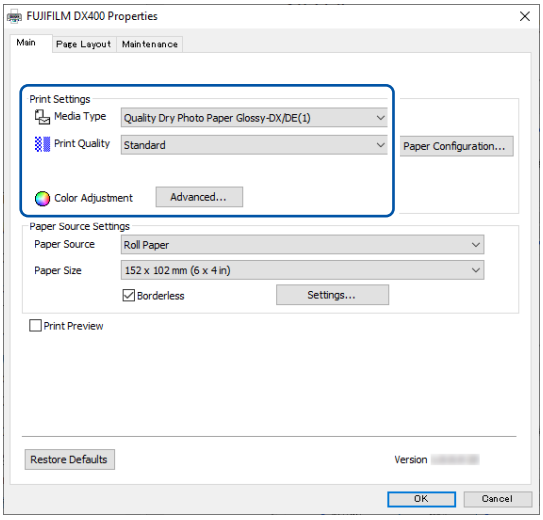
The Main screen of the printer driver is displayed.



7. Set the various items in [Print Settings].

- Media Type
  Select the type of paper that is loaded in the printer.
- Print Quality
  The print qualities that you can select vary depending on the type of paper that was selected.

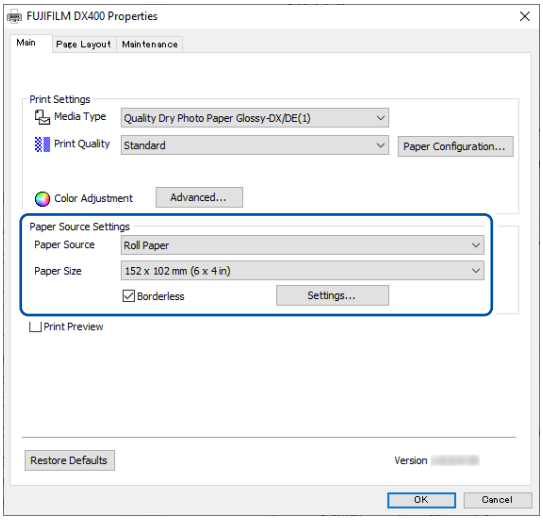
  Normally, set [Standard]. If you want to print with an emphasis on quality, set [High Quality].
  If you want to print quickly, set [Draft]. When [Draft] is set, the printing speed is quicker, however the print quality may decline a little.



To do advanced settings according to your preferences for color management and color modes, click [Advanced].
☞ “Color Management” (Page 40)

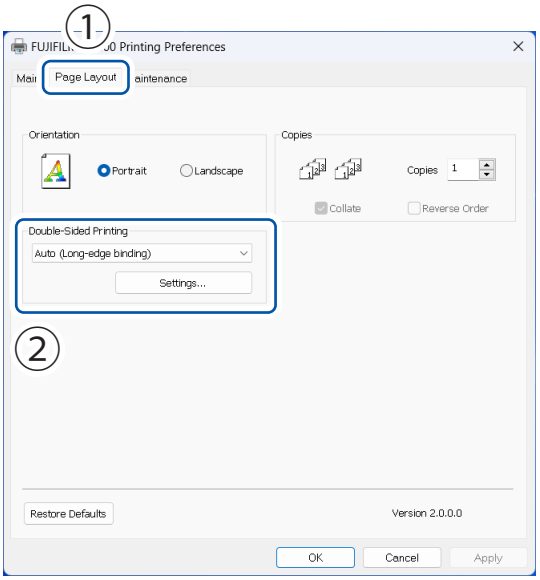
8. Set the various items in [Paper Source Settings].

- Paper Source
  Settings depend on the type of paper that was selected.
  To print from the sheet feeder, select [Cassette].
- Paper Size
  Select a size to print. Make sure this is the same as the image size you set in step 4.



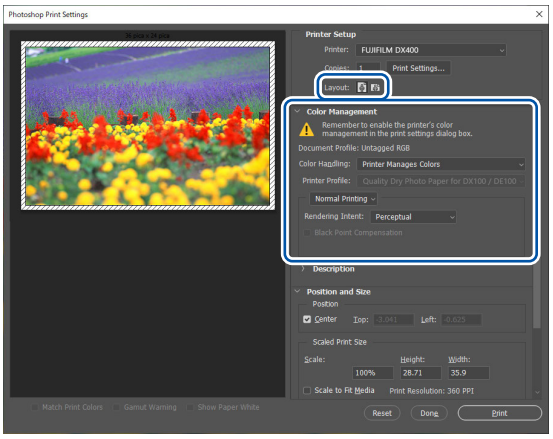
To print without borders (margins), select [Borderless].
☞ “Borderless Printing on All Sides” (Page 44)

9. To do double-sided printing on sheet paper, click [Page Layout], and set the binding position in [Double-Sided Printing].
☞ “Double-Sided Printing” (Page 47)



10. Click [OK].

11. **Set each item, such as color management and print position, while checking the image displayed on the [Photoshop Print Settings] screen.**



Note:

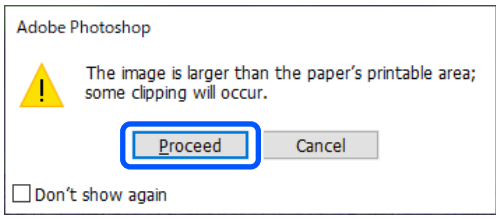
- When the printer driver's [Color Adjustment] is set to [Color Controls], select [Printer Manages Colors] in [Color Handlin]g in [Color Management].
- When performing detailed color management using the Photoshop functions, set [Color Management] according to the conditions.

See the following for more details on color adjustment.
☞ "Color Management" (Page 40)

12. **Click [Print].**

Note:

If the image size is larger than the print size, the following screen is displayed.
Click [Proceed]. If you click [Cancel], printing is canceled and you are returned to the application's screen.



Print data is sent to the printer and printing starts.

How to Cancel Printing (from the Computer)

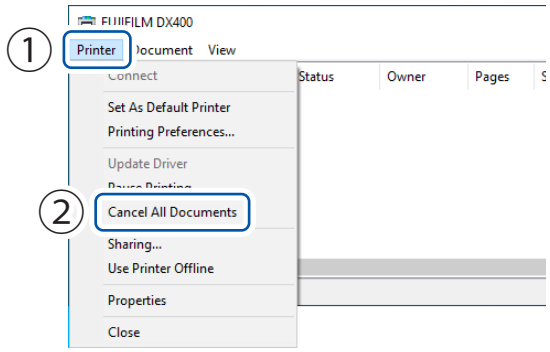
When the computer has finished sending data to the printer, you cannot cancel the print job from the computer. Cancel on the printer.
☞ "How to Cancel Printing (from the Printer)" (Page 39)

1. **Click the printer icon on the taskbar.**

Whether or not an icon is displayed depends on the settings selected for Windows.

2. **Select the job you want to cancel, and then select [Cancel] from the [Document] menu.**

To cancel all jobs, click [Cancel All Documents] in the [Printer] menu.



If the job has been sent to the printer, print data is not displayed on the above screen.

How to Cancel Printing (from the Printer)

Press the ⊽ button (stop button) on the control panel.
The print job is canceled even in the middle of printing. After cancelling, it may take a while before the printer returns to the ready status.

Note:

You cannot delete print jobs which are in the print queue on the computer using the above operation. See “How to Cancel Printing (from the Computer)” (Page 38) in the previous section to delete print jobs from the print queue.

Printing Using Various Print Functions

Color Management

Color Management Settings

When printing on the printer, you can select from the following color correction methods.
Choose the best method according to the application you are using, the operating system environment, and the aim of the printout.

Setting colors manually

Manually adjust the color space and color tone settings used for printing. Use this option when the application in use does not have a color correction function.
☞ "Setting Colors Manually" (Page 40)

Color management from the application (no color management)

This method is for printing from applications that support color management. All color management processes are carried out by the application's color management system. This method is used when you want to obtain the same color management results using a common application among different operating system environments.
☞ "Color Management from the Application (No Color Management)" (Page 42)

Color management from the printer driver

The printer driver uses the operating system's color management system and carries out all color management processes. This is used when you want to produce similar print results from different applications under the same operating systems. However, to do this, you also need an application that supports color management.
☞ "Color Management from the Printer Driver (ICM) (Windows)" (Page 43)

Setting Colors Manually

You can select one of the following color correction modes. In addition, you can fine tune the brightness, contrast, saturation, and color balance, while looking at a preview image.

- sRGB: Optimizes the sRGB space and corrects the color. This should normally be selected.
- Adobe RGB: Optimizes the Adobe RGB space and corrects the color. Select when printing image data using the Adobe RGB color space information.

Settings on Windows

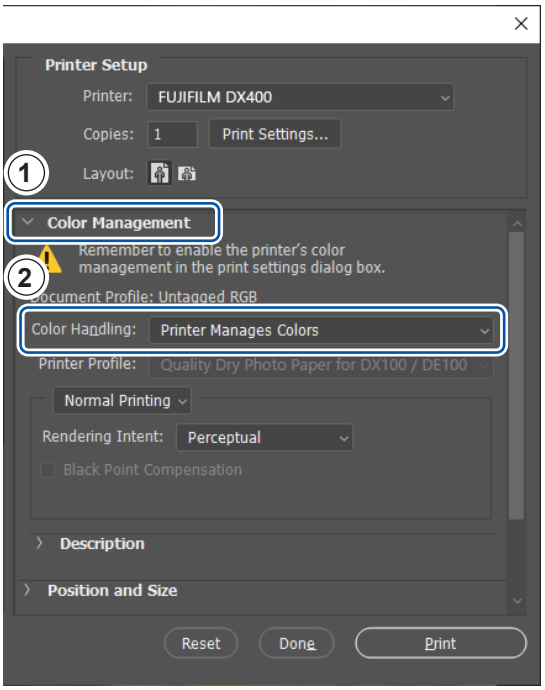
1. **When using applications featuring a color management function, specify how to adjust colors from these applications.**
   When using applications without a color management function, start from step 2.
   When using the following applications, select the [Printer Manages Colors] color management option.
   - Adobe Photoshop CS6 or later
   - Adobe Photoshop Elements 11 or later
   - Adobe Photoshop Lightroom 5 or later

   In other applications, set [No Color Management].

   Note:
   For information on supported platforms, see the website for the application in question.

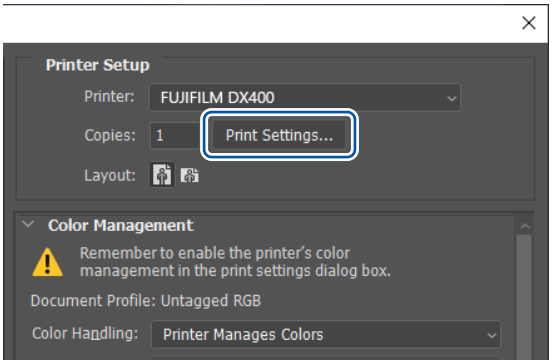
Example of Adobe Photoshop 2021

The [Photoshop Print Settings] screen opens. Select [Color Management], then select [Printer Manages Colors] in [Color Handling].

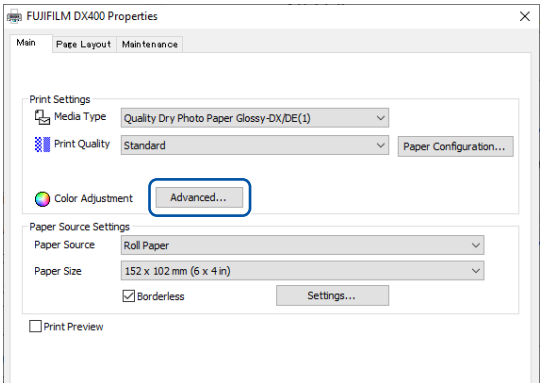


2. Display the printer driver's [Main] screen.

When using Adobe Photoshop 2021, click [Print Settings] to display the printer driver's [Main] screen.



3. Click [Advanced] in [Color Adjustment].

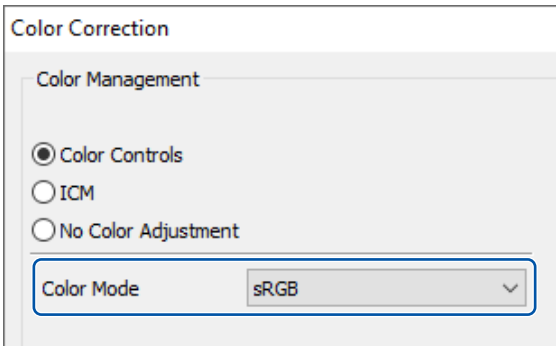


4. Select [Color Controls] in [Color Management].

The setting items are displayed on the [Color Correction] screen.

5. Select [Color Mode].

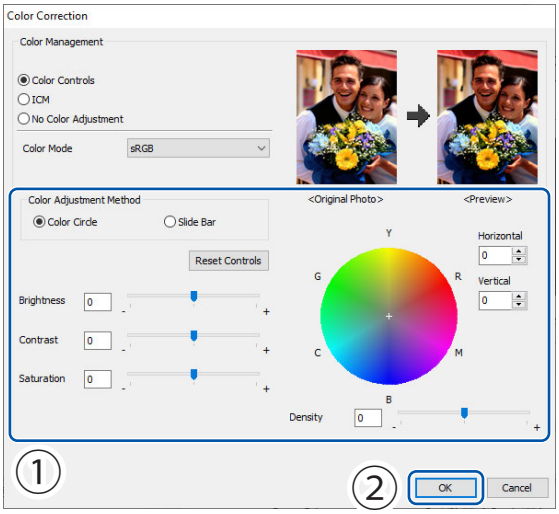
- sRGB
  Manages colors using sRGB. Prints at the optimum color tones. This should normally be selected.
- Adobe RGB
  Manages colors based on the larger Adobe RGB color space. Select when printing image data using the Adobe RGB color space information.



6. Set the various items, and then click [OK].

- Color Adjustment Method
  Select the color adjustment method.
  By selecting [Color Circle], you can click on the color circle to adjust the colors and move the density slide bar to adjust the density.
  By selecting [Slide Bar], you can move the slide bar of each color to adjust the colors.
- Brightness
  Adjusts the brightness of the image.
- Contrast
  Adjusts the contrast (difference between light and dark) of the image.
  When the contrast is raised, bright sections become brighter, and dark sections become darker. When the contrast is lowered, the difference between light and dark sections decreases.

- Saturation
  Adjusts the saturation (color clarity) of the image.
  When the saturation is raised, colors become vivid. When the saturation is lowered, the colors become dull until they are close to gray.



Note:
You can adjust the colors while checking the sample image on the right side of the screen.

7. Set other items if necessary, and then print.

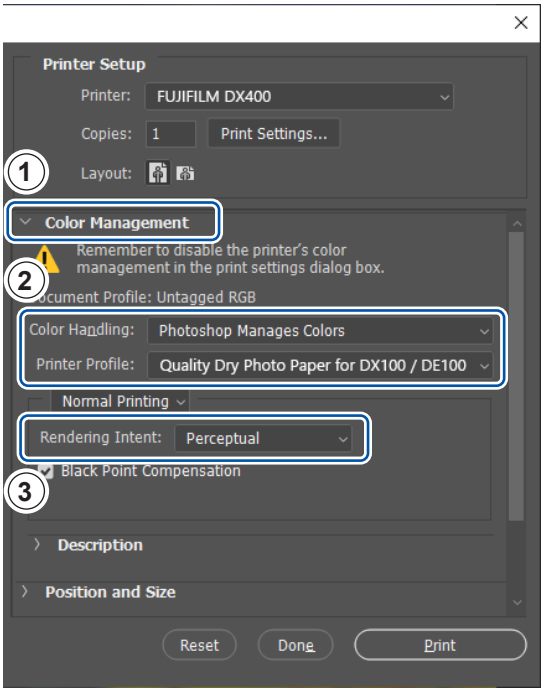
Color Management from the Application (No Color Management)

Print using applications with a color management function. Enable the color management settings in the application and disable the printer driver's color adjustment function.

1. Make the settings for color adjustment using the application.

Example of Adobe Photoshop 2021

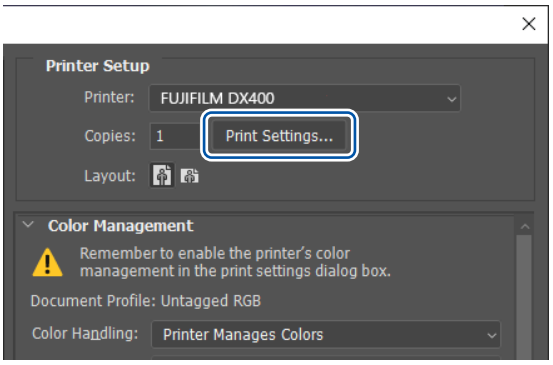
The [Photoshop Print Settings] screen opens. Select [Color Management], then select [Photoshop Manages Colors] in [Color Handling], and then select [Printer Profile] and [Rendering Intent].



Note:
If you are not using an original printer profile, select a profile for the paper type being used from [Printer Profile].

2. Display the printer driver's settings screen (Windows).

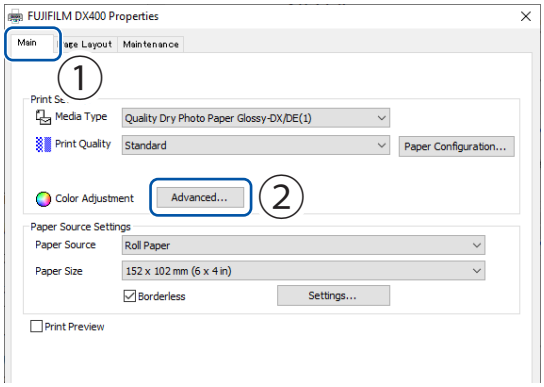
When using Adobe Photoshop 2021, click [Print Settings] to display the various screens.



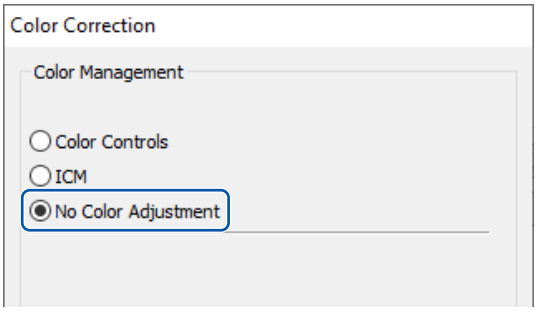
3. Set color management to off.

For Windows

(1) Click [Advanced] in [Color Adjustment] in the [Main] screen.



(2) In [Color Management], select [No Color Adjustment], and then click [OK].



4. Set other items if necessary, and then print.

Color Management from the Printer Driver (ICM) (Windows)

Performs color management from the printer driver. An ICC profile that supports the paper type set in the printer driver is automatically selected for doing color adjustment.

1. When using applications featuring a color management function, specify how to adjust colors from these applications.

When using applications without a color management function, start from step 2. When using the following applications, select the [Printer Manages Colors] color management option.

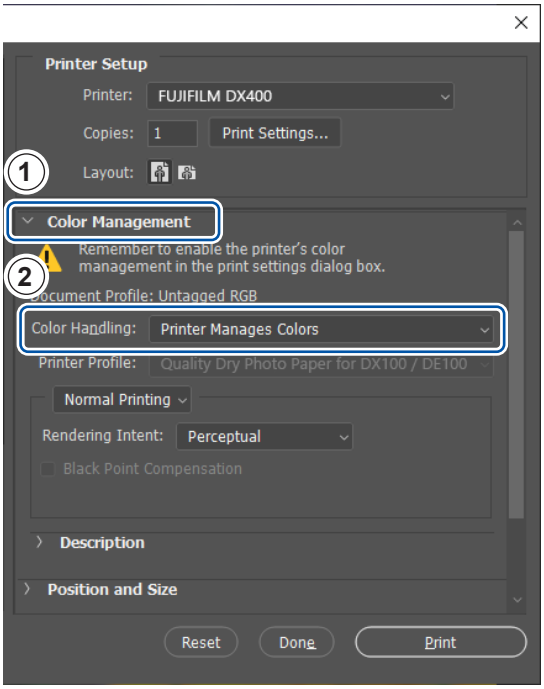
- Adobe Photoshop CS6 or later
- Adobe Photoshop Elements 11 or later
- Adobe Photoshop Lightroom 5 or later

In other applications, set [No Color Management].

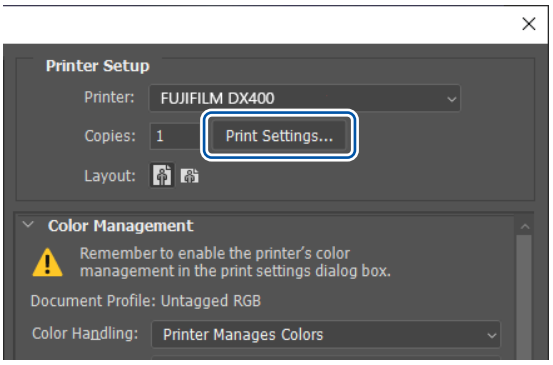
> **Note:**
> For information on supported platforms, see the website for the application in question.

Example of Adobe Photoshop 2021

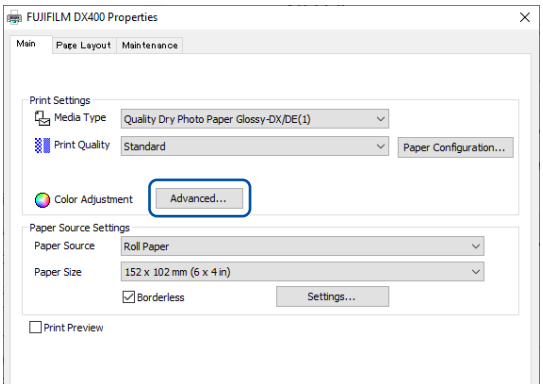
The [Photoshop Print Settings] screen opens. Select [Color Management], then select [Printer Manages Colors] in [Color Handling].



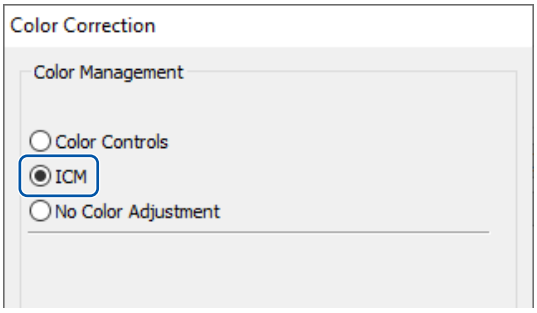
2. Display the printer driver's [Main] screen.
When using Adobe Photoshop 2021, click [Print Settings] to display the printer driver's [Main] screen.



3. Click [Advanced] in [Color Adjustment].



4. In [Color Management], select [ICM], and then click [OK].



5. Set other items if necessary, and then print.

Borderless Printing on All Sides

You can print your data without margins on the paper.

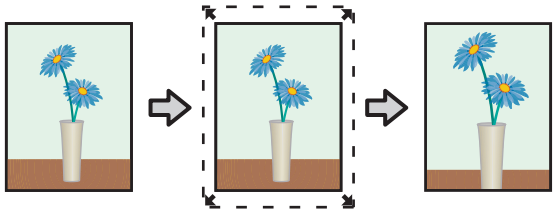
Types of Borderless Printing Methods

You can perform borderless printing using the following two methods: Auto Expand or Retain Size. For simple borderless printing, we recommend Auto Expand. To prevent the printer driver from enlarging your image, we recommend Retain Size.

Auto Expand

The printer driver enlarges the print data to a size slightly larger than the paper size and prints the enlarged image. The sections which are beyond the paper edges are not printed; therefore, resulting in borderless printing.
Use settings such as Page Layout in the applications to set the size of the image data as follows.

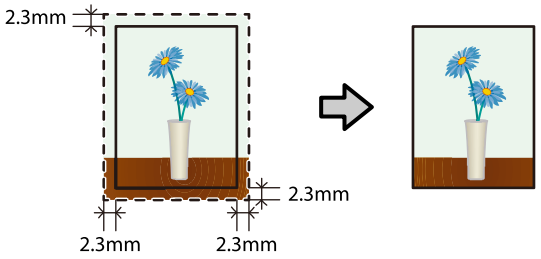
- Match the paper size and page setting for the print data.
- If the application has margin settings, set the margins to 0 mm.
- Make the image data as large as the paper size.



Retain Size

Create the print data larger than the paper size in the applications to produce borderless output. The printer driver does not enlarge the image data. Use settings such as Page Layout in the applications to set the size of the image data as follows.

