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iTerra TL1290 User Guide



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iSys is an ISO 9001 Registered Firm

Thank you for selecting the iTerra TL1290. iSys will make every effort to assist you with operation of your new printer. It is our sincere desire that your ownership experience meets your highest expectations.

This user guide is provided to help you easily install and operate your new printer. It contains important information on the features and functions of the iTerra TL1290.

Need Help?

If you require additional assistance or information, please contact the iSys Technical Support team at:

iSys - The Imaging Systems Group Inc.

911 28th Street N.E.
Calgary, AB T2A 7X1
Canada

Toll Free in North America: 1-800-415-4797

Phone: (403) 204-5212

Fax: (403) 204-1971

E-mail: support@isys-group.com

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Trademarks: Centronics is a trademark of Centronics Data Corp. Veratec is a Trademark of Xerox Corp.

WARNING: A WARNING indicates the potential for personal injury.

CAUTION: A CAUTION provides additional information which, if ignored, may result in equipment malfunction, damage or personal injury.

NOTE: A NOTE indicates special attention is required.



This Symbol indicates an area of possible concern due to static discharge into the circuitry. When you see this symbol in the manual, please observe proper precautions to minimize damage to circuitry.

ILLUSTRATIONS: Illustrations and components are representative only. Your unit may differ slightly from those pictured in this document.

Ordering Consumable Supplies

Using non-Qualified TL1290 media and consumables will void the printers' warranty.

- Reach iSys toll-free by phone at 1-866-415-4797 within North America or 1-403-204-5200 globally.
- Reach iSys by fax at 1-403-204-1971.
- All prices in US dollars.
- Credit Cards accepted.
- Sales tax, and shipping and handling are added where applicable.
- An iSys purchase can be used to order products directly if the order value is over \$500, excluding freight and taxes and if you have been approved for credit.

Paper

Media	iSys Part Number
Case of 6000 Sheets	WLFF2000HWHB

Toner Cartridges

Color	iSys Part Number
Black	WL1-BKT
Cyan	WL1-CYT
Magenta	WL1-MGT
Yellow	WL1-YWT

Fusers

Voltage	iSys Part Number
230 Volt	WL1-Fuser230
120 Volt	WL1-Fuser120

Transfer Belts

Item	iSys Part Number
Transfer Belt	WL1-Belt

Waste Bottle

Item	iSys Part Number
Case of 12	WL1-WBT

Safety Information








120-Volt Models































Your iSys product has been carefully designed to give you years of safe, reliable performance. As with all electrical equipment, there are a few basic precautions you should take to avoid hurting yourself or damaging the product.

- Carefully read the provided setup and operating instructions.
- Save all provided documentation for future reference.
- Read and follow all warning and instruction labels on the product itself.
- Unplug the product before you clean it. Use only a damp cloth; do not use liquid or aerosol cleaners.
- Place your product on a firm, solid surface. If you put it on something unsteady, it may fall and be damaged. If you place it on a soft surface, such as a rug, sofa, or cushion, the vents may be blocked, causing the product to overheat.
- Protect your product from overheating. Make sure no obstructions block the openings of the product. Do not put the product on or near a heat source (such as a radiator or heat register). Keep the product out of direct sunlight.
- Always use this product in a well ventilated area. Allow enough room around the product for adequate ventilation and easy access to the paper trays. If you put the product in any kind of enclosure, make sure the enclosure is well ventilated.
- Do not use your product near water. Do not spill liquid of any kind into it.
- Be certain that your power source matches the rating listed on the back of the product. If you are not sure, check with your dealer or with your local power company.
- Do not connect this product to an uninterruptible power supply (UPS).
- Your product has a grounded, three-prong plug as a safety feature. This plug only fits into a grounded outlet. If the plug does not fit, the outlet may be an older, non-grounded type. Contact an electrician to have the outlet replaced. Do not use an adapter to defeat the grounding.
- Install the product near an easily accessed power outlet.
- Avoid damaging the power cord. Do not put anything on it or place it where it will be walked on. If the cord becomes damaged or frayed, replace it immediately.
- If you are using an extension cord or power strip with the product, make sure that the total of the amperes required by all the equipment on the extension is less than the extension's rating. The total ratings of all equipment plugged into the outlet should not exceed 15 amperes.
- Do not poke anything into the ventilation slots of the product. You could get an electrical shock or cause hazardous electrical arcing, which could cause a fire.
- Aside from the routine maintenance described in the documentation, do not try to service the product yourself. Removing the cover may expose you to shocks or other hazards.
- Do not make any adjustments other than those outlined in the documentation. You may cause damage that will require extensive repair work. The provided documentation explains how to get your product serviced by qualified iSys technicians. If anything happens that indicates that your product is not working properly or has been damaged, unplug it immediately and follow the procedures in the provided documentation for having your product serviced.
- Here are some of the things to look for.
- The power cord or plug is frayed or damaged.
- Liquid has been spilled into the product, or the product has been exposed to water.
- The product has been dropped, or the cabinet is damaged.
- The product does not function normally when you are following the operating instructions.