- Set the page layout to extend 2.3 mm beyond the actual paper size on all four edges.
- If the application has margin settings, set the margins to 0 mm.
- Make the image data as large as the paper size.



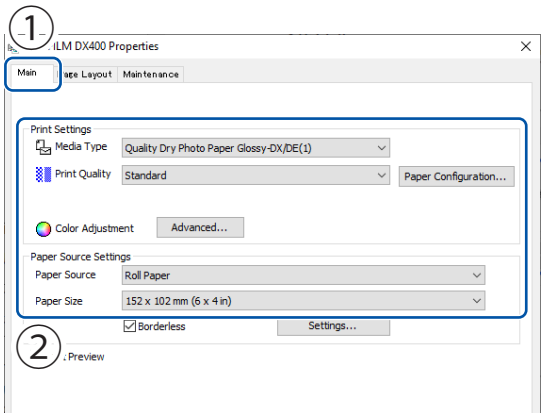
Setting Procedure

Settings on Windows

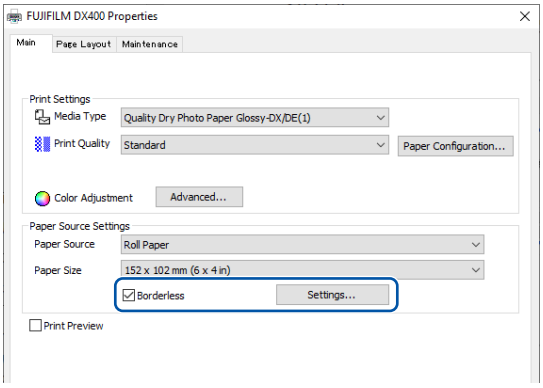
1. A Open the printer driver's [Main] screen, and set the various settings required for printing, such as [Media Type], [Print Quality], [Paper Source], and [Paper Size].

See the following for how to display the [Main] screen.

☞ "Basic Printing Methods (Windows)" (Page 35)

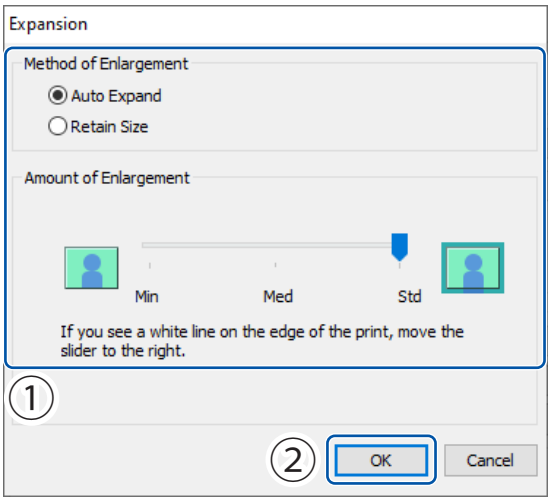


2. Select [Borderless], and then click [Settings].



3. Select [Auto Expand] or [Retain Size] as the [Method of Enlargement], and then click [OK].

When [Auto Expand] is selected, set the slider to set the amount of enlargement.



Note:

Moving the slider towards [Med] or [Min] decreases the image enlargement ratio. Therefore, some margins may appear at the edges of the paper depending on the paper and printing environment.

4. Set other items if necessary, and then print.

Printing on Paper of Non-Standard Sizes

You can print on paper sizes not included in the printer driver.
The paper sizes you can set are shown below.

Roll Paper

Width	89.0, 101.6, 127.0, 152.4, 203.2, 210.0 mm
Length	50 to 1,000 mm

Sheet paper

Width	Printing with margins: 89 to 210 mm Borderless printing: 89.0, 100.0, 101.6, 127.0, 152.4, 203.2, 210.0 mm
Length	Single-sided printing: 148 to 1000 mm Double-sided printing: 148 to 297 mm

Important

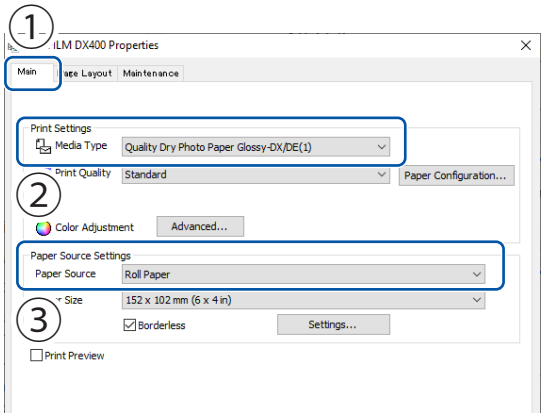
Output sizes may be restricted by the application being used for printing.

Settings on Windows

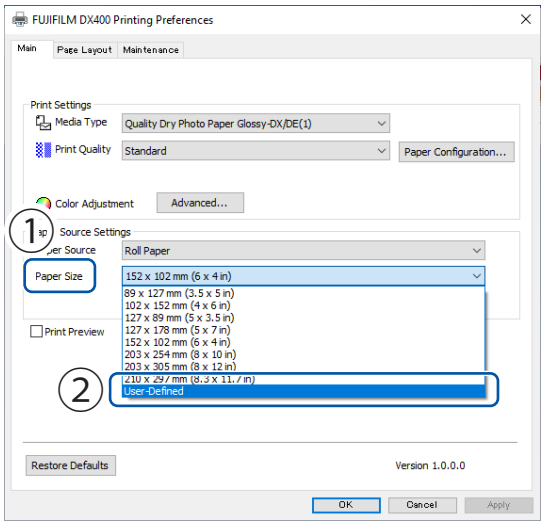
1. Open the printer driver's [Main] screen, and then select [Media Type] and [Paper Source].

See the following for how to display the [Main] screen.

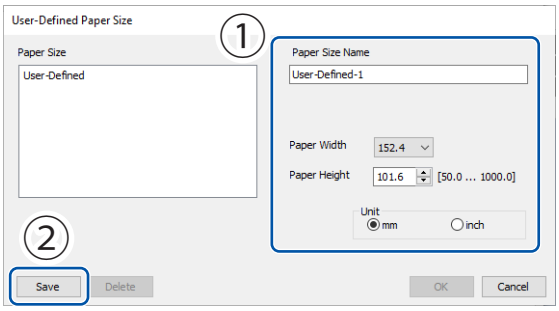
☞ "Basic Printing Methods (Windows)" (Page 35)



2. Select [User-Defined] for [Paper Size].



3. On the [User-Defined Paper Size] screen, enter [Paper Size Name], set a paper size to use, and then click [Save].



Note:

- To change the information you saved, click the Paper Size Name in the list on the left side of the screen.
- To delete a paper you saved, select the Paper Size Name in the list on the left side of the screen, and then click [Delete].
- You can save up to 30 paper sizes.

4. Click [OK].

You can now select the saved paper size from [Paper Size] in the [Main] screen.
You can now print as normal.

Double-Sided Printing

You can print on both sides of sheet paper. Double-sided printing is automatic, so that after the front side is printed the back side is printed automatically.

Note:

- Double-sided printing cannot be done on roll paper.
- Paper jams may occur if you load thick sheet paper in landscape orientation.

Settings on Windows

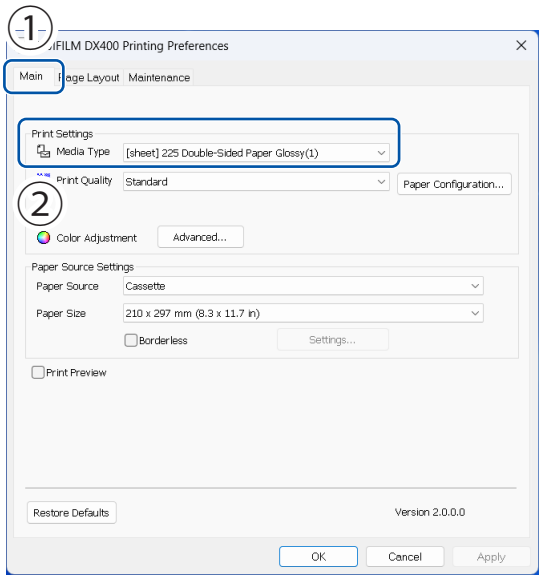
1. Load the paper to be used in the paper feed unit or the optional sheet feeder.

☞ "How to Load Sheet Paper" (Page 31)

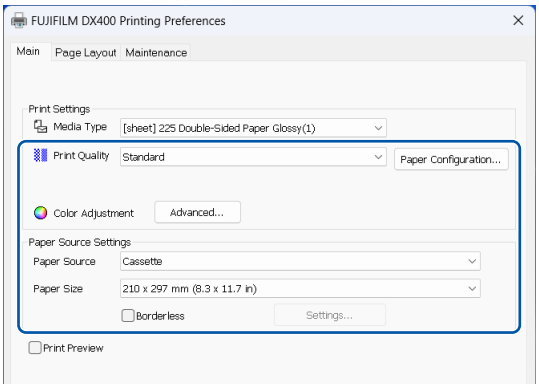
2. Open the printer driver's [Main] screen, and then set the paper type for the sheet paper that you loaded in step 1 in [Media Type].

See the following for how to display the [Main] screen.

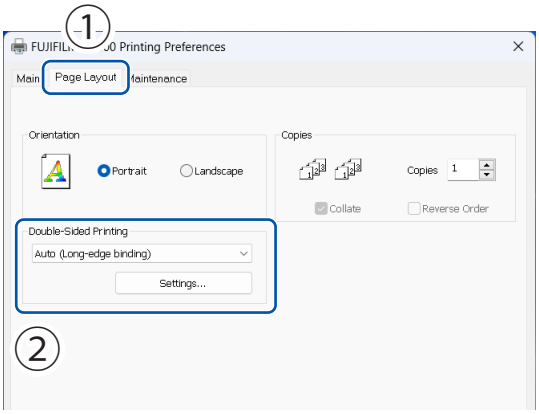
☞ "Basic Printing Methods (Windows)" (Page 35)



3. Do the settings needed for printing, such as [Print Quality] and [Paper Size], and then select [Rear Paper Feed Slot] or [Cassette] for the [Paper Source].

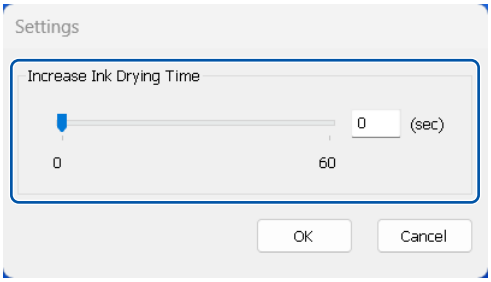


4. Select [Page Layout], and then select the binding position in [Double-Sided Printing].



Note:

If you notice scratching or the transfer of ink to the back side of other sheets of paper in the print results, click [Settings] and set additional drying time.



5. Set other items if necessary, and then print.

Maintenance

List of Maintenance Items

See the following table for details on maintenance.

Contents	When to perform	Reference
Replacing ink supply units Replacing Maintenance Cartridge	When a Remaining Alert is displayed on the control panel screen	☞ “Replacing Ink Supply Units” (Page 50) ☞ “Replacing Maintenance Cartridge” (Page 52)
Emptying the Scrap Paper Box	When Replacing Roll Paper	☞ “Emptying the Scrap Paper Box” (Page 53)
Cleaning airflow vents	Once every 3 months	☞ “Cleaning Airflow Vents” (Page 54)
Cleaning the platen and roll paper unit	When the Back of Printed Paper is Dirty	☞ “Cleaning the Platen and Roll Paper Unit” (Page 54)
Cleaning Feed Rollers and Transfer Rollers in the Sheet Feeder (Option)	When paper feed trouble repeatedly occurs	☞ “Cleaning and Replacing the Rollers in the Sheet Feeder (Option)” (Page 56)

Replacing feed rollers in the sheet feeder (option)	• When the type of paper that is loaded in the cassette is changed.
	• When paper feed trouble repeatedly occurs even after doing the following
	  • Is the paper loaded correctly in the cassette?
	  • Are you using the feed roller that is appropriate for the type of paper?
	  • Have the feed rollers and transfer rollers been cleaned?
		☞ “Cleaning and Replacing the Rollers in the Sheet Feeder (Option)” (Page 56)

Doing a Print Head Nozzle Check	• When checking if nozzles are clogged • When checking which colors are clogged • Horizontal stripes or tint unevenness (banding) have appeared	☞ “Print Head Nozzle Check and Cleaning” (Page 62)
Cleaning the print head	When a clogged nozzle is found	☞ “Print Head Nozzle Check and Cleaning” (Page 62)

The printer has other maintenance functions, that can be executed from the maintenance tool, than those mentioned above. See the following for more details.
☞ “Using the Maintenance Tool (Windows)” (Page 64)

Disposal of Used Consumables

Dispose of consumables and optional parts in accordance with your local laws and statutes, such as by entrusting them to an industrial waste disposal company. In such cases, submit the “Safety data sheet” to the industrial waste disposal company.
Please contact your sales company or retailer for safety data sheets.

Precautions Regarding Maintenance

CAUTION

- **Do not disassemble ink supply units or maintenance cartridges.**
  Failure to observe this precaution could result in ink getting in your eyes or on your skin.
- **Do not shake the ink supply units too hard.**
  Ink may leak from the ink supply unit if you shake it or swing it around too hard.
- **Keep ink supply units and maintenance cartridges out of reach of children.**
- **If ink gets in the eyes or mouth, or stains the skin, treat the area as follows.**
  - **If ink adheres to your skin, immediately wash it off using soapy water.**
  - **If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If you notice any abnormalities, consult a physician immediately.**
  - **If ink enters your mouth, consult a physician immediately.**
- **Do not touch any areas inside the printer except for those indicated in the manual. An electric shock or burn could occur.**
- **Do not disassemble anything except when indicated to do so in the manual.**
- **When opening and closing the covers, do not place your hands near the points where the main unit and the cover join. If your fingers or hands are trapped, an injury could occur.**
- **When moving the roll paper unit in or out, grip the handle. If you place your hands into any other sections, either side of your hand or fingers could be injured.**

Replacing Ink Supply Units

Important

- If you do not have a new ink supply unit for installation, leave the expended ink supply unit in the printer until the new one is ready. If the printer is left without an ink supply unit, it may malfunction.
- When the ink supply unit being used falls below the limit, replace it with a new ink supply unit as soon as possible.
- Do not leave the printer without ink supply units installed. The inks inside the printer may dry and you may not be able to print. When you are not using the printer, make sure there is an ink supply unit installed in each slot.

1. Check that the power light is lit.

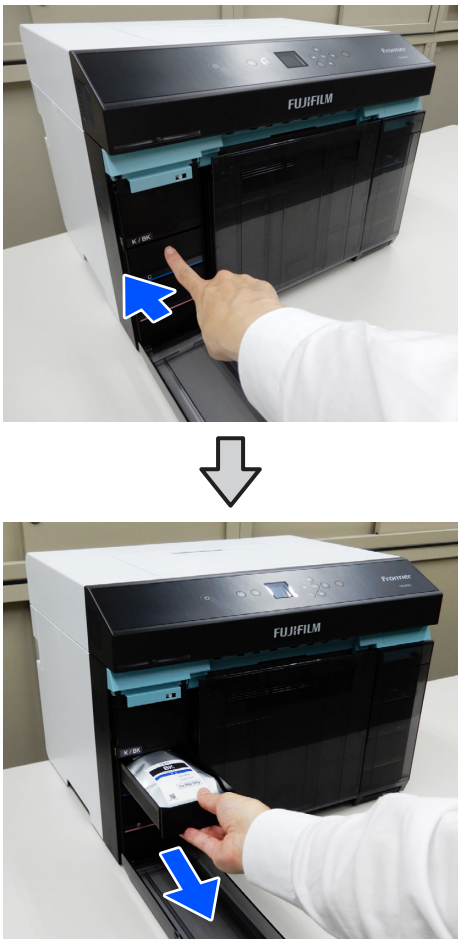
If the power light is flashing, the printer is operating. Wait until all operations have stopped.

2. On the control panel, check which ink supply units need to be replaced.

3. Open the ink supply unit cover on the side to be replaced.

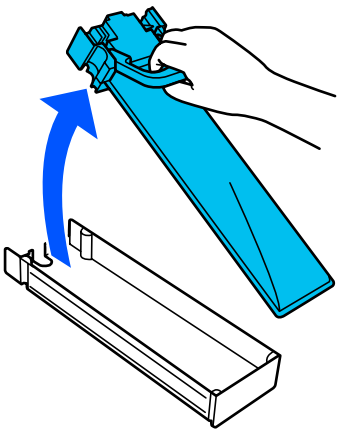
When the cover is opened, the status light lights.

4. Push in the ink supply unit tray to pull it out.

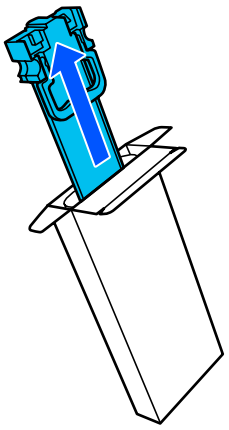


5. Remove the ink supply unit.

Lift up the handle and then remove it.

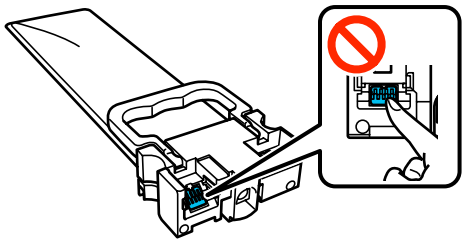


6. **Remove the new ink supply unit from the box.**



Important

Do not touch the chip on the ink supply unit. You may not be able to print properly.



7. **Confirm the color of the label, and then put the ink supply unit tray back into the printer.**

8. **Close the ink supply unit cover.**

9. **Confirm that the status light is off.**

Replacing Maintenance Cartridge

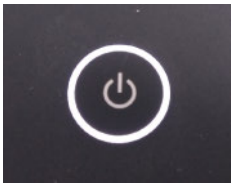
The maintenance cartridge is to absorb ink consumed when Print Head Cleaning is executed. If a replace the maintenance cartridge message appears, follow the steps below to replace it.

Important

After removing the maintenance cartridge, replace it immediately, do not leave the ink supply unit cover open.

1. Check that the power light is lit.

If the power light is flashing, the printer is operating. Wait until all operations have stopped.



2. Open the ink supply unit cover on the right side.

A warning buzzer sounds when you open the cover.

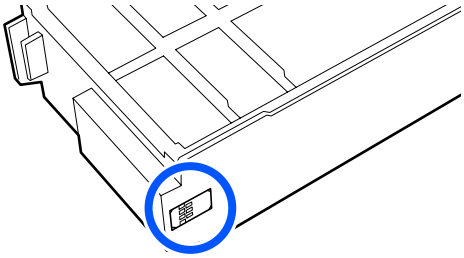
3. Remove the maintenance cartridge slowly without tilting it.

Push up, and then pull it out.
See the following for more information on disposing of the maintenance cartridge.
☞ “Disposal of Used Consumables” (Page 49)

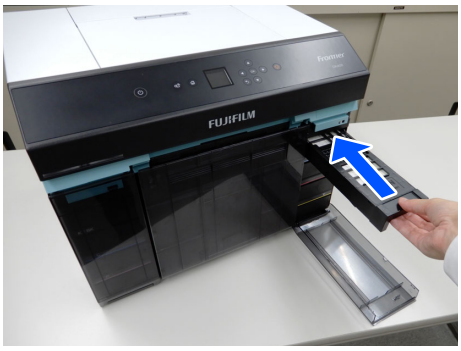
4. Prepare a new maintenance cartridge.

Important

Do not touch the chip on the maintenance cartridge.
Doing so may prevent normal operation and printing.



5. **Insert the new maintenance cartridge.**



6. **Close the ink supply unit cover.**

7. **Check that the power light has lit.**

This completes this section.

Emptying the Scrap Paper Box

Scraps of paper cut during printing accumulate in the scrap paper box. You need to empty out the paper scraps before the box is full.
Check visually how much scrap paper has accumulated in the box. Be sure to dispose of scrap paper when you replace the roll paper.

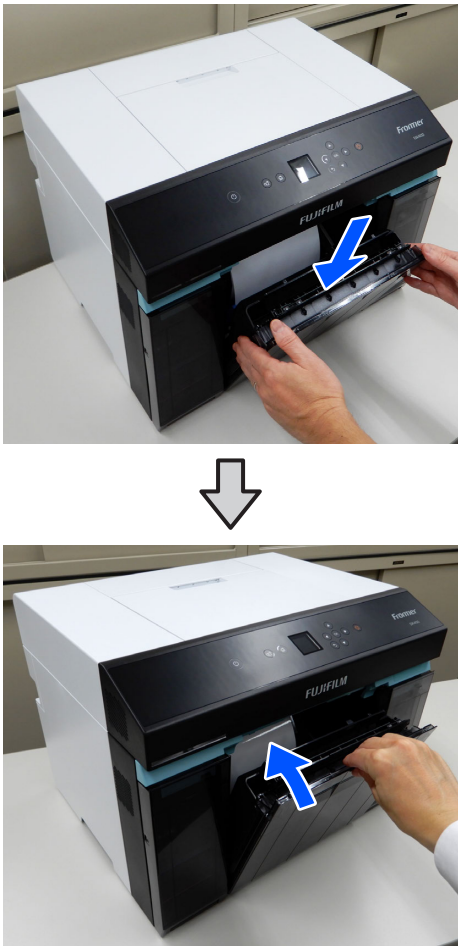
1. **Check that the power light on the printer is lit.**
When the power light is flashing, the printer is operating. Wait until all operations have stopped.

2. **Remove the scrap paper box.**

When the scrap paper box is removed, the status light lights.

3. **Empty out the scrap paper.**
Turn over the scrap paper box to throw away the scrap paper that has collected in the box.

4. **Attach the scrap paper box.**



5. **Confirm that the status light is off.**

Cleaning Airflow Vents

Clean the airflow vent filter with a vacuum cleaner once every 3 months.

Cleaning the Platen and Roll Paper Unit

If the back of printed paper is dirty, paper dust (white dust) has accumulated on the platen and roll paper unit, making them dirty. Clean the platen and roll paper unit according to the procedure in the next section.
If you are using roll paper, clean the platen and the roll paper unit. If you are using sheet paper, clean the platen. Execute cleaning with the power on.
If you are using roll paper, remove the roll paper from the roll paper unit in advance.
☞ “Removing the Spindle Unit” (Page 25)

Important

Do not touch the rollers inside the printer. This could cause print outs to be soiled and so on.

How to Clean the Platen

Important

Do not touch any part of the platen except where instructed to clean. Otherwise, it may break down or reduce print quality.

1. Remove the printer cover

(1) Open the rear paper feed slot cover.

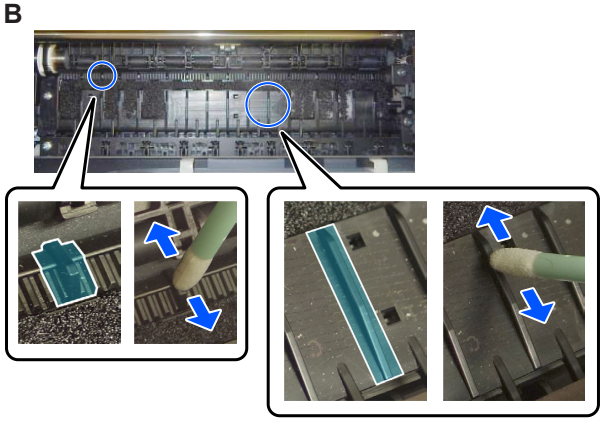
(2) Slide the printer cover backwards, and then remove it.

2. Wipe off any dirt, such as paper dust, on the areas other than the ink absorbing material on the platen (the areas surrounded by the blue line in Figure A) with commercially available cotton swabs.

When doing so, also wipe off any dirt adhering to the ribs (convex parts) within the area. Dirt left on the ribs may stain the back side of the printed paper. For each rib, wipe off its surface and surrounding area (the area indicated by ■ in Figure B).

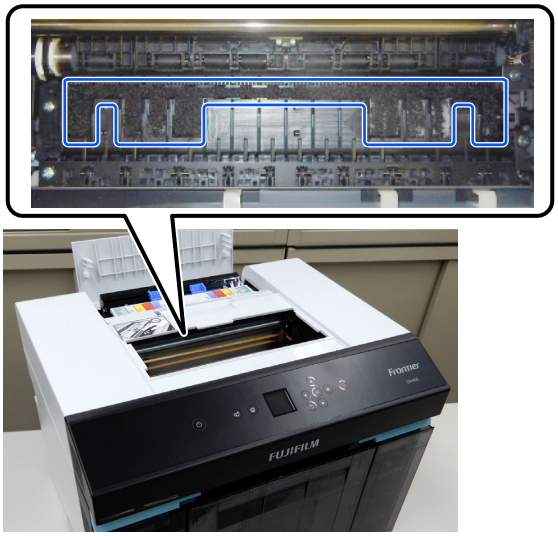
A

B



3. Wipe off any dirt, such as paper dust, that has accumulated on the ink absorbing areas (the area outlined in blue in the illustration below) with a commercially available cotton swab.

Be careful as you wipe the ink off the ink absorbing area so that the ink does not spread to any other areas.



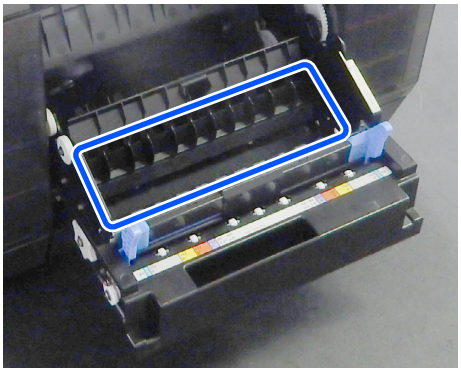
4. Install the printer cover in the reverse order of step 1.

How to Clean the Roll Paper Unit

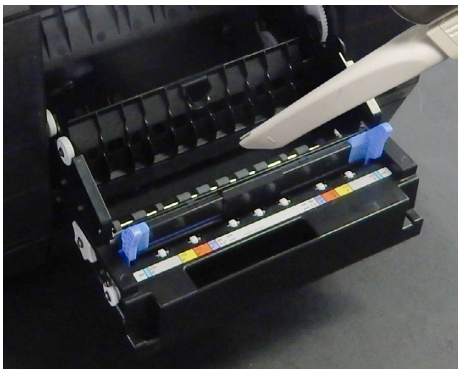
1. Open the front plate inside the roll paper unit.

Place your finger in the hole at the bottom and lift to open.

2. Use a vacuum cleaner to remove dirt, such as paper dust, that has collected in the locations shown in the illustration.

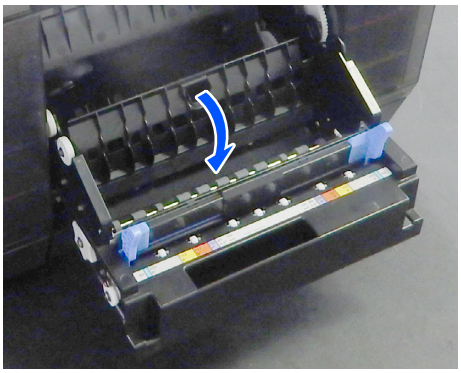


Use a vacuum cleaner that has a nozzle type head with no brush.



3. Replace the plate.

Press down until you hear it click into place.



4. Reload the roll paper.

☞ “Installing the Spindle Unit” (Page 28)

Cleaning and Replacing the Rollers in the Sheet Feeder (Option)

The feed rollers and transfer rollers in the sheet feeder need the following maintenance depending on the state of the printer.

- Feed rollers: Clean or replace
- Transfer rollers: Clean

If they are not appropriately cleaned and replaced, paper feed trouble may occur. Follow the instructions below to do this.

Install the feed rollers when assembling the sheet feeder

The feed rollers are not installed when the sheet feeder is assembled. See the following to install the feed rollers before using the machine.

☞ “Replacing Feed Rollers” (Page 56)

Notes on Handling Rollers

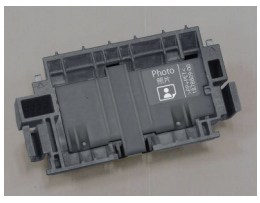
Do not touch the roller surfaces of the paper feed rollers or transfer rollers.
Oil from your skin could stick to them and make printed materials dirty.

Replacing Feed Rollers

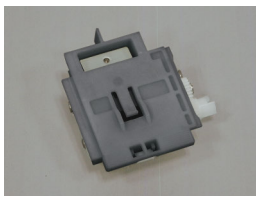
Types of Feed Rollers

The following A and B feed rollers are installed in the sheet feeder.

A

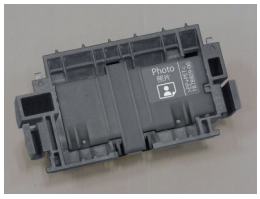


B

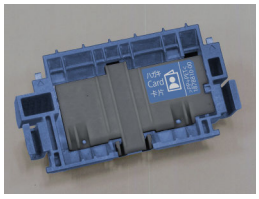


Also, there are 2 types of A feed roller, one for photo paper and one for card stock. See the following table to replace and use them according to the type of paper being used.

For photo paper



For card stock



When to replace

Replace the feed rollers at the following times.

When the type of paper being used is changed

If the A feed roller is not installed correctly, then paper feed problems and scratches on the back side of the paper may occur. Replace the feed rollers as appropriate, according to the table of compatibility of paper types and feed rollers. The B feed rollers do not need to be replaced.

When using paper other than Fujifilm Special Media, paper feed problems may occur because of the paper, even if you follow the guidelines in the table of compatibility of paper types and feed rollers. Because of this, we recommend first printing some paper to confirm whether it feeds. If paper feed problems occur, install and use the other feed rollers.

Compatibility of paper types and feed rollers
☞ “Types of Feed Rollers” (Page 56)

When feed rollers reach the end of their service life

Faulty paper feeding, such as paper not feeding from the cassette, may occur when the feed rollers reach the end of their service life. If faulty paper feeding occurs repeatedly, even after doing the following, then replace both A and B feed rollers with new ones.

- Is the paper loaded correctly in the cassette?
- Are you using the feed roller that is appropriate for the type of paper?
- Have the feed rollers and transfer rollers been cleaned?

How to Load Paper in the Cassette ☞ “How to Load Sheet Paper” (Page 31)

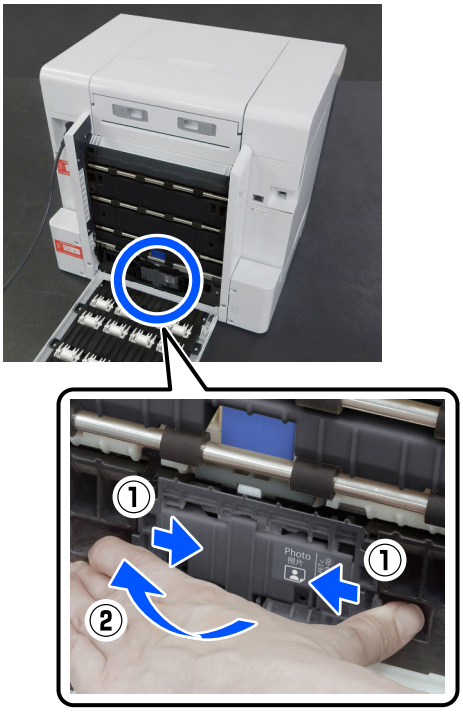
How to Clean the Feed Rollers and Transfer Rollers ☞ “Cleaning the Feed Rollers and Transfer Rollers” (Page 59)

How to Replace

1. Turn off the printer.

2. Move to the back, and open the cover of the sheet feeder.

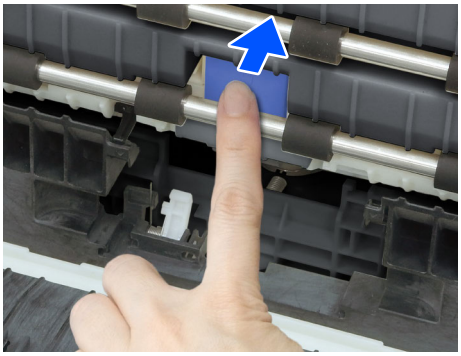
3. Press on both sides of the A feed roller to remove it.



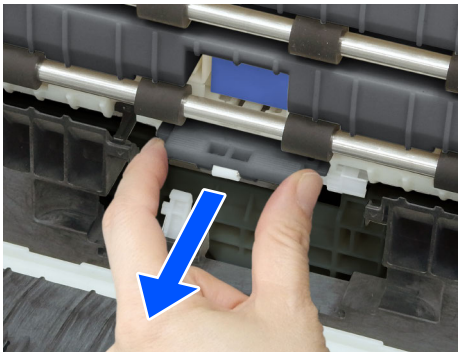
If you are replacing only the A feed roller, proceed to step 7.

4. **Press in the button shown in the illustration.**

The B feed roller comes out toward you.

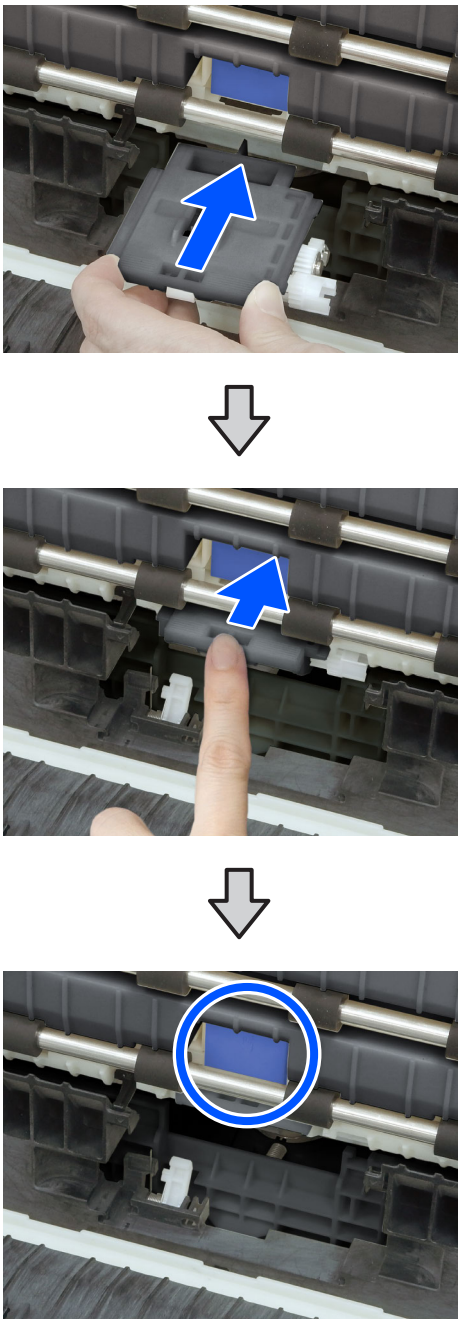


5. **Remove the B feed roller.**



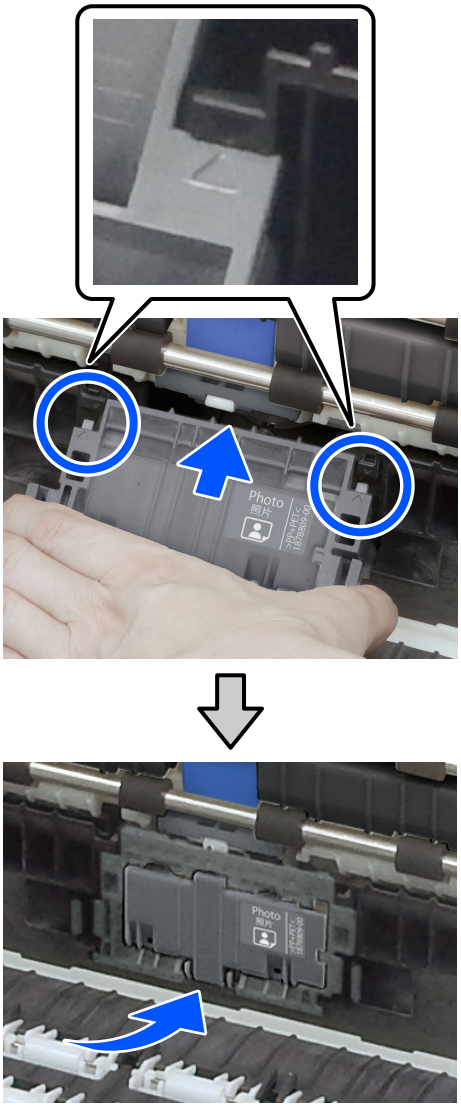
6. **Orient the new feed roller as shown in the illustration, and insert it until it stops.**

When you press it all the way in, the button you pressed in comes back out.



7. Align the triangle on top of the cover with the triangle on the printer and then insert the A feed roller and press on its lower part to install it.

Install a new feed roller if you are replacing the feed roller at the end of its service life.



8. Close the cover of the sheet feeder.

9. Move to the front, and turn on the printer.

10. If you are replacing it at the end of its service life, then, in the control panel screen, select [Settings] - [Maintenance], and execute [Reset Counter].

The amount that has been fed from the cassette is reset. You can confirm the amount that has been fed from the cassette in Maintenance Tool.

Cleaning the Feed Rollers and Transfer Rollers

When to clean

Clean the feed rollers and transfer rollers together at the following times.

When paper feed trouble repeatedly occurs and one of the following messages is displayed on the control panel screen

- **Paper jammed in Inside. Remove the jammed paper.**
- **Paper jammed in Cassette. Remove it.**

The paper feed trouble described above may occur if the feed rollers or transfer rollers are dirty, such as with paper dust. Clean the rollers according to the next section.

See the following for details on troubleshooting paper feed trouble.

☞ “When Paper Jams” (Page 92)

Item Prepared

Use a soft commercially available cloth to clean the rollers. Prepare this in advance. We recommend using a cloth that is low-lint and anti-static.

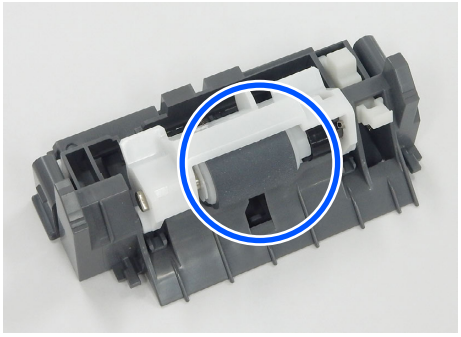
How to Clean the Feed Rollers

1. Remove the A and B feed rollers.
See the following for the removal procedure.
☞ “Replacing Feed Rollers” (Page 56)

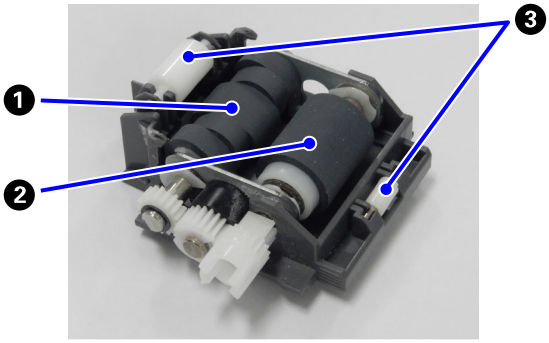
2. Use a soft cloth that has been dipped in water and carefully wrung out to wipe any dirt, such as paper dust, off of the feed rollers.

> **Important**
> Do not wipe the rollers with a dry cloth.
> This could scratch the surface of the rollers.

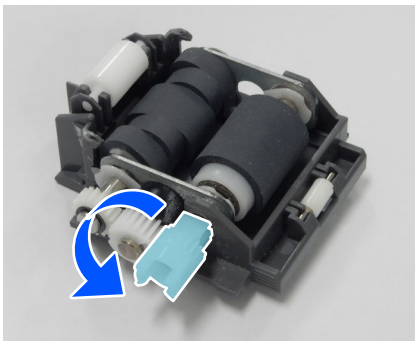
A: feed roller
Wipe off any dirt stuck to the surface of the roller in the illustration.



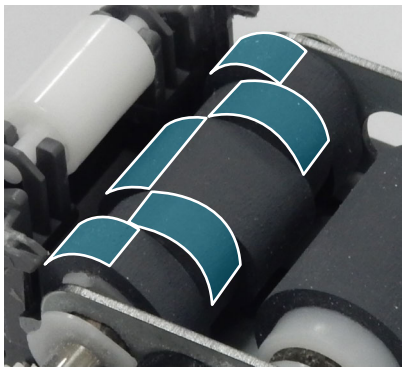
B: feed roller
Wipe off any dirt stuck to the surfaces of the rollers ❶ and ❷ in the illustration.
The ❸ roller does not need to be wiped.

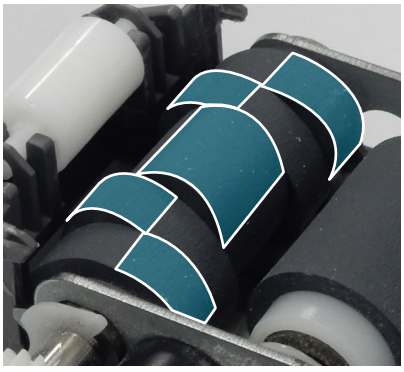


Rotate both rollers ❶ and ❷ to wipe their entire surfaces. Rotating the part shown in the illustration rotates the rollers.



The ❶ roller has a combination of different cross-sectional shapes. Wipe off the surfaces that protrude, indicated by ▭ in the illustration. The places that do not protrude do not contact the paper when feeding, so they do not need to be wiped.





3. Leave the A and B feed rollers for a short time so their surfaces dry, and then install them in the sheet feeder.
See the following for the installation procedure.
☞ “Replacing Feed Rollers” (Page 56)

Continue to the next section to clean the transfer rollers.

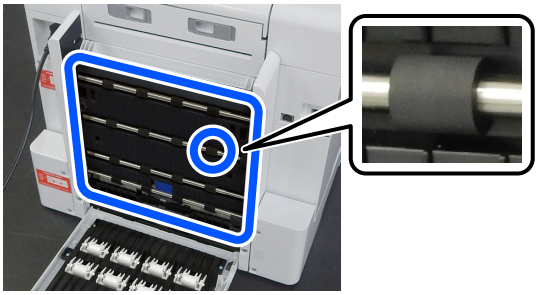
How to clean the transfer rollers

1. Confirm that the printer's power is turned off and the cover of the sheet feeder is open.

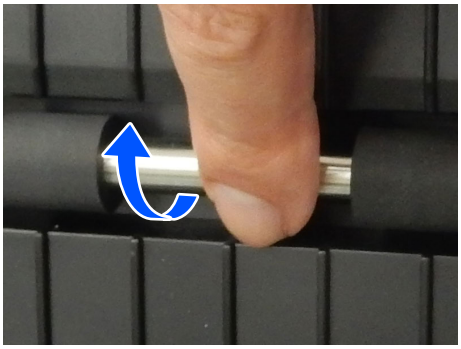
2. Use a soft cloth that has been dipped in water and carefully wrung out to wipe any dirt, such as paper dust, off of the transfer rollers.

> **Important**
>
> Do not wipe the rollers with a dry cloth.
> This could scratch the surface of the rollers.

- Wipe the surface of all 16 rollers shown in the image.



- Rotate the metal shafts of the rollers to spin the rollers to wipe their entire surfaces.



- Besides paper dust, dirt that is difficult to check visually, such as the residue of paper coatings, could be stuck to the surface of the rollers. Do not just wipe off the paper dust, carefully wipe the entire circumference of the rollers. Also, always wipe with a clean part of the cloth.

3. Leave the rollers alone for a short time so their surfaces dry, and then close the cover of the sheet feeder.

Maintenance Functions That Can Be Executed from the Printer

Print Head Nozzle Check and Cleaning

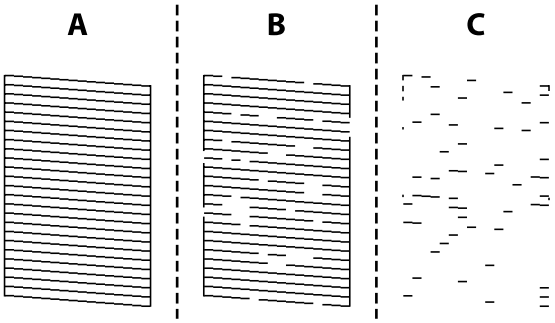
If the nozzles are clogged, the printouts become faint, or banding may appear. The printer has an auto nozzle check function that automatically detects clogged nozzles and does Print Head Cleaning or prints by using normal nozzles to compensate for clogged nozzles. Because of this, you do not need to regularly do manual cleaning or Print Head Nozzle Check.
The auto nozzle check function is set from Maintenance Tool.
☞ “Using the Maintenance Tool (Windows)” (Page 64)

If you do not use the auto nozzle check function, follow the procedure below to execute a Print Head Nozzle Check if there are problems with print quality or when you want to check for clogged nozzles. If the nozzles are clogged, clean the print head.

Note:

- When ink is low, you may not be able to do cleaning.
- If the clogs are not cleared after repeating Print Head Cleaning about three times, then execute Powerful Cleaning.
  ☞ “Powerful Cleaning” (Page 63)
  If the clogs are not cleared after doing Powerful Cleaning, contact your sales company or retailer.

1. **Load paper in the location set in [Printer Setup] - [Paper Source Settings] - [Paper path for maintenance printing].**
   ☞ “Basic Operations” (Page 24)
2. **Select [Settings] - [Maintenance] on the home screen.**
   To select an item, move the focus to the item using the ▲/▼/◄/► buttons, and then press the [OK] button.
3. **Select [Print Head Nozzle Check].**
4. **Follow the on-screen instructions to print a nozzle check pattern.**
5. **Look at the printed pattern to check for print head nozzles that are clogged.**



- Same as A:
  All lines are printed. Select [No]. No further steps are needed.
- Close to B:
  Some nozzles are clogged. Select [Yes], check the messages, and then select [Cleaning].
- Close to C:
  If most lines are missing or not printed, this indicates most nozzles are clogged. Select [Yes], press the [OK] button to proceed to the next screen, and then select [Powerful Cleaning].

6. **Follow the on-screen instructions to execute Print Head Cleaning or Powerful Cleaning.**
7. **When cleaning is finished, the nozzle check pattern is printed again. Repeat checking and cleaning until all the lines in the nozzle check pattern are printed.**

Powerful Cleaning

Executing Powerful Cleaning may improve quality in the following cases.

- When most nozzles are clogged.
- Clogs are not cleared even after doing Print Head Cleaning three times

> **Note:**
> Powerful Cleaning consumes more ink than normal cleaning.

1. **Load paper in the location set in [Printer Setup] - [Paper Source Settings] - [Paper path for maintenance printing].**
   ☞ “Basic Operations” (Page 24)
2. **Select [Settings] - [Maintenance] on the home screen.**
3. **Select [Powerful Cleaning].**
4. **When cleaning is finished, the nozzle check pattern is printed again. Check whether all of the lines in the nozzle check pattern were printed correctly.**

Using the Maintenance Tool (Windows)

This section explains how to use Maintenance Tool by starting it from the computer connected to the printer.

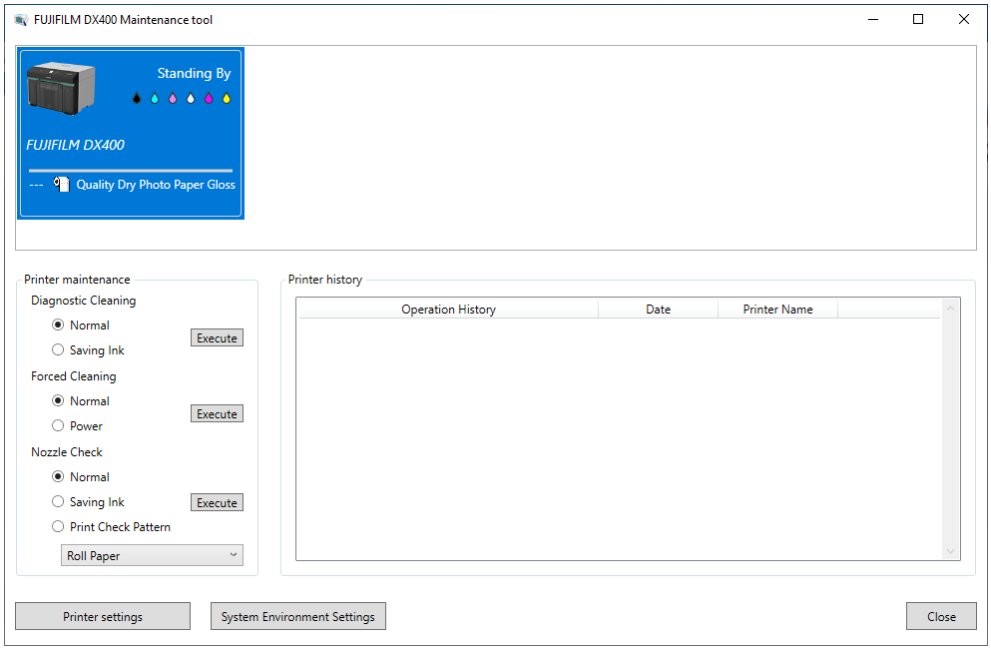
Summary of the Maintenance Tool

From your computer you can perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on.
When multiple printers are connected to a single computer, you can operate multiple printers at one time.