220/240-Volt Models

This product has been carefully designed to give years of safe, reliable performance. As with all electrical equipment, however, there are a few basic precautions that should be taken to avoid injury or damage:

	Ensure this and all other documentation is both read carefully and retained for future reference.
	Ensure all warning and instruction labels on the product are read, understood and followed in order to prevent any risk of injury.
	This product may be heavy. Please check the weight of the product and take all necessary precautions to prevent the risk of personal injury.
	The product must be placed on a flat solid surface strong enough to support its weight to prevent any risk of injury.
	Ensure that there is adequate ventilation all around the product to prevent overheating and any risk of fire.
	Keep the product away from direct heat sources such as radiators and out of direct sunlight to prevent any risk of overheating.
	The power supply required for this product is 220-240 VAC, 50/60 Hz. (For any DC powered product, the figures are 9.6- 31.2VDC, 4-1.8A.) Refer to your product's rating label on the machine for full power rating details. Ensure that

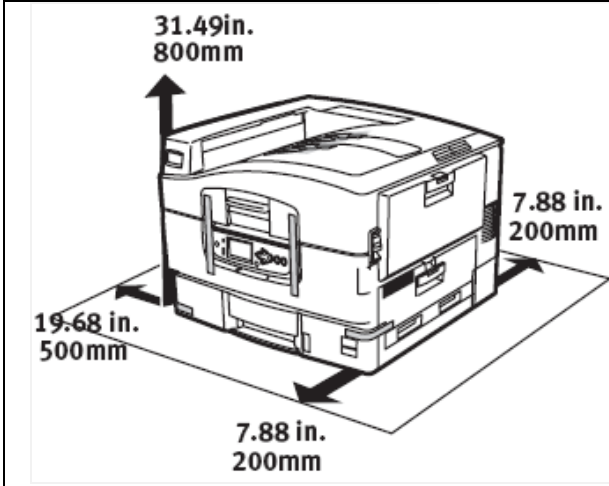
	you have a suitable power supply before connecting the product. If in doubt contact your dealer or check with your local power provider.
	Ensure both the product and mains power switches are in the OFF position before connecting the AC power cable.
	Do not connect or disconnect the power plug with a wet hand as this may cause electric shock.
	Always hold the power plug to connect/disconnect the power cable to/from the mains socket. Unplugging by pulling on the cable can cause fraying and may lead to fire or electric shock.
	This product has an earthed plug as a safety feature and will only connect to an earthed socket. Do not attempt to defeat the earthing or there is a risk of fire or shock.
	If using an extension cable or power strip ensure that the total current rating (amperes) of all connected equipment is less than the maximum rating of the extension cable, power strip or wall outlet. If the product is already supplied with a fitted power strip then no additional power strip or extension cable should be used to connect to the mains wall outlet. Otherwise, fire or shock may occur.
	Ensure the power cable is routed so as not to be damaged or cause a trip hazard. If the cable becomes frayed or damaged replace it immediately to prevent any risk of shock.
	Do not twist, constrict or knot the power cable as this can cause overheating which may lead to fire or electric shock.
	Ensure the power socket to which the product is connected is easily accessible at all times and not obstructed.
	Use only the power cable supplied. Using a power cable not intended for this product may lead to fire or electric shock.
	To avoid risk of fire and electric shock, do not use the power cable supplied with this product for any other electrical equipment.
	If you do not connect the power cord or any other cables only as directed in the User's Guide, this may result in a fire.
	It is recommended that the machine is switched off prior to opening covers; otherwise there is a risk of electric shock.
	When the product cover is open, do not touch the fuser unit or print head as you may receive burns. Allow it to cool before touching.
	If the product casing gets extremely hot or smoke, unusual smells or abnormal noises are emitted from the product, there is a risk of fire. Unplug the mains connector and contact your iSys.
	If the product has been knocked over or damaged, there is a risk of electric shock, fire and/or injury. Unplug the mains connector and contact iSys.
	If any liquid (for example water) is allowed to enter the product, there is a risk of fire. Unplug the mains connector and contact your iSys.
	Do not place containers containing liquid on the product as electric shock, fire and/or injuries may occur.
	If any foreign objects (for example clips) are allowed to enter the product, there is a risk of electric shock, fire and/or injury. Unplug the mains connector before removing the object.
	Do not introduce foreign objects into the ventilation holes or operate this product with any covers open or doors removed as electric shock, fire and/or injuries may occur.
	Do not use an extremely flammable spray near the product as the product contains high temperature parts that may cause a fire.
	Switch the product off before cleaning to prevent any risk of injury. Clean using a damp cloth. Do not use liquid or aerosol cleaners.
	Ensure loose clothing and hair is kept clear of moving parts when the product is in operation to prevent possible risk of injury.
	Do not carry out any operations on the product that are not specified in the User's Guide. This may result in electric shock, fire and/or injury.
	Do not touch the battery if one is fitted to the product. There is a risk of explosion if the battery is replaced by an incorrect type. The product battery should not require replacement during the life of the product.
	Do not throw toner cartridges or image drum cartridges into a fire as you may receive burns from a dust explosion.
	After installing additional memory, hard disk drive, or any other internally fitted option, any covers removed or doors opened must be closed or replaced and secured to prevent risk of fire.
	The acoustic noise of this product is less than 70 dB (A) as measured in accordance with EN ISO 7779.
	The operating condition range for your product is: 10 to 32°C and 20 to 80% RH. Operation of the product outside this range could result in damage to the product.
	If a scanner, finisher etc. is fitted, exercise care when moving these items so as to avoid risk of entrapment or personal injury.
	If the product is installed on a cabinet or high capacity feeder, ensure wheel locks are applied once placed in final position for use, to prevent risk of movement or injury.

Unpacking and Installation

Check components:

(1) Printer, (2) Light-shield bags, paper tray media labels, LED lens cleaning pad, (3) Power Cable, (4) Ferrite Core, (5) CD (includes User Guide, warranties, and Drivers), (6) Toner Cartridges.

STEP 1



Choose a location for your printer

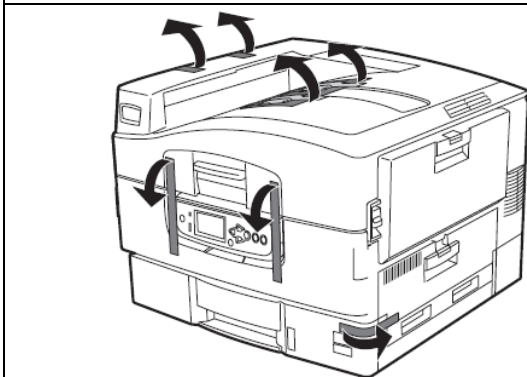
STEP 2



Lift printer and place on the cart

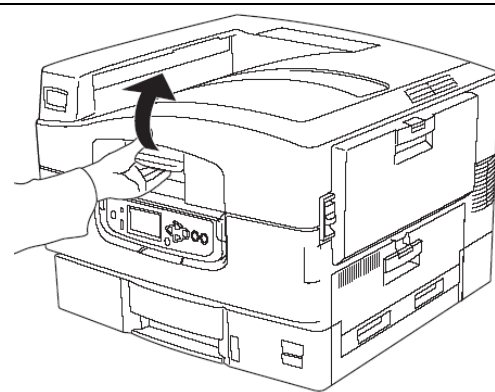
NOTE: See page 13 for instructions on how to properly place the printer on the cart.

STEP 3



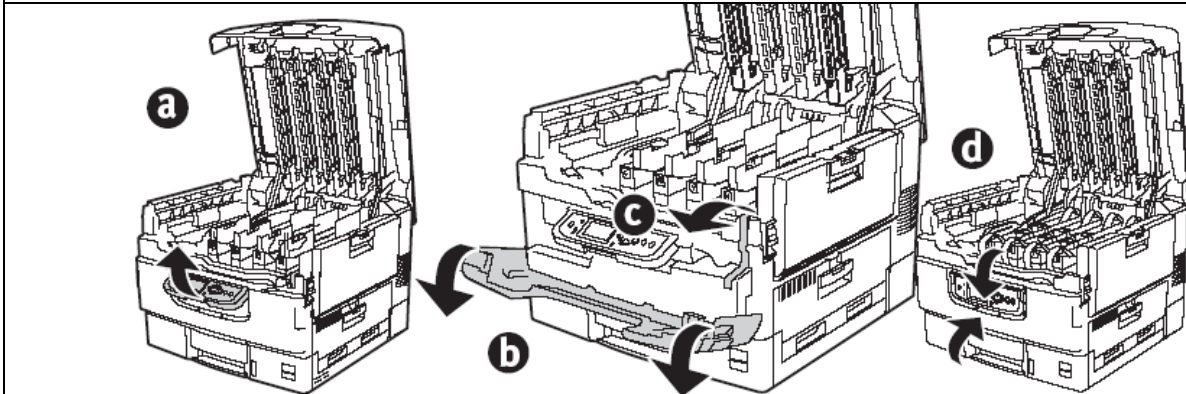
Remove any shipping tape.