Starting and Closing

Starting

On the computer, click [Start] - Applications List - [FUJIFILM] - [FUJIFILM DX400 Maintenance Tool] in this order.



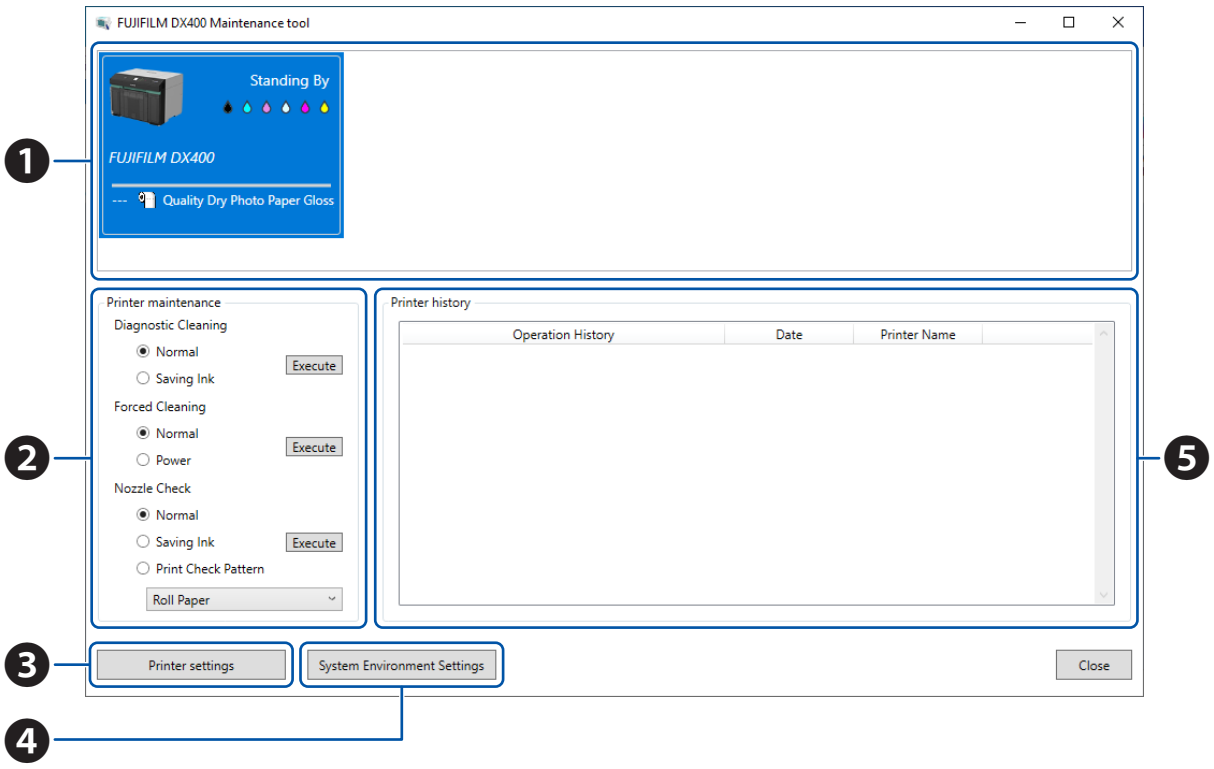
Note:
You can also start it by clicking [Maintenance Tool] in the [Maintenance] tab of the printer driver screen.

Closing

Click [Close] at the bottom-right of the screen.

Explanation of the Main Screen

The following main screen appears when you start Maintenance Tool.
The configuration and functions of the main screen are shown below.

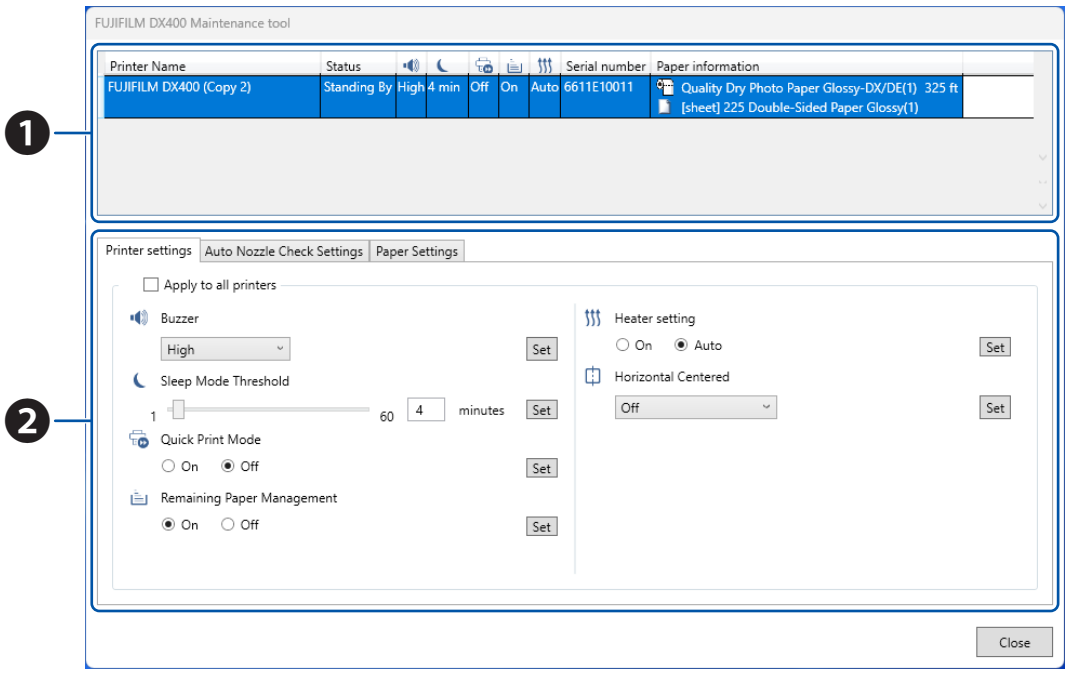


	Item		Functions
❶	Printer list area		Displays a list of printers that are connected to the computer.
		Status	Displays the printer's status.
			Displays the ink level for each color. The following is shown for each color of ink. : No problems with ink levels. : New ink supply unit needs to be prepared because remaining ink level is low. : Remaining ink level is below the minimum value. Replace with a new ink supply unit. Or, an error has occurred. Check the printer history (❺) and clear the error.
		Printer Name	Displays the printer name.
		Paper Remaining/Paper Type	The paper sources are shown by the following icons. : Roll Paper Information about the paper that is currently loaded is shown to the right of the icon. For roll paper, the remaining amount of paper is shown to the left of the icon.

	Item		Functions
❷	Printer maintenance		The following maintenance functions can be executed for the printer selected in the printer list area (❶).
		Diagnostic Cleaning	Detects clogged nozzles and automatically performs cleaning. ☞ “Diagnostic Cleaning” (Page 74)
		Forced Cleaning	Performs manual cleaning. ☞ “Forced Cleaning” (Page 75)
		Nozzle Check	Checks for clogged nozzles. A nozzle check pattern can also be printed. ☞ “Nozzle Check Methods” (Page 72) ☞ “Print Nozzle Check Pattern Method” (Page 73)
❸	Printer settings button		A screen for setting printer operations, Auto Nozzle Check Settings, and adjusting the printer is displayed. ☞ “Explanation of the Printer settings” (Page 67)
❹	System Environment Settings button		A screen for saving log files and status sheets is displayed. ☞ “Explanation of the System Environment Settings Screen” (Page 71)
❺	Printer history		Shows a history of settings and maintenance executed from Maintenance Tool and information about errors that occur on printers that are connected to the computer. This operation history is not retained at the next startup, it is deleted automatically when you exit Maintenance Tool.

Explanation of the Printer settings

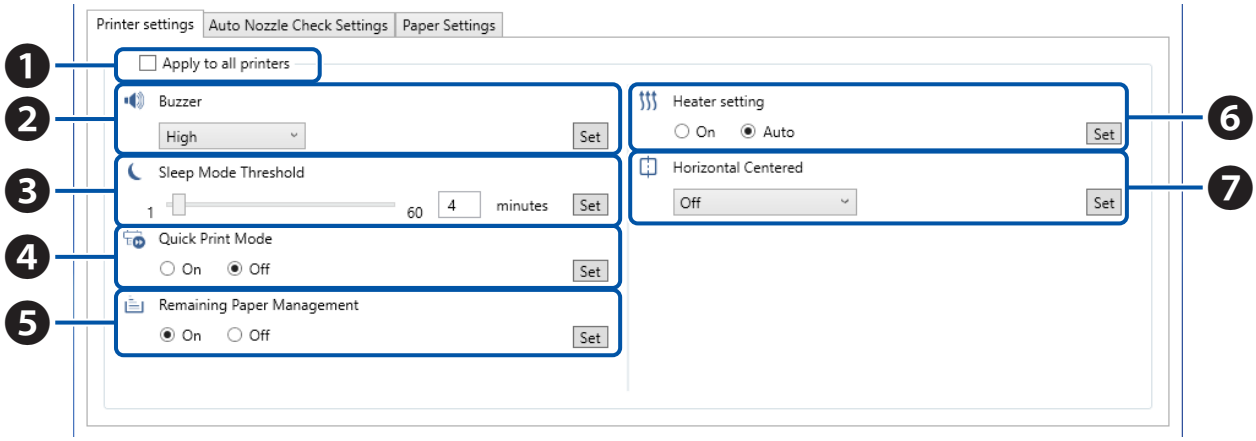
Clicking on [Printer settings] in the main screen displays the following Printer settings screen.
The configuration and functions of the Printer settings screen are shown below.



	Item	Functions
❶	Printer list area	Displays a list of printers that are connected to the computer. The settings of the items indicated by the following icons can be changed in the Printer settings tab. ☞ "Printer settings tab" (Page 68)
	Printer Name	Displays the printer name.
	Status	Displays the printer's status.
		Indicates the state of the warning buzzer settings.
		Indicates the sleep mode threshold.
		Indicates the state of Quick Print Mode settings.
		Indicates the state of Remaining Paper Management settings.
		Indicates the state of Heater setting.
	Serial number	Displays the printer's serial number.
	Paper information	The paper sources are shown by the following icons. : Roll Paper : Sheet Feeder Information about the paper that is currently loaded is shown to the right of the icon. For roll paper, the remaining amount of paper is shown to the right of the paper information.
❷	Tabs and information display area	The following three types of tabs are displayed.
	Printer settings tab	You can set the printer's various operations. ☞ "Printer settings tab" (Page 68)
	Auto Nozzle Check Settings tab	You can set the various settings related to auto nozzle checks. ☞ "Auto Nozzle Check Settings tab" (Page 69)
	Paper Setting tab	You can adjust the printer, such as [Print Head Alignment] and [Paper Feed Adjustment]. ☞ "Paper Settings tab" (Page 70)

Printer settings tab

The configuration and functions of the [Printer settings] tab in the Printer settings screen are shown below.

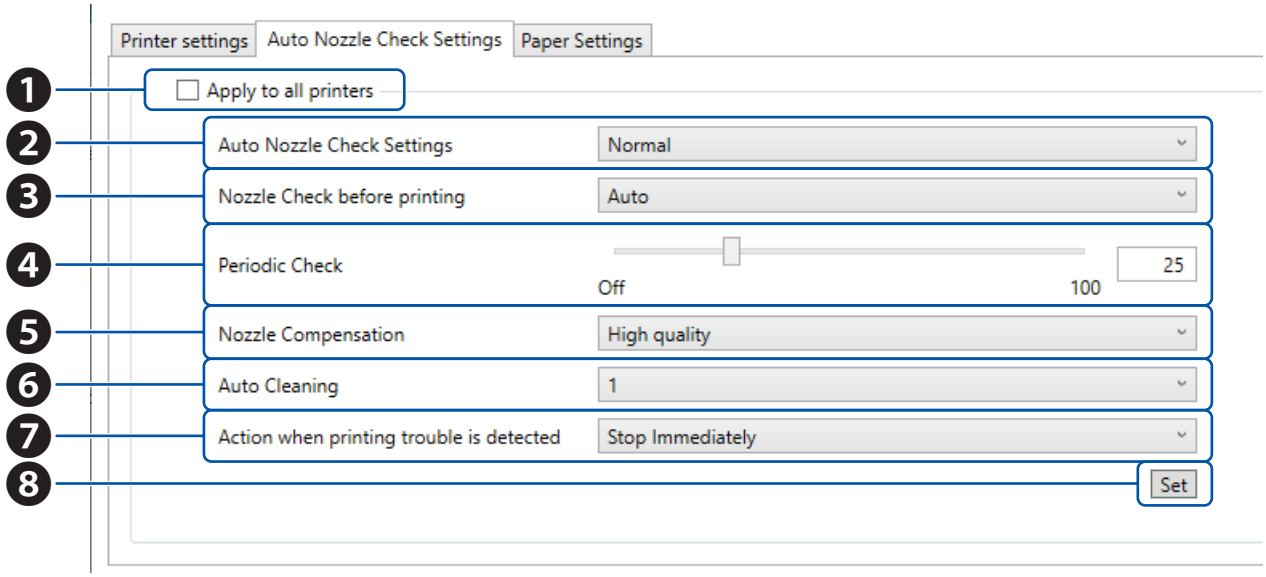


After changing the settings in items ❷ to ❼ , the changes are applied for each item by clicking Set.

	Item	Functions
❶	Apply to all printers	By selecting this, the results of settings changed in ❷ to ❼ are batch applied to all printers displayed in the printer list area at the top of the screen. Select this and then change the settings in ❷ to ❼ , and then click [Set] for each item.
❷	Buzzer	Set volume of and whether to sound the warning buzzer.
❸	Sleep Mode Threshold	Set the time before switching to Sleep Mode. If an error has not occurred on the printer and no print jobs have been received for the specified length of time, the printer automatically switches to Sleep Mode.
❹	Quick Print Mode	Set whether to enable/disable Quick Print Mode. Quick Print Mode is a mode that increases print speed by shortening the drying time when printing one sheet at a time. We recommend using this when printing one sheet at a time such as for an event. Be sure to note the following points. • Do not stack printouts as the drying time is shorter. • Depending on the paper type, color may be uneven or ink may be smudged. If this occurs, set Quick Print Mode to [Off].
❺	Remaining Paper Management	Set whether to enable/disable Remaining Paper Management. When this is [On], information, such as the paper type and remaining paper, is printed as a barcode on the leading edge of the roll paper.
❻	Heater setting	This setting determines whether to print with the printer's built-in heater turned on or not. When set to [On], the built-in heater is turned on when printing on either roll or sheet paper. Printing time may be longer due to the additional drying time required by the heater. When duplex printing is performed on sheet photo paper and the printed sheets are stacked on top of each other, if the darker side and the lighter side overlap, one side may look uneven due to the difference in ink drying conditions. If you are concerned about this kind of unevenness, set the printer to [On]. When set to Auto, the built-in heater is turned on when printing on roll paper, but is turned off when printing on sheet paper. If the printer is used in one of the following environments, the built-in heater will be turned off regardless of the setting of this item. • When the temperature exceeds 27°C • When the humidity is 20% or less
❼	Horizontal Centered	Enables/disables horizontal centered. When set to [On], print data is corrected so that it is printed centered horizontally on the paper.

Auto Nozzle Check Settings tab

In this section you can do advanced settings for auto nozzle check to confirm the state of the nozzles when the printer is turned on and at specified times so that the nozzles are automatically cleaned if they clog.
The configuration and functions of the [Auto Nozzle Check Settings] tab in the Printer settings screen are shown below.



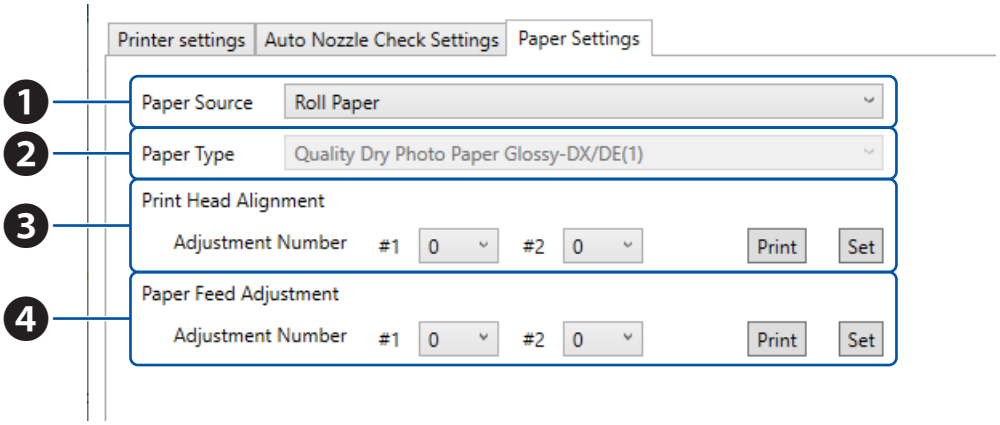
After changing the settings in items ❷ to ❼ , the changes are applied by clicking Set.

	Item	Functions
❶	Apply to all printers	By selecting this, the results of settings changed in ❷ to ❼ are batch applied to all printers displayed in the printer list area at the top of the screen. Select this and then change the settings in ❷ to ❼ , and then click [Set].
❷	Auto Nozzle Check Settings	Set the conditions in which an automatic nozzle check is done. Select one of the following. • High quality Prints a check pattern on roll paper and automatically checks the state of the nozzles. Nozzles are checked in the same way as when the printer is turned on too. Roll paper must always be loaded on the printer. • Normal When printing on roll paper, prints a check pattern on roll paper and automatically checks the state of the nozzles. When printing on sheet paper, does not print a check pattern and automatically checks the state of the nozzles. When roll paper is loaded, nozzles are checked in the same way as when the printer is turned on too. • Saving Ink Does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or sheet paper are loaded on the printer. Nozzles are checked in the same way as when the printer is turned on too. • Off Nozzles are not checked automatically. Select his when you want to visually confirm the printed check pattern to confirm the state of the nozzles. • Default Returns all the settings (❷ to ❼) in the[Auto Nozzle Check Settings] tab to the manufacturer's settings.
❸	Nozzle Check before printing	Set whether to execute auto nozzle check before printing. When set to [Auto], auto Nozzle Check is executed according to the state of the printer, such as after changing the auto nozzle check settings, or after executing nozzle cleaning. When set to [Every time], auto nozzle check is executed for each print job.

	Item	Functions
❹	Periodic Check	Set the time to execute auto nozzle check according to the number of sheets printed. If the number of sheets being printed for a single job exceeds the number of printed sheets set for this item, then the number of sheets for that job is printed, after which auto nozzle check is executed.
❺	Nozzle Compensation	Set the print quality for when normal nozzles compensate for the ink that could not be ejected by clogged nozzles.
❻	Auto Cleaning	Sets the number of times to do auto cleaning when clogged nozzles are detected.
❼	Action when printing trouble is detected	Sets whether to stop printing when clogged nozzles are detected. When set to [Stop Immediately], printing is stopped when clogged nozzles are detected. When set to [Ignore], printing is continued even if clogged nozzles are detected.
❽	Set button	Clicking this reflects the changes to each item ❷ to ❼ .

Paper Settings tab

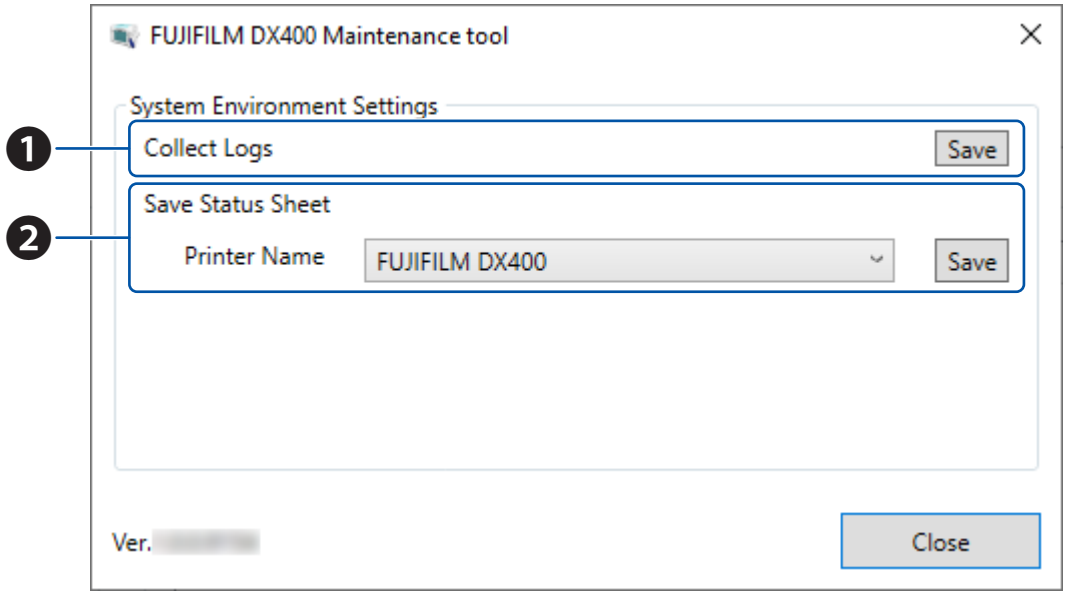
The configuration and functions of the [Paper Settings] tab in the Printer settings screen are shown below.



	Item	Functions
❶	Paper Source	Select the paper source for doing Print Head Alignment and Paper Feed Adjustment.
❷	Paper Type	The set paper is displayed.
❸	Print Head Alignment	Corrects print head misalignments when printing. See the following for details on Print Head Alignment. ☞ “Print Head Alignment Method” (Page 75)
❹	Paper Feed Adjustment	Adjusts the amount of paper feed. See the following for details on Paper Feed Adjustment. ☞ “Paper Feed Adjustment Method” (Page 76)

Explanation of the System Environment Settings Screen

Clicking on [System Environment Settings] in the main screen displays the following System Environment Settings screen.
The configuration and functions of the System Environment Settings screen are shown below.



	Item	Functions
❶	Collect Logs	Clicking [Save] saves log files saved on the printer to the desktop of the computer. The following shows the file name. FUJIFILM DX400_<saved date>.zip
❷	Save Status Sheet	Select a printer in [Printer Name], and then click [Save] to save a status sheet of the selected printer to a PDF file. You can change the file name and where the file is stored.

Printer Maintenance

You need to perform print head maintenance if there are problems in the printed results, such as streaks in the printouts or if printed colors are different from usual.

Maintenance Operations

Maintenance Tool has the following functions to keep the print head in good condition and to get the best print results.
Carry out appropriate maintenance depending on the print results and situation.

Auto Nozzle Check

By enabling this setting, you can confirm the state of the nozzles when the printer is turned on and at specified times so that the nozzles are automatically cleaned if they clog.
You can change the conditions to execute a nozzle check and the timing for nozzle checks in Auto Nozzle Check. You can also disable this setting so nozzles are not checked automatically.
☞ “Auto Nozzle Check Settings tab” (Page 69)

Manual Nozzle Check

Executes a nozzle check to check for clogged nozzles, such as when auto nozzle check is disabled, if you have not used the printer for an extended period, or before printing an important job. The printer automatically detects clogged nozzles.
☞ “Nozzle Check Methods” (Page 72)

Print Nozzle Check Pattern

Print a nozzle check pattern when you want to confirm whether clogged nozzles have been cleared after cleaning the print head or when you want to confirm the condition of nozzles visually with a printed nozzle check pattern.
☞ “Print Nozzle Check Pattern Method” (Page 73)

Print Head Cleaning

Do this if there are streaks in the printouts or if printed colors are different from usual. This function clears clogged nozzles.
There are two types, [Forced Cleaning], which is cleaning the print head manually, and [Diagnostic Cleaning], which detects clogged nozzles and cleans the print head automatically.
☞ “Print Head Cleaning Method” (Page 74)

Print Head Alignment

If the print results appear grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print head misalignments when printing.
☞ “Print Head Alignment Method” (Page 75)

Paper Feed Adjustment

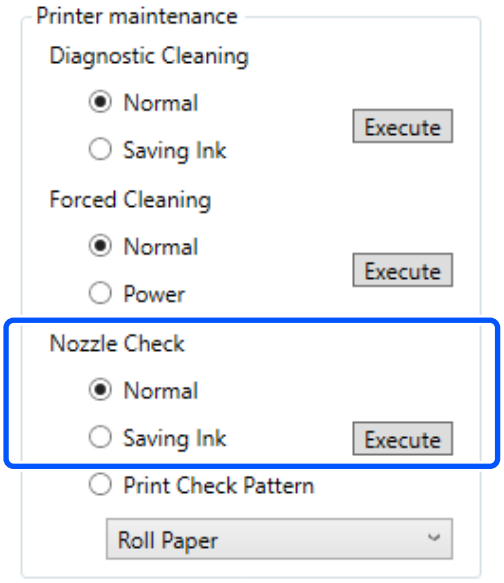
Execute this when streaks and unevenness that occur in print results are not improved even though print head cleaning was executed.
☞ “Paper Feed Adjustment Method” (Page 76)

Nozzle Check Methods

There are two types of nozzle checks, [Normal] and [Saving Ink].
[Normal] prints a check pattern on roll paper and automatically checks the status of the nozzles. Roll paper must be loaded on the printer.
[Saving Ink] does not print a check pattern and automatically checks the state of the nozzles.

1. **Select a printer, in the printer list area on the main screen, on which to execute a nozzle check.**
   When you select multiple printers, press and hold [Ctrl] as you select the targeted printers.
   See the following for more details on the main screen.
   ☞ “Explanation of the Main Screen” (Page 65)

2. In [Printer maintenance] - [Nozzle Check], select [Normal] or [Saving Ink], and then click [Execute].



Nozzle check is executed.

3. Check the results of nozzle checks in the message displayed in [Printer history].

When "<Printer name>-Nozzle Check is complete." is displayed, the work is complete. When "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed, execute [Forced Cleaning].

☞ "Forced Cleaning" (Page 75)

Perform [Print Check Pattern] to check the condition of the nozzles.

☞ "Print Nozzle Check Pattern Method" (Page 73)

Print Nozzle Check Pattern Method

1. Load paper to print a nozzle check pattern.

☞ "Basic Operations" (Page 24)

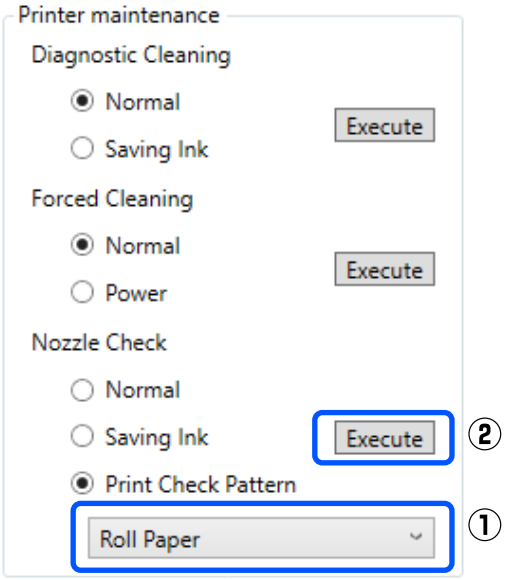
2. Select a printer, in the printer list area on the main screen, on which to print a nozzle check pattern.

When you select multiple printers, press and hold [Ctrl] as you select the targeted printers. See the following for more details on the main screen.

☞ "Explanation of the Main Screen" (Page 65)

3. In [Printer maintenance] - [Nozzle Check], select [Print Check Pattern].

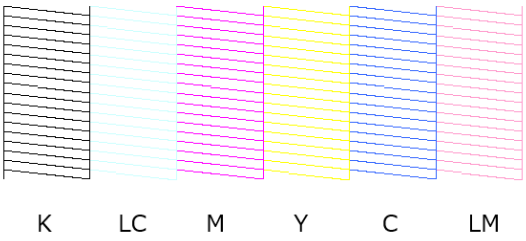
4. Select the paper source for the paper loaded in step 1, and then click [Execute].



The check pattern is printed.

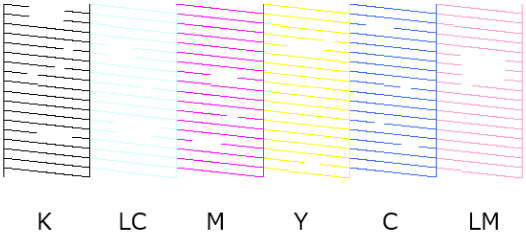
5. Review the printed check pattern while referring to the following section.

Example of clean nozzles



If none of the check pattern is missing, then the print head nozzles are not clogged.

Example of clogged nozzles



If part of the pattern is missing, then the print head nozzles are clogged. The print head needs to be cleaned.

☞ "Print Head Cleaning Method" (Page 74)

Print Head Cleaning Method

Types of Cleaning and Order of Implementation

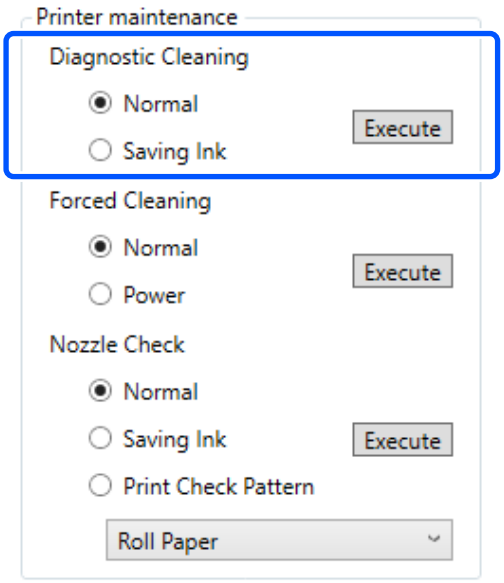
There are two types of cleaning, [Forced Cleaning], which is cleaning the print head manually, and [Diagnostic Cleaning], which detects clogged nozzles and cleans the print head automatically.
First, implement [Diagnostic Cleaning].
After doing that, when “Clogged nozzles detected. Perform [Forced Cleaning].” is displayed in [Printer history] on the main screen, implement [Diagnostic Cleaning].
If the clogged nozzles are not cleared after repeating [Diagnostic Cleaning] three times, then do [Forced Cleaning] set to [Power].

Diagnostic Cleaning

1. Select a printer, in the printer list area on the main screen, on which to execute cleaning.
When you select multiple printers, press and hold [Ctrl] as you select the targeted printers.
See the following for more details on the main screen.
☞ “Explanation of the Main Screen” (Page 65)

If an error is displayed for the printer you want to select, clear the error before selecting it.

2. In [Printer maintenance] - [Diagnostic Cleaning], select [Normal] or [Saving Ink], and then click [Execute].
[Normal] prints a check pattern on roll paper and automatically checks the status of the nozzles. Roll paper must be loaded on the printer.
[Saving Ink] does not print a check pattern and automatically checks the state of the nozzles.



The nozzle check starts and cleaning is executed if necessary.
The time needed for cleaning varies according to the status of the nozzles.

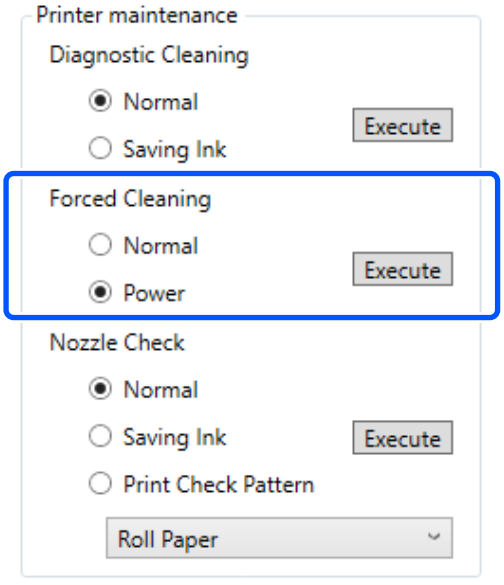
3. Check the results of Diagnostic Cleaning in the message displayed in [Printer history].
When “Clogged nozzles detected. Perform [Forced Cleaning].” is displayed, execute [Diagnostic Cleaning] again.
If “Auto Nozzle Check has failed.” is displayed, contact service support.
If the clogged nozzles are not cleared after repeating [Diagnostic Cleaning] three times, then execute [Forced Cleaning] set to [Power].
☞ “Forced Cleaning” (Page 75)

Forced Cleaning

1. **Select a printer, in the printer list area on the main screen, on which to execute cleaning.**
   When you select multiple printers, press and hold [Ctrl] as you select the targeted printers.
   See the following for more details on the main screen.
   ☞ "Explanation of the Main Screen" (Page 65)

   If an error is displayed for the printer you want to select, clear the error before selecting it.

2. **In [Printer maintenance] - [Forced Cleaning], select [Normal] or [Power], and then click [Execute].**
   Select [Normal] to clean the surface of the print head and to clear clogged nozzles.
   [Power] cleans more powerfully than [Normal]. Use this setting if the nozzles are still clogged even after repeating [Normal] cleaning several times. [Power] consumes more ink than [Normal] cleaning. If a message is displayed informing you that here is not enough ink remaining, replace the ink supply unit before continuing.



   Cleaning is executed.
   Cleaning may take some time depending on the selected cleaning level.
   When cleaning is complete, the results are displayed in [Printer history].

3. **Check the results of Forced Cleaning.**
   There are the following two ways to check the cleaning results.
   - Execute a nozzle check to check for clogged nozzles.
     ☞ "Nozzle Check Methods" (Page 72)
   - Print a nozzle check pattern to check for clogged nozzles.
     ☞ "Print Nozzle Check Pattern Method" (Page 73)

   If the clogged nozzles are not cleared by executing [Normal] cleaning, execute [Normal] cleaning again. If the clogged nozzles are not cleared even by repeating this several times, execute [Power] cleaning.
   If the clogged nozzles are not cleared even by executing [Power] cleaning, contact service support.

Print Head Alignment Method

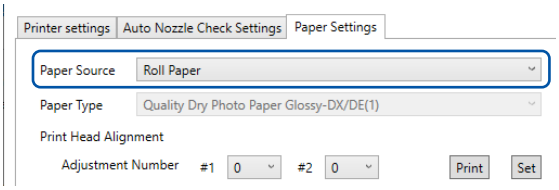
If the print results appear grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print head misalignments when printing.

1. **Load paper to print an adjustment pattern.**
   ☞ "Basic Operations" (Page 24)

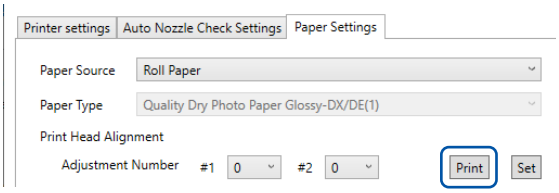
2. **Click [Printer settings] on the main screen.**
   See the following for more details on the main screen.
   ☞ "Explanation of the Main Screen" (Page 65)

3. **Select a printer, in the printer list area on the top of the Printer settings screen, on which to execute Print Head Alignment, and then select [Paper Settings].**
   You cannot select multiple printers.
   See the following for more details on the printer settings screen.
   ☞ "Explanation of the Printer settings" (Page 67)

4. **In [Paper Source], select the paper source in which you loaded paper in step 1.**



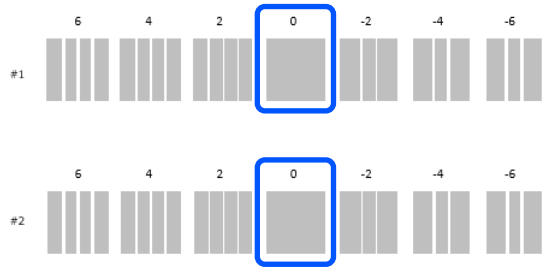
5. **Click [Print] in [Print Head Alignment].**



Adjustment patterns are printed.

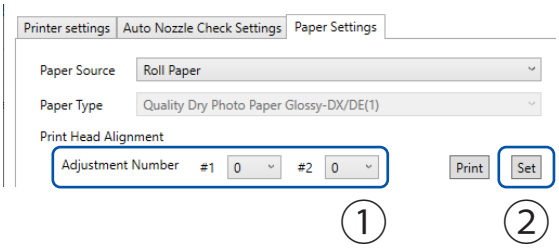
6. **Check the printed adjustment pattern.**

Two groups of adjustment patterns, #1 and #2, are printed. Confirm which of the print pattern numbers has no gaps between the nozzles in each group.



7. **Select the number of the print pattern you confirmed, and then click [Set].**

Select the number of the print pattern you confirmed individually for both [#1] and [#2].



The adjustment values are applied.

Paper Feed Adjustment Method

Execute this when streaks and unevenness that occur in print results are not improved even though print head cleaning was executed.

1. **Load paper to print an adjustment pattern.**

☞ “Basic Operations” (Page 24)

2. **Click [Printer settings] on the main screen.**

See the following for more details on the main screen.

☞ “Explanation of the Main Screen” (Page 65)

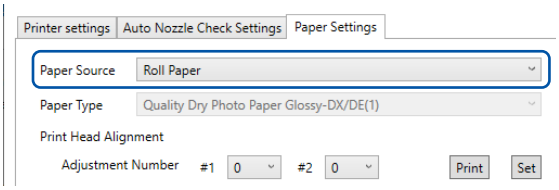
3. **Select a printer, in the printer list area on the top of the Printer settings screen, on which to execute Paper Feed Adjustment, and then select [Paper Settings].**

You cannot select multiple printers.

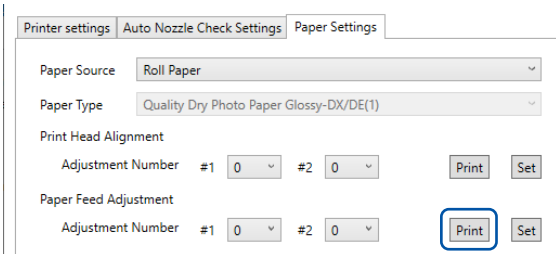
See the following for more details on the printer settings screen.

☞ “Explanation of the Printer settings” (Page 67)

4. **In [Paper Source], select the paper source in which you loaded paper in step 1.**



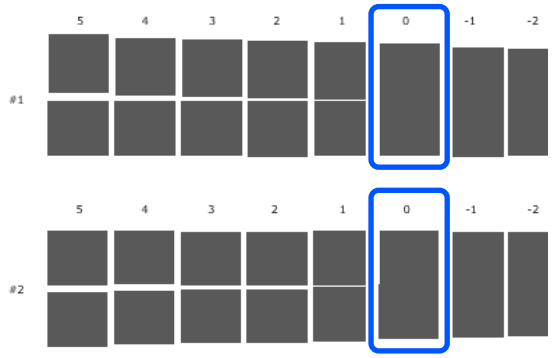
5. **Click [Print] in [Paper Feed Adjustment].**



Adjustment patterns are printed.

6. Check the printed adjustment pattern.

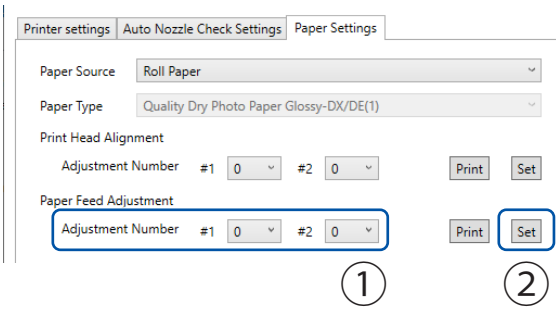
Two groups of adjustment patterns, #1 and #2, are printed. Confirm the number of the print pattern with the least amount of overlapping or gaps for each group.



If all of the adjustment patterns contain overlaps or gaps, and you cannot narrow it down to one, select the pattern with the least overlap or gap.

7. Select the number of the print pattern you confirmed, and then click [Set].

Select the number of the print pattern you confirmed individually for both [#1] and [#2].



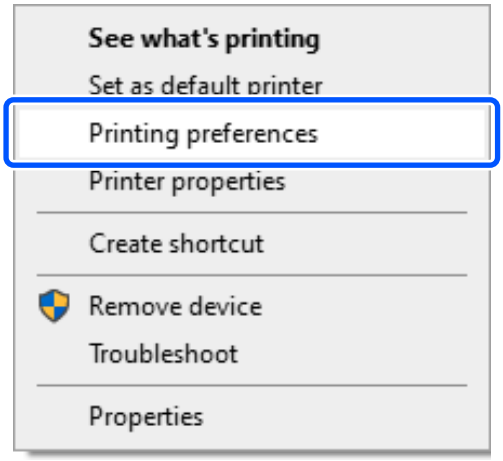
The adjustment values are applied.

Adding Paper Information from Custom Settings (Windows Only)

If you cannot acquire the Paper Type File for the paper you want to use, or when using commercially available paper, add paper information by adjusting the color density of paper information that has already been set.

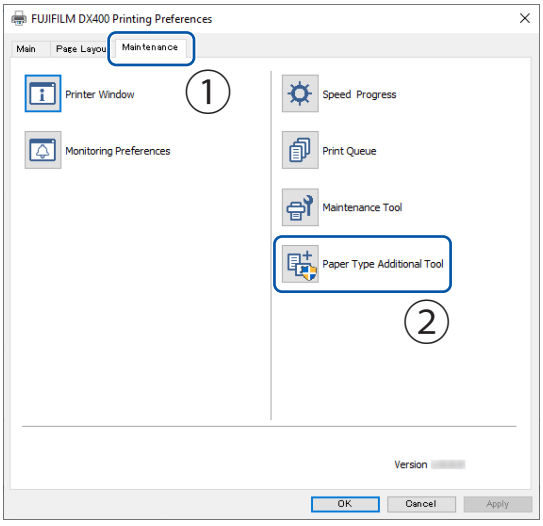
1. Open the Control Panel, and click [Devices] - [Devices and printers], in this order.

2. Right-click your printer icon, and select [Printing preferences].



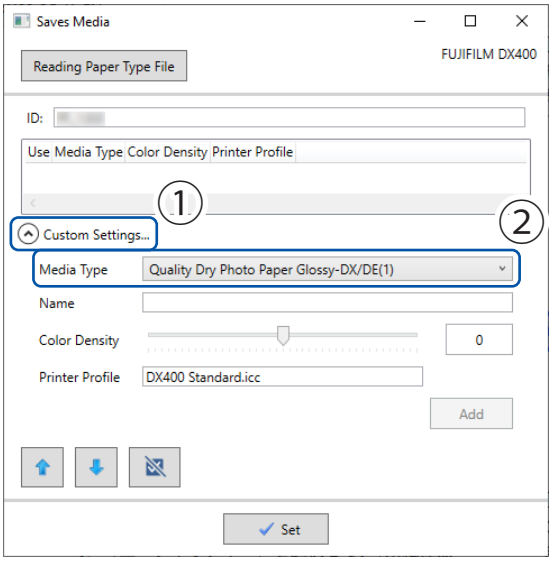
3. Select [Maintenance], and click [Paper Type Additional Tool].

Start Paper Type Additional Tool.

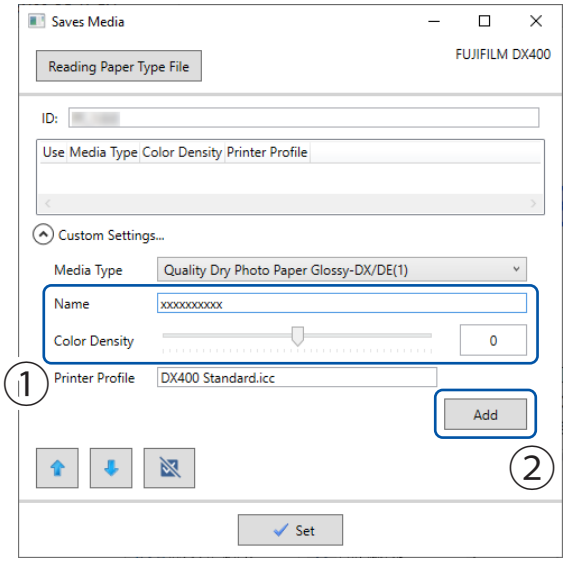


4. Click [Custom Settings], and select [Media Type].

Choose a paper type that is the closest match to the paper to be used.



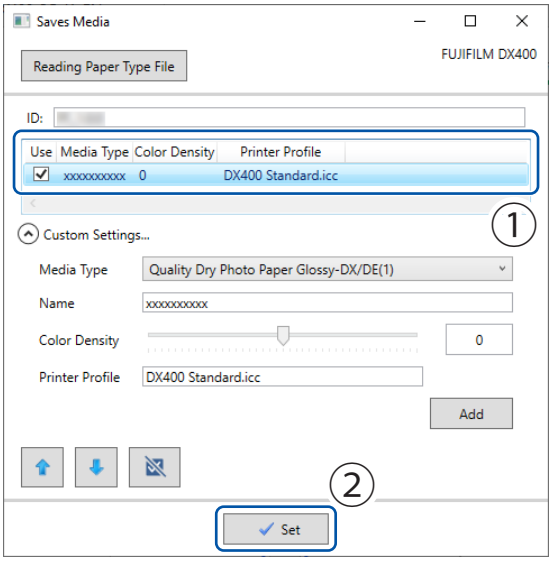
5. Input a name in [Name], then set the [Color Density] to match the paper, and then click [Add].



Note:

The added paper information appears in [Media Type] on the control panel screen and in the printer driver using the name you input in [Name].

6. Confirm that the paper information you added in step 5 is selected, and then click [Set].



Follow the on-screen instructions to continue. When the settings are complete, the paper information appears in [Media Type] on the control panel screen and in the printer driver.

Control Panel Menu

Menu List

The following items and parameters can be set and executed in the Menu. See the reference pages for more details on each item.
*Note. some menu items are only available on DX400W

Settings

For more information on these items, see ☞ “Details of the Menu” (Page 82).

Item	Parameter
Printer Status	
Supply Status	–
Message List	–
Firmware Version	–
Paper Settings	
Roll Paper	–
Paper information	–
Remaining Amount management	–
Remaining Amount setting	ON, OFF (Default: ON)
Remaining Amount	Enter the setting value
Remaining Alert	Enter the setting value
Paper Type	Display compatible paper types
Cassette	
Paper Size	Display compatible paper sizes
Paper Type	Display compatible paper types
Maintenance	
Print Head Nozzle Check	–
Print Head Cleaning	–
Poweful Cleaning	–
Replace Ink Supply Unit	–
Replace Maintenance Box	–
Reset Counter	–
Printer Setup	
Paper Source Settings	
Paper path for maintenance printing	Roll paper, Cassette, Rear paper feed slot
Error Notice	
Paper Size Notice	ON, OFF (Default: OFF)
Paper Type Notice	ON, OFF (Default: OFF)
Paper Setup Auto Display	ON, OFF (Default: OFF)
Sound	
Mute	ON, OFF (Default: OFF)
Button Press	OFF, Low, Medium, High (Default: High)
Error Tone	OFF, Low, Medium, High (Default: High)
Thick Paper	ON, OFF (Default: OFF)
Horizontal Centered	ON, OFF (Default: OFF)
Power Off Timer	OFF, 30min, 1h, 2h, 4h, 8h, 12h (Default: OFF)

Item	Parameter
Date/Time Settings	
Date/Time	
Date Format	yyyy.mm.dd / mm.dd.yyyy / dd.mm.yyyy
Time Format	12h, 24h (Default: 12h)
Daylight Saving Time	ON, OFF (Default: OFF)
Time Difference	-12:45 to +13:45
Language	English, other languages
Keyboard	QWERTY, AZERTY, QWERTZ, ABC
Sleep Timer	Enter the setting value
PC Connection via USB	Enable, Disable (Default: Enable)
Length Unit	mm, inch (Default: mm)
Network Settings *Only available on DX400W	
Print Status Sheet	
Connection Check	–
Advanced Setup	
Device Name	–
TCP/IP	Auto, Manual
DNS Server	Auto, Manual
Proxy Server	Do Not Use, Use
IPv6 Address	Enable, Disable (Default: Enable)
Link Speed & Duplex	Auto, 10BASE-T Half, 10BASE-T Full, 100BASE-TX Half, 100BASE-TX Full
Redirect HTTP to HTTPS	Enable, Disable (Default: Enable)
Disable IPsec/IP Filtering	–
Disable IEEE802.1X	–
Print Network Status Sheet	–
Print Counter	–
Reports	
Network	–
Security Settings	
Admin Settings	
Admin Password	
Change	–
Restore Default Settings	–
Lock Setting	ON, OFF (Default: OFF)
Password Encryption	ON, OFF (Default: OFF)
Restore Default Settings	
Network Settings	–
Clear All Data and Settings	–

Details of the Menu

* indicates default settings.

Item	Parameter	Explanation
Printer Status		
Supply Status	-	You can confirm an estimate of the amount of ink remaining and the free space in the maintenance cartridge. The ⚠ mark indicates that the ink levels or the free space in the maintenance cartridge are low. The ✕ mark indicates that the ink level is below the minimum value or that there is no free space in the maintenance cartridge, so the ink supply unit or maintenance cartridge should be replaced.
Message List	-	The printer's current status and description of unresolved errors are displayed in a list.
Firmware Version	-	Displays the firmware version of the printer.
Paper Settings		
Roll Paper		
Paper information		Displays paper type that is currently set.
Remaining Amount Management	-	When [Remaining Amount Setting] is [On], information about the remaining amount of paper is printed as a barcode when printing ends, so that the next time that roll of paper is loaded, the information about the remaining amount can be scanned. This is useful because the remaining amounts of roll paper can be managed automatically. In addition to bar codes, the following information is printed as text that can be read visually. • Time and date barcode printed • Model name • Paper Type • Remaining Amount When loading roll paper for the first time, set the remaining amount from [Paper Remaining]. When the remaining amount reaches the level set in [Remaining Alert], a warning message appears in the control panel screen.
Remaining amount setting	**ON**, OFF	
Remaining Amount	Enter the setting value	
Remaining Alert	Enter the setting value	
Paper Type	Displays the supported paper types	Set the type of roll paper being loaded.
Cassette		Set the type and size of sheet paper loaded in the cassette of the sheet feeder (option).
Paper Size	Displays the supported paper sizes	
Paper Type	Displays the supported paper types	

Item	Parameter	Explanation
Maintenance		
Print Head Nozzle Check	-	Print a check pattern to check whether nozzles (holes that eject ink) in the print head are clogged.
Print Head Cleaning	-	Clean the print head nozzles to clear the clogs.
Powerful Cleaning	-	This is powerful cleaning that is executed when clogged nozzles are not cleared by doing Print Head Cleaning.
Replace Ink Supply Unit	-	Execute this when replacing ink supply units so you can watch the explanation displayed on the screen.
Replace Maintenance Box	-	Execute this when replacing the maintenance box to watch an explanation shown on screen while you replace the parts.
Reset Counter	-	Execute this to reset the amount of paper that has been fed from the cassette of the sheet feeder. Be sure to execute this when you replace feed rollers at the end of their service life.
Printer Setup		
Paper Source Settings		
Paper path for maintenance printing	**Roll Paper**	When printing the nozzle check pattern or network connection diagnosis report, set where the set paper will be used.
	Cassette	
	Rear Paper Feed Slot	
Error Notice		When turned [On], error messages are displayed when the paper type and size set in Print Settings does not match the fed Paper Setting.
Paper Size Notice	ON, **OFF**	
Paper Type Notice	ON, **OFF**	
Paper Setup Auto Display	ON, **OFF**	Select On to display the Paper Setting screen when loading paper in the cassette of Sheet Feeder (Option).
Sound		Sets volume of sounds produced by the printer. When [Mute] is [On], all sounds are muted.
Mute	ON, **OFF**	
Button Press	OFF, Low, Medium, **High**	
Error Tone	OFF, Low, Medium, **High**	
Thick Paper	ON, **OFF**	Normally, leave this [Off]. Set this to [On] to widen the gap between the print head and paper to reduce rubbing if the print head and paper rub together causing print results to be dirty.
Horizontal Centered	ON, **OFF**	Set this fuction when the paper is skewed during printing.
Power Off Timer	**OFF**, 30min, 1h, 2h, 4h, 8h, 12h	Set the time until the power automatically turns off when the printer has continuously not been operated.
Date/Time Settings		
Date/Time		Set the current date and time and their display format.
Date Format	yyyy.mm.dd / mm.dd.yyyy / dd.mm.yyyy	
Time Format	**12h**, 24h	
Time Difference	-12:45 to +13:45	Set the time difference with coordinated universal time (UTC).
Language	English, other languages	You can select the language displayed on the screens.
Keyboard	**QWERTY**, AZERTY, QWERTZ, ABC	Select the keyboard layout used in the control panel screens.

Item	Parameter	Explanation
Sleep Timer	Enter the setting value	Set the time until the printer automatically goes into sleep (energy saving) mode when the printer has continuously not been operated. When the set time is exceeded, the screen becomes dark.
PC Connection via USB	**Enable**, Disable	When [Enable] is set, access is allowed from computers connected via USB.
Length Unit	**mm**, inch	Set the units of length to be displayed and input on the control panel.
Network Settings *Only available on DX400W		
Print Status Sheet	-	Prints the network status sheet.
Connection Check	-	Checks the status of the printer's network connection and prints a network connection diagnosis report. If there is a problem with the connection, use the results of the diagnosis to resolve it.
Advanced Setup		Set various items related to the network.
Device Name	-	
TCP/IP	**Auto**, Manual	
DNS Server	**Auto**, Manual	
Proxy Server	**Do Not Use**, Use	
IPv6 Address	**Enable**, Disable	
Link Speed & Duplex	**Auto**, 10BASE-T Half, 10BASE-T Full, 100BASE-TX Half, 100BASE-TX Full	
Redirect HTTP to HTTPS	**Enable**, Disable	
Disable IPsec/IP Filtering	-	
Disable IEEE802.1X	-	
Print Network Status Sheet	-	Prints the network status sheet.
Print Counter	-	Displays the total number of pages printed from the start of use to the present, converted to 102 x 152 mm (4 x 6 inch) pages.
Reports		Checks the status of the printer's network connection and prints a network connection diagnosis report. If there is a problem with the connection, use the results of the diagnosis to resolve it.
Network	-	
Security Settings		
Admin Settings		
Admin Password		Sets, changes, and initializes the administrator's password. The initial value for the administrator's password is the product's serial number. Confirm the product serial number printed on a label on the printer.
Change	-	
Restore Default Settings	-	
Lock Setting	ON, **OFF**	Uses the [Admin Password] to lock the control panel so it cannot be used.
Password Encryption	ON, **OFF**	Select [On] to encrypt the password, and then restart the printer. If the power is cut off during a restart, the password data could be damaged and the printer's settings initialized. If this happens, reset the password information.
Restore Default Settings		
Network Settings	-	Return network related settings to factory defaults.
Clear All Data and Settings	-	Returns all settings to their defaults. However, "time","language" and "each counter" will not be initialized.

Problem Solver

When a Message Is Displayed

Messages Displayed on the Printer

If one of the following messages is displayed, read and follow the instructions below.

Message	What to do
There may be foreign material inside the printer. Check and remove it.	Some protective tape or protective materials may have been left inside the printer. Remove all the protective tape and protective materials, and then turn the power on again.
Paper that is not a standard size has been loaded. Reload or replace it.	• A size of roll paper that the printer cannot use may have been loaded. Correctly load a supported standard size of roll paper. ☞ "How to Replace Roll Paper" (Page 25) • The ends of the roll paper could have become uneven. Even up the ends of the roll paper, and then reload it onto the spindle unit. Or, use a new roll of paper. ☞ "Notes when Loading Roll Paper" (Page 24) ☞ "How to Replace Roll Paper" (Page 25)
Print head may require maintenance. Perform a Print Head Nozzle Check.	Nozzles may be clogged because the print head unit was stopped for a long period outside the specified position. We recommend doing a nozzle check to check for clogged nozzles, and then to clean the heads if necessary. ☞ "Print Head Nozzle Check and Cleaning" (Page 62)
Printing may have been done while the nozzles were clogged. Check the print results.	The print head's auto nozzle check function detected clogged nozzles. Check the print results and clean the print head if needed, and then start printing again. ☞ "Print Head Nozzle Check and Cleaning" (Page 62)
Parts are nearing the end of their service life. XXXXXXX	The part number appears in XXXXXXXXXX. A part used in the printer is nearing its replacement time. The printer can be used until the replacement notice appears, but you will need to request repairs to do the replacement.
It is time to replace a printer part. XXXXXXX	The part number appears in XXXXXXXXXX. It is time to replace a part in the printer. Contact your sales company or retailer. Be sure to tell them the part number when you contact them.
Cannot check nozzle clogging or read barcodes.	Could not read the barcode of the Remaining Amount Management function or the check pattern of the Auto Nozzle Check function. Turn the printer's power off and then on again to use it. If you turn the power off and on several times and the same error occurs, then a sensor may be malfunctioning. Contact your sales company or retailer.
Cannot check nozzle clogging. For details, see your documentation.	Could not read the check pattern of the Auto Nozzle Check function. If necessary, stop printing and do a nozzle check. If you repeat this and the same error occurs, then a sensor may be malfunctioning. Contact your sales company or retailer.

Message	What to do
Could not read the barcode correctly. Set paper type and remaining paper.	Could not read the barcode of the Remaining Amount Management function on the loaded roll paper. Reset the remaining amount, and then use the printer. Remove the printer cover to check the remaining amount, which is printed in text on the leading edge of the roll paper. If you repeat this and the same error occurs, then a sensor may be malfunctioning. Contact your sales company or retailer.
Printer error. Turn power off and on again. See documentation. XXXXXXX	A code number appears in XXXXXXXXXX according to the content of the error. Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect it. Turn on the printer again multiple times. If the same code number appears again, contact your sales company or retailer. Be sure to tell them the code number when you contact them.
Adjustment canceled. There is a problem with the print head nozzles. For details, see documentation.	Clogs are not cleared even by repeatedly alternating nozzle checks and head cleaning. After leaving the printer alone and not printing for more than 12 hours, execute a nozzle check and head cleaning again. We recommend turning off the power and leaving the printer alone. If the situation does not improve, try doing power cleaning. If the clogs are not cleared even after executing power cleaning, then after not printing for more than 12 hours, print a nozzle check pattern. Then, depending on the condition of the printed pattern, execute cleaning or power cleaning again. If the situation is still not improved, then repairs are needed. Contact your sales company or retailer.
Ink low.	The ink is low. Prepare a new ink supply unit. You can continue printing until the replacement notice appears. ☞ “Optional Accessories and Consumables” (Page 109)
Cannot recognize Ink Supply Unit. Try installing again.	• Reinstall the ink supply unit. If the same error occurs even after reinstalling the ink supply unit, then replace it with a new one (do not install a faulty ink supply unit). ☞ “Replacing Ink Supply Units” (Page 50) • Condensation may have formed. Leave it for more than 3 hours at room temperature, and then reinstall it. ☞ “Notes on Handling Ink Supply Units” (Page 18)
The Maintenance Cartridge is nearing the end of its service life. You can continue printing until replacement is required.	There is little available space in the maintenance cartridge. Prepare a new maintenance cartridge. You can continue printing until the replacement notice appears. ☞ “Optional Accessories and Consumables” (Page 109)
Cannot recognize the Maintenance Cartridge.	Reinstall the maintenance cartridge. If the same error occurs even after reinstalling the maintenance cartridge, then replace it with a new one (do not install a faulty maintenance cartridge). ☞ “Replacing Maintenance Cartridge” (Page 52)
Cannot start cleaning because the Maintenance Cartridge is near full.	Cleaning cannot be executed because there is not enough available space in the maintenance cartridge for the waste ink that is ejected during print head cleaning. To execute cleaning, replace the maintenance cartridge with a new one. The maintenance cartridge that was removed can be reinstalled and used again after cleaning is complete. ☞ “Replacing Maintenance Cartridge” (Page 52)

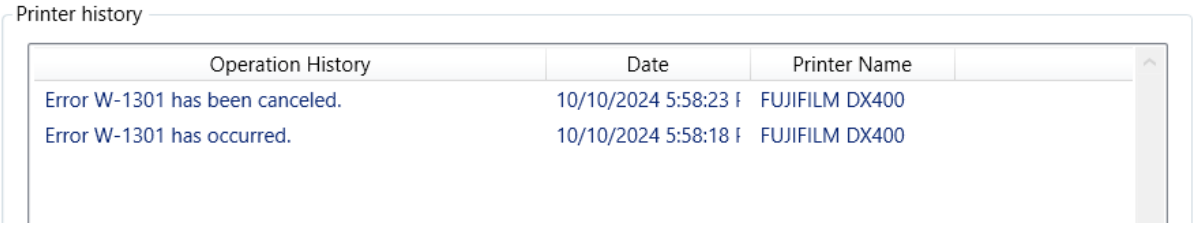
Message Codes Displayed on the Screen

Message codes are displayed in the upper right part of the screen when there are notices or errors on the printer. Message codes are categorized as shown in the following table, and the various message codes appear when the printer is in the following conditions. When a message is displayed on screen, resolve the problem according to the message that appears.

Category	Message code	Status
Hardware related error at printer	E-01	Printer fatal error
	W-01	Paper jam error
Ink related error	W-11	Ink supply unit not installed error
	W-12	Ink supply unit recognition error
Sensor related error	W-41	Nozzle detection error
	W-42	
	W-43	
	W-44	Sensor module error
	W-45	
	W-46	
	W-47	
Image quality abnormality in sensor detection results	W-51	Abnormality during analysis
	W-52	
	W-53	
Sensor related error	W-61	Error at nozzles or circuit board
	W-62	
	W-63	
	W-64	
	W-65	
Hardware related warning at printer	I-01	Temperature warning at nozzle clog detection not covered by warranty
Sensor related warning	I-41	Sensor module warning

Maintenance Tool Error Codes and Messages

The Maintenance Tool printer history lists the error codes and messages for errors generated by printers connected to the computer. Should an error occur, check the notification in the display and take the action described below. The messages in the table below can be viewed by mousing over the error code as shown.



Error code	Message	Action
I-1311	The scrap paper box is full.	Check the scrap paper box and empty it if necessary. ☞ "Emptying the Scrap Paper Box" (Page 53)
I-1313	Paper low	The printer is running out of roll paper. Ready a new roll. You can continue printing until prompted to replace the roll.
I-2101	Maintenance required.	One or more of the printer's internal parts is nearing the end of its service life. You can continue printing until prompted to replace the part but servicing will be required to replace it.
I-2201	Ink is low	One or more colors of ink is running low. Check the ink level in the printer control panel screen and ready a replacement ink supply unit. You can continue printing until prompted to replace the unit.
I-2307	Cannot check nozzle for clogging or read barcodes.	The printer was unable to read the Remaining Amount Management bar code or the check pattern generated by the auto nozzle check feature. Turn the printer off and then on again. If the error persists even after the printer has been turned on and off several times, the sensor may be malfunctioning. Contact your sales company or retailer.
I-2310	Cleaning the print head or charging ink.	Wait until the print head cleaning or ink filling are complete.
I-2401	Maintenance cartridge is nearing the end of its service life.	The maintenance cartridge is almost full. Ready a replacement cartridge. You can continue printing until prompted to replace the Maintenance cartridge.
I-5201	Amount of data in print jobs sent to printer nearly at maximum limit.	The print job is too large. Delete all existing print jobs and split the large job into several smaller jobs.
W-1101	Paper jam	Check the location of the jam in the message and illustration displayed in the printer control panel screen and remove the jammed paper as described in the following section. ☞ "When Paper Jams" (Page 92)
W-1103	Paper skew	Reload the paper after checking that none remains in the inside the printer. ☞ "When Paper Jams" (Page 92) ☞ "Basic Operations" (Page 24)
W-1104	Load the paper.	
W-1105 W-1106	Paper out or incorrect loading	
W-1114	Paper out or incorrect loading	Reload the paper after checking that none remains in the inside the printer. ☞ "When Paper Jams" (Page 92) ☞ "How to Replace Roll Paper" (Page 25)
W-1301	Scrap paper box is not attached correctly.	Attach the scrap paper box correctly as described in the following section. ☞ "Emptying the Scrap Paper Box" (Page 53)

Error code	Message	Action
W-1302	Ink supply unit cover is open	Close the ink supply unit cover. ☞ “Front” (Page 7)
W-1304	Printer cover open	Close the printer cover. ☞ “Front” (Page 7)
W-1307	The paper feed slot cover is open.	Close the rear paper feed slot cover. ☞ “Front” (Page 7)
W-2202	Replace Ink supply unit(s)	Replace the ink supply unit listed in the printer control panel screen. ☞ “Replacing Ink Supply Units” (Page 50)
W-2203 W-2204	Ink supply unit cannot be recognized	• Remove and reinsert the ink supply unit listed in the printer control panel screen. If the error persists, remove the malfunctioning unit and replace it with a new one (do not continue to use malfunctioning units). ☞ “Replacing Ink Supply Units” (Page 50) • Condensation may have formed in or on the ink supply unit. Remove the unit and leave it at room temperature for at least three hours before reinserting it. ☞ “Notes on Handling Ink Supply Units” (Page 18)
W-2205	Power Cleaning cannot be completed.	Power Cleaning cannot be performed due to insufficient levels of one or more colors of ink. Replace the ink supply units for the colors listed as low in printer control panel screen. Once cleaning is complete, you can reinsert the original ink supply units and continue using them until the level of ink falls below the minimum value. ☞ “Replacing Ink Supply Units” (Page 50)
W-2208	Ink levels are not enough for initialization.	Initial charging cannot be performed due to insufficient levels of one or more colors of ink. Replace the ink supply units for the colors in question with units that have sufficient levels of ink. Once charging is complete, you can reinsert the original ink supply units and continue using them until the level of ink falls below the minimum value. ☞ “Replacing Ink Supply Units” (Page 50)
W-2301 W-2325 W-2302 W-2326 W-2303 W-2327 W-2305 W-2349 W-2306 W-2307	Cannot check nozzle for clogging.	The printer was unable to read the check pattern generated by the auto nozzle check feature. Stop printing and perform a nozzle check if necessary. If the error persists, the sensor may be malfunctioning. Contact your sales company or retailer.
W-2328 W-2329 W-2350	Could not read the barcode correctly.	The printer was unable to read the Remaining Amount Management bar code or the check pattern generated by the auto nozzle check feature. Turn the printer off and then on again. If the error persists even after the printer has been turned on and off several times, the sensor may be malfunctioning. Contact your sales company or retailer.
W-2360 W-2361 W-2362	Nozzle check is recommended.	The print head’s auto nozzle check feature has detected clogged nozzles. Resume printing after checking the print results and performing head cleaning if necessary. ☞ “Print Head Nozzle Check and Cleaning” (Page 62)
W-2401	Maintenance cartridge not installed	Reattach the maintenance cartridge. If the error persists, replace the malfunctioning box with a new one (do not continue to use malfunctioning maintenance cartridges). ☞ “Replacing Maintenance Cartridge” (Page 52)

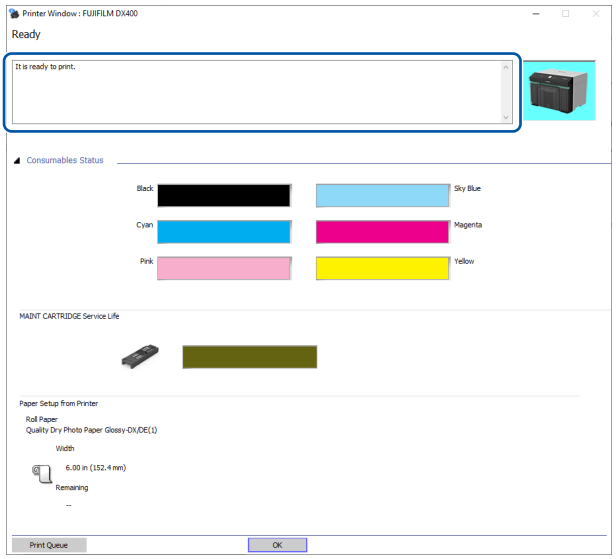
Error code	Message	Action
W-2402	Maintenance cartridge is at the end of its service life	Replace the maintenance cartridge after checking the part number in the printer control panel screen. ☞ “Replacing Maintenance Cartridge” (Page 52)
W-2403	Maintenance cartridge cannot be recognized	Reattach the maintenance cartridge. If the error persists, replace the malfunctioning box with a new one (do not continue to use malfunctioning maintenance cartridges). ☞ “Replacing Maintenance Cartridge” (Page 52)
W-2404	Power Cleaning cannot be completed.	Print head cleaning cannot be performed because it will generate more waste ink than can currently be contained in the maintenance cartridge. Replace the maintenance cartridge before performing cleaning. You can reattach the original maintenance cartridge and continue using it once cleaning is complete. ☞ “Replacing Maintenance Cartridge” (Page 52)
W-5202	Amount of data in print jobs sent to printer is at maximum limit.	The print job is too large. Delete all existing print jobs and split the large job into several smaller jobs.
W-5207	Paper out or incorrect loading	Reload the paper after checking that none remains in the inside the printer. ☞ “When Paper Jams” (Page 92) ☞ “Basic Operations” (Page 24)
W-5208	Print job error	An attempt has been made to print using an incompatible printer driver. • Use the printer driver described in the printer manual. • Check the printer port as follows: Click the [Ports] tab in the “Printer Properties” dialog and check that there is a port selected next to the printer name. If the printer is not listed, the driver has not been installed correctly. Delete and reinstall the printer driver.
W-5209	Paper Size is different to the paper loaded	The paper type selected in the printer driver is not the same as that chosen via the printer control panel. Follow the instructions displayed in the printer control panel screen.
W-5210	Mismatch between the paper size settings on your computer and printer.	
W-5211	Mismatch between the paper type settings on your computer and printer.	
W-5212	Mismatch between the print settings on your computer and printer.	
E-2101	It is time to replace a printer part.	Replace the parts according to the instructions displayed on the printer’s LCD screen.
E-5101	-	Check that the printer and computer are connected via cable and turn the printer off and then on again. If the error persists, contact your sales company or retailer.
E-9901 E-9902	-	Turn the printer off, disconnect the power cable from both the printer and the outlet, and then reconnect the cable. Turn the printer off and then on again a few times. If this error occurs again, contact your sales company or retailer with the number displayed in the printer control panel screen.

Error Messages (Windows)

When an error occurs while printing, you can check error messages on the computer that is connected to the printer.
To check error messages on the computer, open FUJIFILM DX400 Printer Window.
Click the utility icon in the Windows taskbar, and then click the printer's name - [FUJIFILM DX400 Printer Window], in this order, to start FUJIFILM DX400 Printer Window.

FUJIFILM DX400 Printer Window

Error messages are displayed at the top of the screen. When an error message is displayed, check the solution on the screen and take the required measures.
Check the printer's status, such as the remaining amount of ink, also.

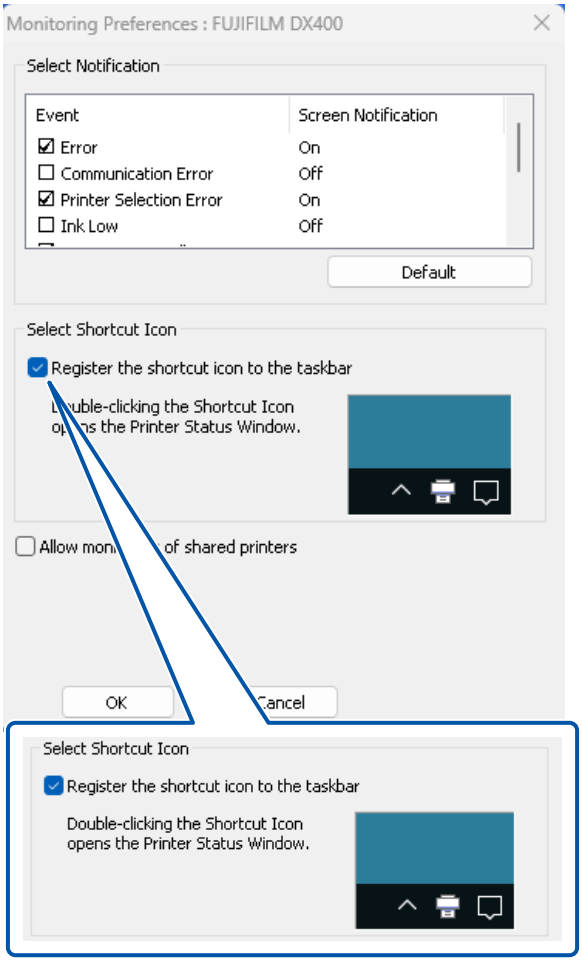


Registering the printer window icon

If the following confirmation screen appears when printing, select either option according to your purpose.

☑ : A printer window icon will be added to the taskbar. Double-click the icon to display information about the printer, such as the ink level.

☐ : The icon for calling up the printer window will not be registered in the taskbar.



Even if you select "No", Printer Window can be displayed from the printer driver.
You can also place the icon in the taskbar by following the steps below from the printer driver .

1. **Click the "Utility" tab of the printer driver.**
2. **Click "Monitoring Preferences".**
3. **Check "Place the icon in the taskbar".**

Troubleshooting

When Paper Jams

This section explains how to clear paper jammed in the printer.

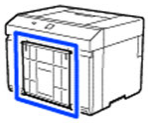
CAUTION

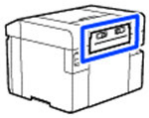
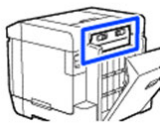
- **Do not touch any areas inside the printer except for those indicated in the manual. An electric shock or burn could occur.**
- **When opening and closing the covers, do not place your hands near the points where the main unit and the cover join. If your fingers or hands are trapped, an injury could occur.**
- **When moving the roll paper unit in or out, grip the handle. If you place your hands into any other sections, either side of your hand or fingers could be injured.**

Screen Display When Paper Jams

When a paper jams, messages and illustrations are displayed on the screen of the control panel. The displayed information varies, as shown in the following table, according to the location of the jam and the type of paper being printed. Follow the steps described in the following section to implement the removal procedure according to the information shown.
The illustrations in the following table are displayed by pressing the ▼ button in the screen in which the message is displayed.

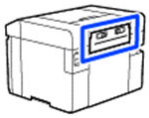
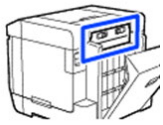
When printing on roll paper

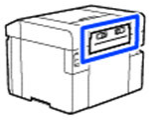
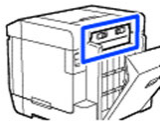
Message	Roll paper jammed. Remove it.
Illustration	
Removal procedure to implement	☞ “Paper is Jammed in the Roll Paper Unit” (Page 93)

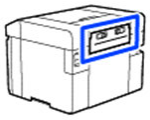
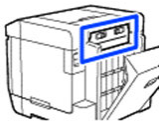
Message	Roll paper jammed. Remove it.	
Illustration		When sheet feeder is installed 
Removal procedure to implement	☞ “Paper is Jammed in the Paper Feed Unit” (Page 95)	

Message	Roll paper jammed. Remove it.
Illustration	
Removal procedure to implement	☞ “Paper Jammed Between the Paper Feed Unit and Platen” (Page 99)

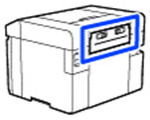
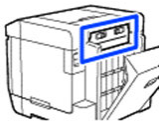
When printing on sheet paper

Message	Paper jammed in Rear Paper Feed Slot. Remove it.	
Illustration		When sheet feeder is installed 
Removal procedure to implement	☞ “Paper is Jammed in the Paper Feed Unit” (Page 95)	

Message	Paper jammed in Inside. Remove the jammed paper.	
Illustration		When sheet feeder is installed 
Removal procedure to implement	☞ “Paper Jammed Between the Paper Feed Unit and Platen” (Page 99)	

Message	Paper jammed in Cassette. Remove it.	
Illustration		When sheet feeder is installed 
Removal procedure to implement	☞ "Paper Jammed Between the Rear Cover and the Paper Feed Unit" (Page 104)	

If paper is jammed when the power is turned on, the following message appears.
If this happens, the location in which paper is jammed is not identified. Implement all of the removal procedures to remove any paper that is jammed.

Message	Paper jammed in Inside. Remove the jammed paper.	
Illustration		When sheet feeder is installed 

Important

- If a printer system error occurs, turn off the power for a moment, and then turn it on again to confirm whether the error persists, and then check if a paper jam has occurred.
- Do not remove paper forcibly when clearing paper jams. Otherwise, the printer could be damaged.
- If paper is jammed inside the printer where you cannot reach it with your hands, do not try to forcibly extract it yourself, contact your sales company or retailer.

Paper is Jammed in the Roll Paper Unit

Follow the steps below to solve the problem.

1. Remove the scrap paper box.

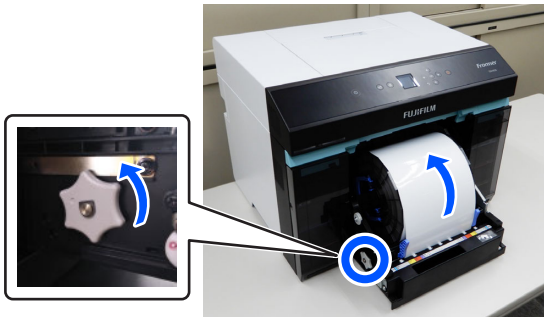
2. Pull out the roll paper unit.

Important

If you cannot pull out the roll paper unit, do not forcibly pull it out. Paper may be jammed inside. Refer to the next section to check for paper jams in the platen and paper feed unit, and remove any jammed paper.

3. Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the roll paper.

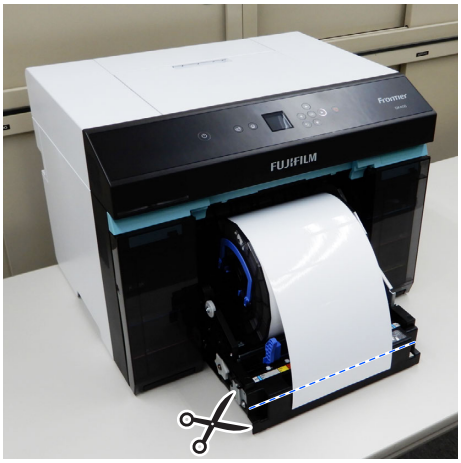
Rewind the roll paper until the leading edge appears at the paper slot.



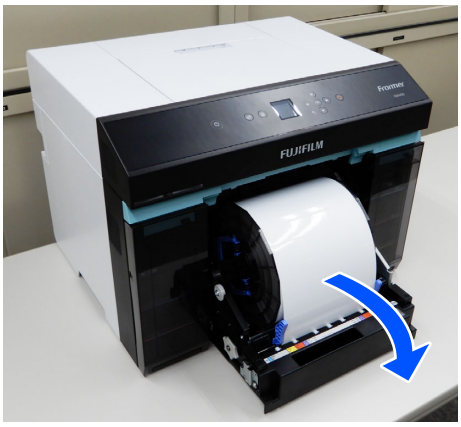
If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

4. If the leading edge of the roll paper is ragged, cut it in a straight line with a pair of scissors or something.

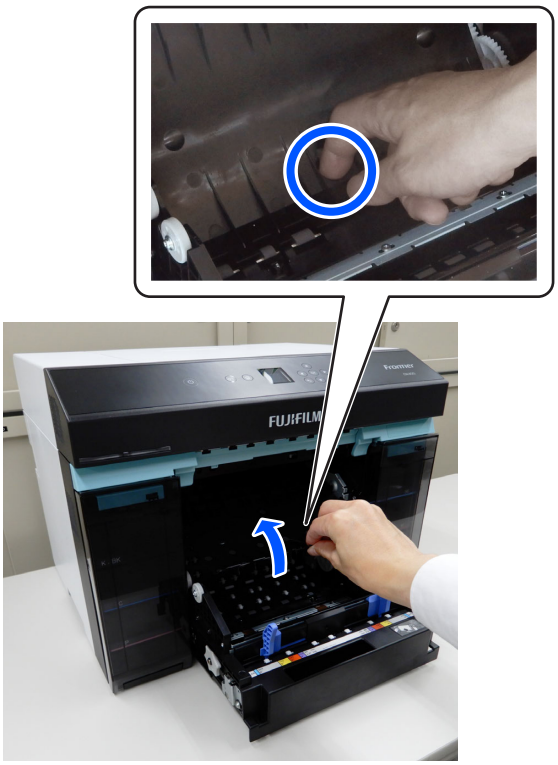
Cut the paper as straight as possible.



5. Remove the spindle unit.

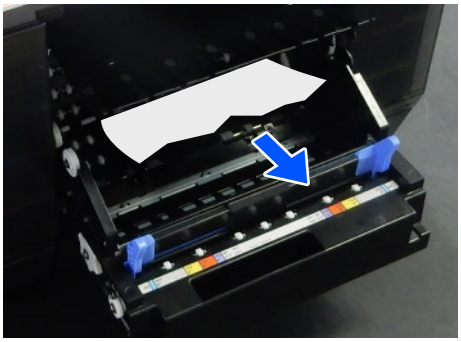


6. Open the internal rear plate.



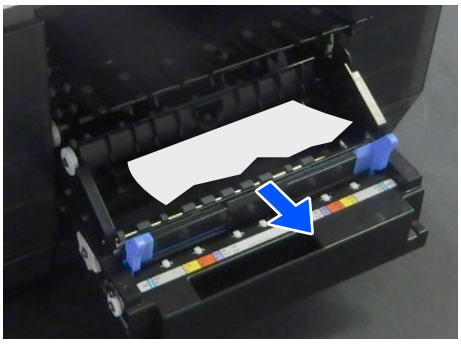
7. Check that there is no paper or scraps at the back of the inside of the printer.

If there is a jam, remove the paper slowly.

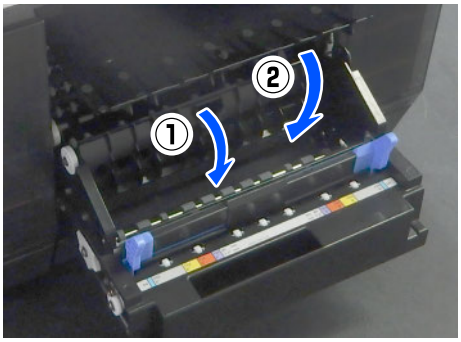


8. **Open the front plate.**
Place your finger in the hole at the bottom and lift to open.

9. **Check that there is no paper or scraps of paper inside the printer.**
If there is a jam, remove the paper slowly.



10. **Replace the front and rear plates.**
Press down until you hear it click into place.



11. **On the control panel screen, press the OK button.**
The error is canceled and the home screen is displayed.

12. **If there is a print job, press the ▽ button to cancel the job.**

13. **Reload the roll paper.**
See the following for the procedure to load the roll paper.
☞ "How to Replace Roll Paper" (Page 25)

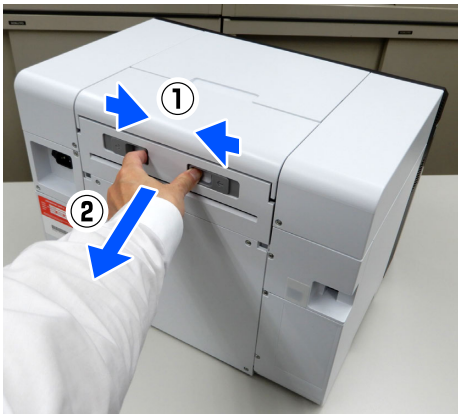
14. **Confirm that the status light is off.**

Paper is Jammed in the Paper Feed Unit

Follow the steps below to solve the problem.

Checking for jammed paper

1. **Remove the paper feed unit.**

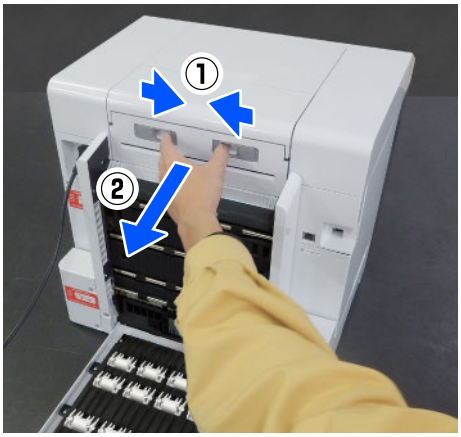


2. **Check for jammed paper and paper scraps.**

Checking for jammed paper (The sheet feeder is installed)

1. If the sheetfeederis installed, open the rear cover.

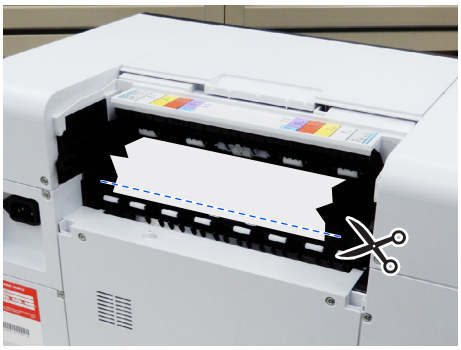
2. Remove the paper feed unit.



3. Check for jammed paper and paper scraps.

Removing jammed paper (roll paper)

1. Cut the jammed paper with scissors or something.



2. Remove paper from the top side.
Remove it slowly.

Important

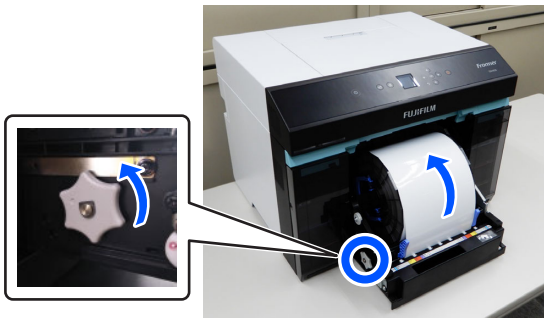
After cutting the paper, do not pull paper at the rear side out through the upper side. Follow the steps below to remove paper from the rear side.

3. Move to the front, and remove the scrap paper box.

4. Pull out the roll paper unit.

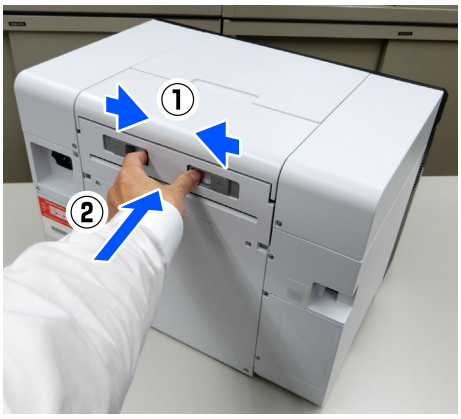
5. Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the paper.

Rewind the paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

6. Move to the rear side, and install the paper feed unit.



7. If the sheet feeder is installed, close the rear cover.

8. Move to the front, and on the control panel screen, press the OK button.

The error is canceled and the home screen is displayed.

9. **If there is a print job, press the ▽ button to cancel the job.**

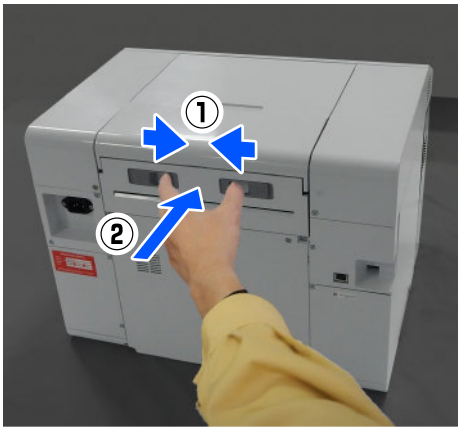
10. **Reload the roll paper.**
See the following for the procedure to load the roll paper.
☞ “How to Replace Roll Paper” (Page 25)

11. **Confirm that the status light is off.**

Removing jammed paper (sheet paper)

1. **Remove jammed paper.**
Remove it slowly.

2. **Install the paper feed unit.**



3. **If the sheet feeder is installed, close the rear cover.**

4. **Move to the front, and on the control panel screen, press the [OK] button.**
The error is canceled and the home screen is displayed.

5. **Reload the sheet paper.**
See the following for the procedure to load the sheet paper.
☞ “How to Replace Roll Paper” (Page 25)

6. **Confirm that the status light is off.**

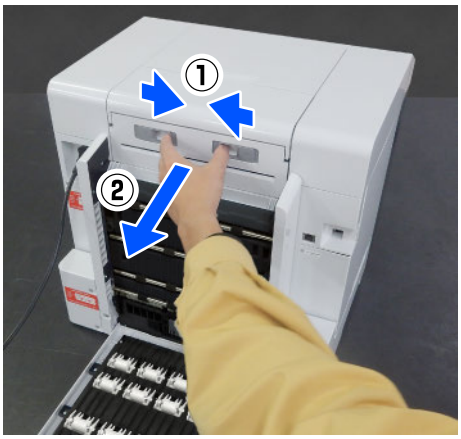
Paper Jammed Between the Paper Feed Unit and Platen

Follow the steps below to solve the problem.

Checking for jammed paper

1. If the sheet feederis installed, open the rear cover.

2. Remove the paper feed unit.



3. Remove the printer cover.

Slide the printer cover backwards, and then remove it.

4. Check for jammed paper and paper scraps.

Removing jammed paper (roll paper)

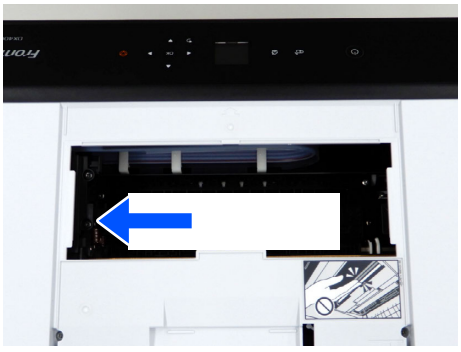
1. If a lot of paper has been ejected from the front of the printer, cut the paper in front of the jam with a pair of scissors or something.

2. Slowly pull out, towards the rear, the remaining paper jammed at the top side.

If you have pulled out the paper, go to step 4.
If the paper is under the print head and cannot be easily removed, go to the next step.

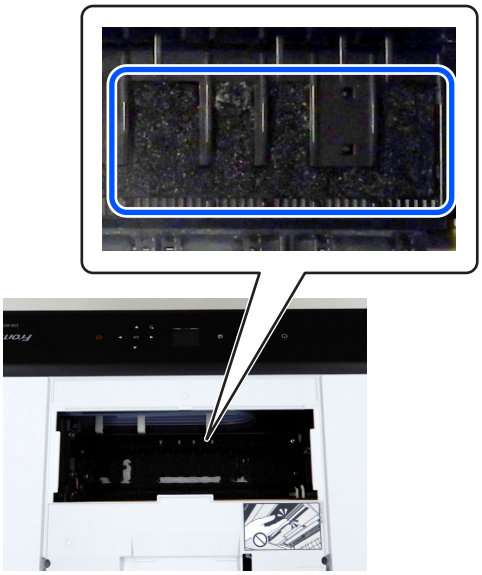
3. Move the print head unit manually, and remove the paper towards the rear.

Move the print head unit to the left or right to the edge of the paper.



Important

- If you cannot move the print head unit, do not try to force it to move, contact your sales company or retailer. Otherwise, the print head unit could be damaged.
- When removing the paper, do not touch the ink absorbing areas. Otherwise, the platen may get dirty which could make the back of the paper dirty.



- Do not touch the parts around the platen. Otherwise, it may break down or reduce print quality.

4. **Cut the paper you have pulled out with scissors or something.**

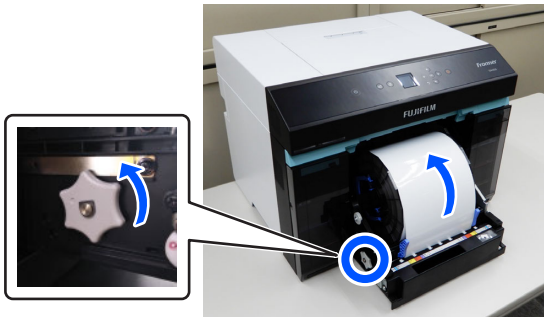
> **Important**
>
> After cutting the paper, do not pull paper at the rear side out through the upper side. Follow the steps below to remove paper from the rear side.

5. **Move to the front, and remove the scrap paper box.**

6. **Pull out the roll paper unit.**

7. **Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the paper.**

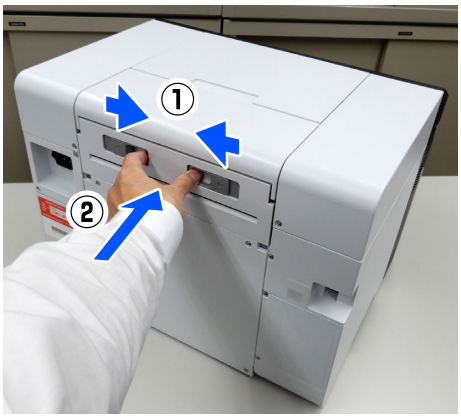
Rewind the paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

8. **Move to the rear side, and install the printer cover.**

9. **Install the paper feed unit.**



10. **If the sheet feederis installed, close the rear cover.**

11. **Move to the front, and on the control panel screen, press the OK button.**
The error is canceled and the home screen is displayed.

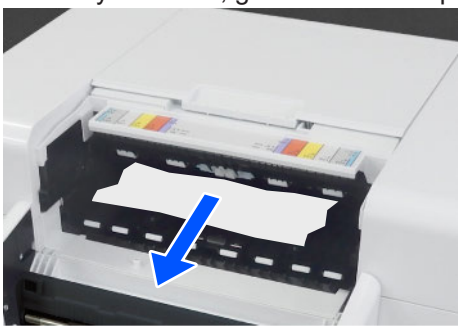
12. **If there is a print job, press the ▽ button to cancel the job.**

13. **Reload the roll paper.**
See the following for the procedure to load the roll paper.
☞ “How to Replace Roll Paper” (Page 25)

14. **Confirm that the status light is off.**

Removing jammed paper (sheet paper)

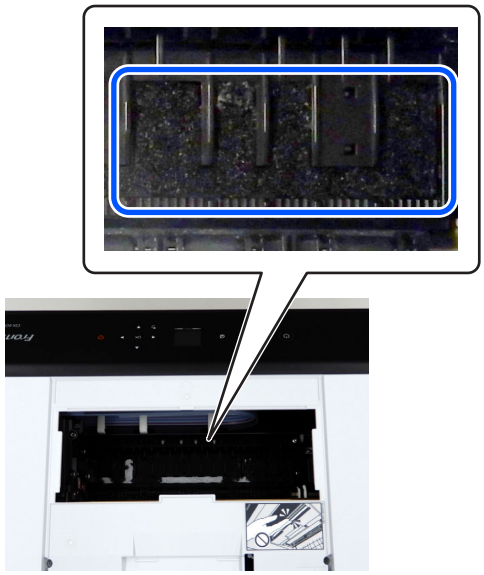
1. **Remove jammed paper.**
Remove it slowly to the rear.
If you have pulled out the paper, go to step 3.
If the paper is under the print head and cannot be easily removed, go to the next step.



2. **Move the print head unit manually, and remove the paper towards the rear.**
Move the print head unit to the left or right to the edge of the paper.

Important

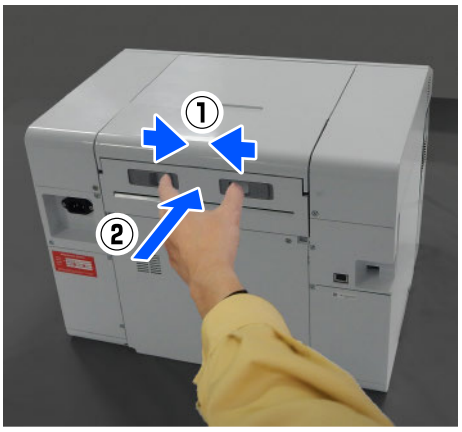
- If you cannot move the print head unit, do not try to force it to move, contact your sales company or retailer. Otherwise, the print head unit could be damaged.
- When removing the paper, do not touch the ink absorbing areas. Otherwise, the platen may get dirty which could make the back of the paper dirty.



- Do not touch the parts around the platen. Otherwise, it may break down or reduce print quality.

3. Install the printer cover.

4. Install the paper feed unit.



5. If the sheet feeder is installed, close the rear cover.

6. Move to the front, and on the control panel screen, press the [OK] button.

The error is canceled and the home screen is displayed.

7. Reload the sheet paper.

See the following for the procedure to load the sheet paper.

☞ "How to Load Sheet Paper" (Page 31)

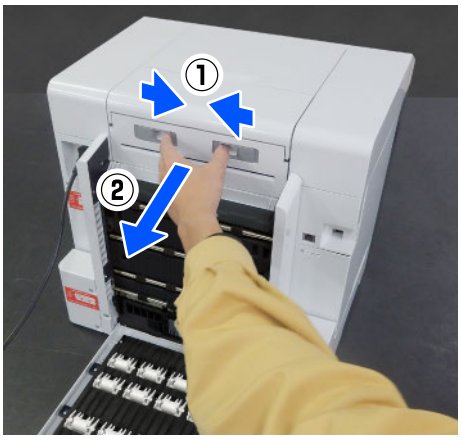
8. Confirm that the status light is off.

Paper Jammed Between the Rear Cover and the Paper Feed Unit

Follow the steps below to solve the problem.

1. Open the rear cover of the sheet feeder.

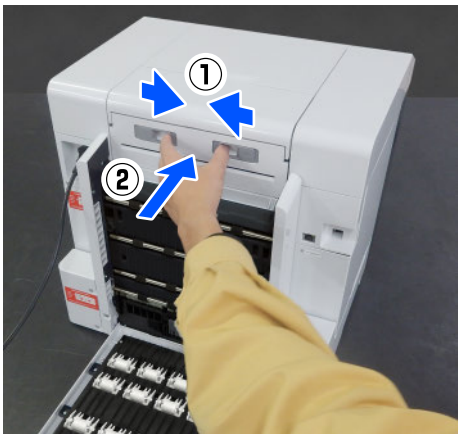
2. Remove the paper feed unit.



3. Check for jammed paper and paper scraps.

Remove the jammed paper slowly.

4. Install the paper feed unit.



5. Close the rear cover.

6. Move to the front, and on the control panel screen, press the [OK] button.

The error is canceled and the home screen is displayed.

7. Reload the sheet paper.

See the following for the procedure to load the sheet paper.

☞ “How to Load Sheet Paper” (Page 31)

8. Confirm that the status light is off.

You Cannot Print (Because the Printer Does Not Work)

The printer driver is not installed properly (Windows).

■ Is the icon for this printer displayed in the Devices and Printers folder?

- Yes
  The printer driver is installed. See the following item, “The printer is not connected correctly to the computer”.

- No (An icon is displayed under “Unspecified”)
  Do the following:
  (1) Open the Control Panel, and click [Hardware and Sound] - [Device Manager] - [Other devices], in this order.
  (2) Right-click [FUJIFILM DX400], and then click [Update Driver Software].
  (3) Click Search automatically for updated driver software.
  (4) After the driver software is updated, click Close.
  If the printer driver is still not installed even after taking the above measures, install the printer driver again.

■ Does the printer port setting match the printer connection port?

Check the printer port.
Click the [Port] tab on the printer’s Properties screen, and check if the printer name’s port is set.
If it is not indicated, the printer driver is not installed correctly.
Delete and reinstall the printer driver.
☞ “Uninstalling Software” (Page 23)

The printer is not communicating with the computer.

■ Is the cable plugged in properly?

Confirm that the interface cable is securely connected to both the printer port and the computer.
Also, make sure the cable is not broken nor bent.
If you have a spare cable, try connecting with the spare cable.

The printer has an error.

■ View the message displayed in the control panel.

☞ “Control Panel” (Page 13)
☞ “When a Message Is Displayed” (Page 85)

The printer stops printing.

■ Is the status of print queue Pause? (Windows)

If you stop printing or the printer stops printing because of an error, the print queue enters a [Pause] status. You cannot print in this status.
Double-click the printer icon in the [Devices and Printers] folder; if printing is paused, open the [Printer] menu and clear the [Pause] check box.

The printer is offline.

■ Has the computer entered sleep mode?

Do not allow the computer to enter sleep mode. When the computer enters sleep mode, the printer may go offline.
If the printer goes offline, reboot your computer. If the printer is still offline even after rebooting your computer, turn the printer off and then on again.

The Printer Sounds Like It Is Printing, but Nothing Prints

The print head moves, but nothing prints.

■ Confirm the printer operation.

Print a nozzle check pattern, and then check the printer's operations and print conditions.

- When printing from the printer
  ☞ “Print Head Nozzle Check and Cleaning” (Page 62)
- When printing from Maintenance Tool (Windows)
  ☞ “Print Nozzle Check Pattern Method” (Page 73)

Check the next section if the nozzle check pattern is not printed correctly.

The nozzle check pattern is not printed correctly.

■ Perform head cleaning.

The nozzles may be clogged. Print a nozzle check pattern again after performing head cleaning.

- When executing cleaning from the printer
  ☞ “Print Head Nozzle Check and Cleaning” (Page 62)
- When executing cleaning from Maintenance Tool (Windows)
  ☞ “Diagnostic Cleaning” (Page 74)

Cannot Do Borderless Printing

■ Is the paper loaded correctly?

Follow the procedures below to load the paper in the correct position. Borderless printing cannot be done if paper is loaded in the wrong position.

☞ “Attaching the Roll Paper” (Page 26)
☞ “Installing the Spindle Unit” (Page 28)

■ Are you using paper that supports borderless printing?

Borderless printing can only be done on the printer with supported paper. See the following and use paper that supports borderless printing.

The Prints Are Not What You Expected

Print quality is poor, uneven, too light, or too dark.

■ Are the print head nozzles clogged?

If the nozzles are clogged, specific nozzles do not fire ink and the print quality declines. Try doing a nozzle check.

- For Windows

☞ “Nozzle Check Methods” (Page 72)

■ Are the Media Type settings correct?

Print quality can be affected if the media settings in the printer driver/on the printer and the actual paper do not match. Be sure to match the media type setting with the paper that is loaded in the printer.

■ Are you using a recommended (genuine) ink supply unit?

This printer is developed for use with genuine ink supply units.
If you use non-genuine products, the prints may smear, or the color of the printed image may be changed because the remaining ink level is not correctly detected. Be sure to use the correct ink supply units.

■ Are you using an old ink supply unit?

The print quality declines when an old ink supply unit is used. Replace the ink supply unit with a new one. We recommend using ink supply units before the expiry date printed on the package.

☞ “Replacing Ink Supply Units” (Page 50)

■ Have you compared the printing result with the image on the display monitor?

Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.

The color is not exactly the same as another printer.

■ Colors vary depending on the printer type due to each printer's characteristics.

Because inks, printer drivers, and printer profiles are developed for each printer model, the colors printed by different printer models are not exactly the same.

The print is not positioned properly on the media.

■ Have you specified the print area?

Check the print area in the settings of the application and the printer.

■ Are the Paper Size settings correct?

If the [Paper Size] in the printer driver and the paper size (width) loaded in the printer do not match, the print position may misalign or some of the data may not be printed. In this case, check the print settings.

The printed surface is scuffed or soiled.

■ Is the paper too thick or too thin?

Check that the paper specifications are compatible with this printer.

The reverse side of the printed paper is soiled.

■ Has paper dust collected on the platen?

Clean the platen and roll paper unit.

☞ “Cleaning the Platen and Roll Paper Unit” (Page 54)

The paper is creased.

■ Are you using the printer at normal room temperature?

The printer should be used at normal room temperature (temperature: 15 to 25 ˚C, humidity: 40 to 60%). For information about paper, such as thin paper from other manufacturers that requires special handling, see the documentation supplied with the paper.

Margins appear in borderless printing.

■ Are the settings for the print data in the application correct?

Make sure that the paper settings in the application are correct as well as in the printer driver.

☞ “Borderless Printing on All Sides” (Page 44)

Trouble when Printing from a Cassette

Scratch-like marks appear on the back side of two-sided photo paper during printing.

■ Are you using the correct feed rollers?

Scratch-like marks may appear on the back side of two-sided photo paper during printing if you are using the feed rollers for card stock. Install the feed rollers for photo paper, and then print.

☞ “Cleaning and Replacing the Rollers in the Sheet Feeder (Option)” (Page 56)

■ Are you using the printer within its environmental conditions?

High humidity in the printer’s operating environment is very likely to cause these marks. Check whether the humidity is within the environmental conditions, and lower the humidity as necessary to use the printer.

☞ “Specifications Table” (Page 114)

■ Did you riffle the paper before loading it in the cassette?

Marks may appear if sheets of paper are stuck to each other in the stacks of paper loaded in the cassette. Before loading the paper, riffle it to unstick it.

☞ “Loading in the Sheet Feeder (Option)” (Page 32)

■ Increase the number of sheets of paper in the cassette.

Depending on the type of paper being used, the marks may appear if there is too little paper in the cassette. Before printing, increase the number of sheets of paper in the cassette to about 50 sheets.

☞ “Loading in the Sheet Feeder (Option)” (Page 32)

Paper does not feed.

■ Is the paper loaded correctly?

- Load paper that can be used on the printer.
- Follow the notes on handling paper.
- Do not load more than the allowable amount of paper.
- Match the paper size and paper type settings on the machine to the paper that is actually loaded.

☞ “Consumables” (Page 109)
☞ “Notes on Paper” (Page 16)
☞ “How to Load Sheet Paper” (Page 31)

■ Are you using the correct feed rollers?

Card stock may not feed correctly during printing if you are using the feed rollers for photo paper. Install the feed rollers for card stock, and then print.

☞ “Cleaning and Replacing the Rollers in the Sheet Feeder (Option)” (Page 56)

■ Clean the feed rollers and transfer rollers.

The paper feed trouble may occur if the feed rollers or transfer rollers are dirty, such as with paper dust. Clean the surfaces of the rollers.

☞ “Cleaning the Feed Rollers and Transfer Rollers” (Page 59)

■ The feed rollers need to be replaced with new ones.

If paper does not feed even after doing the following, then replace the feed rollers with new ones.

- Is the paper loaded correctly in the cassette?
- Are you using the feed roller that is appropriate for the type of paper?
- Have the feed rollers and transfer rollers been cleaned?

☞ “Optional Accessories and Consumables” (Page 109)
☞ “Replacing Feed Rollers” (Page 56)

Troubles when Cutting Roll Paper

The cut is crooked, the cut edge is frayed or turned up, or the coating is cracked.

■ The cutter needs to be replaced.

Contact your sales company or retailer to replace the cutter.

Others

The administrator password has been lost.

■ Contact your sales company or retailer.

The initial value for the administrator's password is the product's serial number. If you forget the password after it was changed from the product serial number, contact your sales company or retailer.

If the [Lock Setting] is [Off], then you can execute [Clear All Data and Settings] without inputting the admin password. Doing this returns all the settings, including the admin password, to their initial values.
☞ "Control Panel Menu" (Page 80)

If Troubles Are Not Resolved

If you cannot resolve a problem after taking the measures described in the "Troubleshooting" section, contact your sales company or retailer.

Appendix

Optional Accessories and Consumables

The following consumable products and optional items are available for use with your printer.

Optional Accessories

Product name	Explanation
SPINDLE UNIT DX400	Spool (2pcs) and Flange(2pcs), Fixing Parts(1psc)
MAINTENANCE CARTRIDGE DX400	Waste ink cartridge
SHEET FEEDER DX400	Sheet Feeder(1pcs), Feed roller for photo paper(1psc), Feed roller for card stock(1psc)
FEED ROLLERS FOR PHOTO PAPER	Replacement parts in the paper feed section of sheet paper (for use other than postcards)
FEED ROLLERS FOR CARD STOCK	Replacement parts in the paper feed section of sheet paper (for postcards)

Consumables

(1) Ink

Product name	Explanation
DX400 INK SUPPLY UNIT (C)	250ml Dye-based Ink pack (Exclusive for DX400/400W)
DX400 INK SUPPLY UNIT(M)	
DX400 INK SUPPLY UNIT(Y)	
DX400 INK SUPPLY UNIT(BK)	
DX400 INK SUPPLY UNIT(SB)	
DX400 INK SUPPLY UNIT(P)	

(2) Roll Papers

Standard Roll Paper

Paper Weight	Paper Size	Surface		Explanation
		Glossy	Luster	
250 gsm	89mm×65m	✓	✓	(Country of origin: Japan)
	102mm×65m	✓	✓	
	127mm×65m	✓	✓	
	152mm×65m	✓	✓	
	203mm×65m	✓	✓	
	210mm×65m	✓	✓	

(3) Sheet Papers

Standard Double-sided Sheet Paper

Paper Weight	Paper Size	Surface	Explanation
		Luster	
225 gsm	102 x 152 mm	✓	(Country of origin: Japan)
	127 x 178 mm	✓	
	203 x 254 mm	✓	
	210 x 297 mm	✓	

Thinner Double-sided Sheet Paper

Paper Weight	Paper Size	Surface	Explanation
		Luster	
190 gsm	102 x 152 mm	✓	(Country of origin: Japan)
	127 x 178 mm	✓	
	203 x 254 mm	✓	
	210 x 297 mm	✓	

Moving and Transporting the Printer

This section describes how to move and transport the product.

CAUTION

- **When lifting this printer, make sure you use the correct posture.**
- **When lifting the product, place your hands in from the front of the printer as shown in the manual. If you hold any other areas, the printer may fall or your fingers could be trapped and damaged when placing the printer.**
- **Do not tilt the product more than 10 degrees forward, back, left, or right while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.**

Important

- Only hold the required area. Otherwise, it may breakdown.
- Move the printer while the ink supply units are installed. If the ink supply units are removed, the nozzles may clog so printing is not possible or ink may leak.
- Do not tilt the product when moving or transporting it. Ink could leak out.

Moving the Printer

This section explains how to move the printer over short distances, such as to a different location within the same building.

Preparing to Move

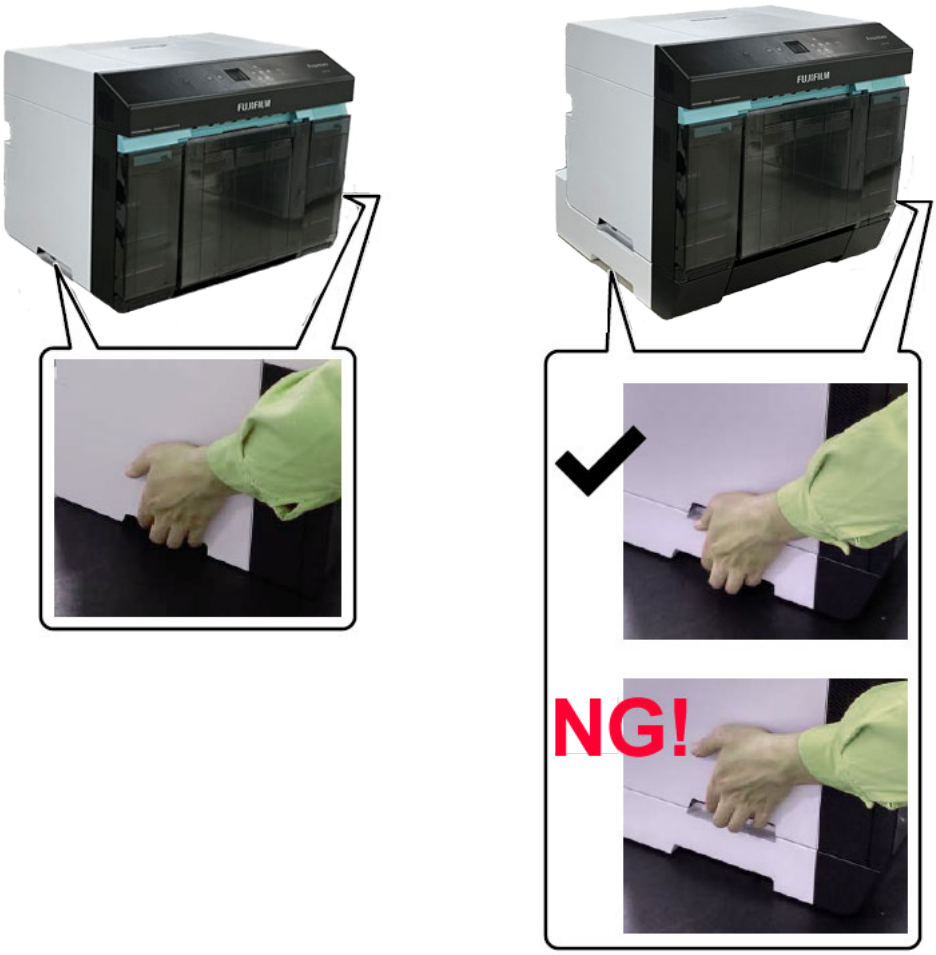
Make the following preparations in advance before moving the printer.

- Remove all paper from the printer.
- Close all the printer's covers and store the output tray.
- Turn off the printer and remove all cables.

How to carry the printer

When lifting the printer to move it, place your hands at the points indicated in the illustration. Also, place your hands so the front of the printer is facing your body, so the scrap paper box does not accidently fall out.

When sheet feeder (option) is installed



Operations after Moving

After moving, make sure that the print head is not clogged before use.

☞ “Print Head Nozzle Check and Cleaning” (Page 62)

Transport

If you plan to move the printer long distances, such as sending it back for repairs, please contact your sales company or retailer.

System Requirements

Software for this printer can be used in the following environments. (As of December, 2023)
Supported OS and other elements may change.
For the latest information, please contact your sales company or retailer.

Printer Driver

Windows

Operating system	Windows 10 / Windows 10 x64 / Windows 11
CPU	Intel Core2 Duo 3.0 GHz or better
Available memory space	1 GB or more
Hard disk (Available volume to install)	2 GB or more
Display resolution	SXGA (1280×1080) or better
Connection method with the printer*	USB connection, or wired LAN connection

* For details on the connection methods (interface specifications), see the following.
☞ “Specifications Table” (Page 114)

Maintenance Tool

Windows

Operating system	Windows 10 / Windows 10 x64 / Windows 11
CPU	Intel Core2 Duo 3.0 GHz or better
Available memory space	1 GB or more
Hard disk (Available volume to install)	2 GB or more
Display resolution	SXGA (1280×1080) or better
Connection method with the printer*	USB connection, or wired LAN connection

* For details on the connection methods (interface specifications), see the following.
☞ “Specifications Table” (Page 114)

Specifications Table

Basic specifications

Printing method	On-demand ink jet
Nozzle configuration	180 nozzles for each color
Highest resolution	1440 x 720 dpi
Paper feed method	Friction feed

Important

Use this printer at an altitude of up to 2000 m.

WARNING

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Electrical Specifications

Rated voltage	AC 100 V – 120 V, AC 220 V – 240 V
Rated frequency range	50/60 Hz
Power consumption	Operating: Approximately 80 W

Interface Specifications

USB port	USB 2.0 (Hi-Speed USB)
Wired LAN compliance standard	10BASE-T (IEEE802.3i) 100BASE-TX (IEEE802.3u) Energy Efficient Ethernet (IEEE802.3az)*1

*1 The connected device must comply with IEEE802.3az standards.

Roll paper unit Specifications

Loadable sizes	3-inch roll core Outside diameter of 170 mm or less One roll can be loaded
Roll paper width	89 mm (3.5 inches), 102 mm (4 inches), 127 mm (5 inches), 152 mm (6 inches), 203 mm (8 inches), 210 mm (A4)
Roll paper thickness	0.22 to 0.25 mm

Paper feed unit Specifications

Paper Width	89 to 210 mm
Paper Height	148 to 1000 mm
Paper Thickness	0.20 to 0.50 mm

Output tray Specifications

Capacity	Roll Paper: 10×15 cm (4 x 6 in) 50 sheets Length 203 mm (8 in) or less 50 sheets Length 203.1 mm (8.1 in) to 305 mm (12 in) 20 sheets Sheet paper: Length 305 mm (12 in) or less 20 sheets
Paper Size	Standard size: A4 (210×297 mm) or less Non-standard size: Width 89 mm (3.5 in) to 210 mm (A4), length: 50 mm (1.9 in) to 305 mm (12 in)

Ink Specifications

Type	Ink supply unit
Ink type	Six color water-based dye (C/M/Y/K/SB/P)
Use by date	Three years after manufacture
Storage temperature	Stored in packaging: −20 to 40 ˚C (4 days or less at −20 ˚C, 1 month or less at 40 ˚C) Installed in printer: -20 to 40 ˚C (4 days or less at −20 ˚C, 1 month or less at 40 ˚C) Transported in packaging: −20 to 60 ˚C (4 days or less at −20 ˚C, 1 month or less at 40 ˚C, 72 hours or less at 60 ˚C)
Capacity	250 ml
Dimensions	81 (W) x 263.3 (D) x 32.3 (H) mm

Important

- The ink freezes if left at below -10 ˚C for a long time. If it does freeze, leave it at room temperature (25 ˚C) for at least three hours until it has defrosted (without condensation).
- Do not disassemble ink supply units or refill them with ink.

General Specifications

Temperature	Operating: 10 to 35 ˚C Storage (before unpacking): -20 to 60 ˚C (within 120 hours at 60 ˚C, one month at 40 ˚C) Storage (after unpacking): -20 to 40 ˚C (within one month at 40 ˚C)
Humidity	Operating: 20 to 80% (without condensation) Storage (before unpacking): 5 to 85% (without condensation) Storage (after unpacking): 5 to 85% (without condensation)
Weight	Main unit: 17.6 kg (ink not included)
Dimensions	Main unit: 460 (W) x 374 (D) x 343 (H) mm ☞ “Necessary Space” (Page 116)

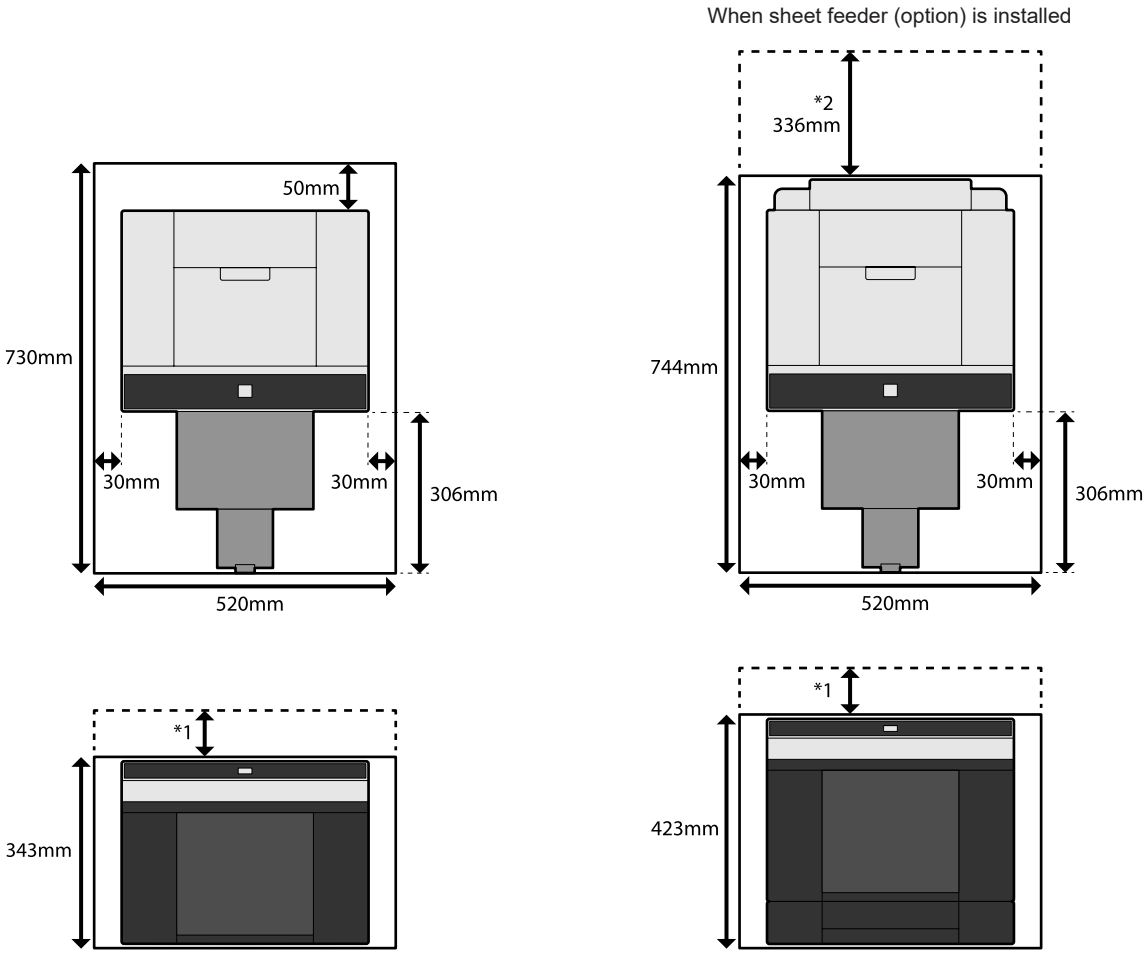
Sheet feeder Specifications

Paper Width	89 to 210 mm
Paper Height	148 to 297 mm
Paper Thickness	0.20 to 0.265 mm
Weight	4.9 kg
Dimensions	460 (W) x 428 (D) x 365 (H) mm

WARNING

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Necessary Space



*1 51 to 180 mm is needed to load sheet paper in the rear paper feed slot. (180 mm for A4 paper)
*2 Needed to open the rear cover.

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```
printf("%s",png_get_copyright(NULL));
```

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Glenn Randers-Pehrson
glennrp at users.sourceforge.net
September 22, 2011

Zlib

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