STEP 4



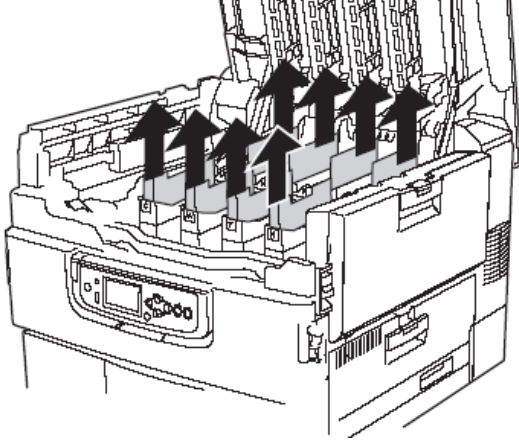
Lift the top cover.

STEP 5



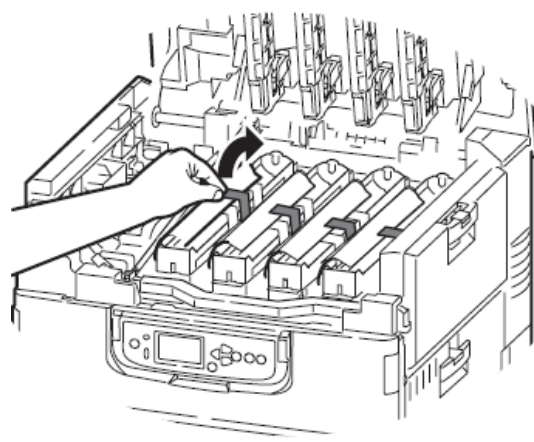
1. Lift the operator panel (a), open front cover (b), remove tape (c)
2. Close the front cover and adjust the operator panel (d).

STEP 6



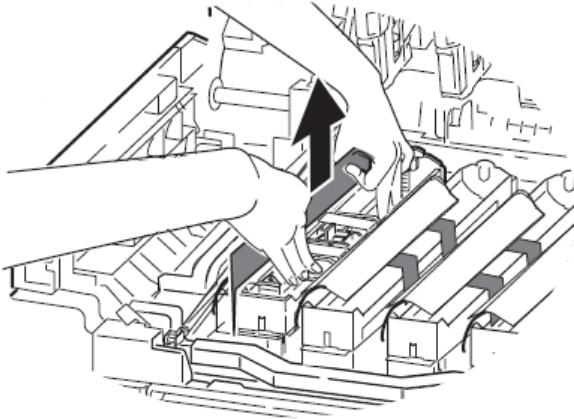
Remove colored image drum packing pieces.

STEP 7



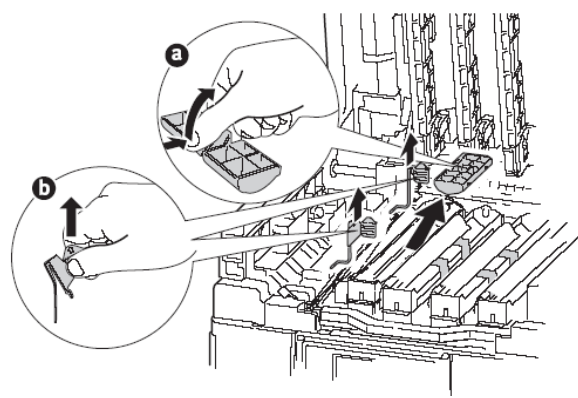
Remove tape

STEP 8



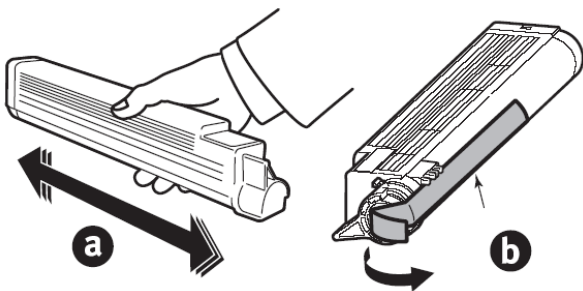
Remove protective sheet

STEP 9



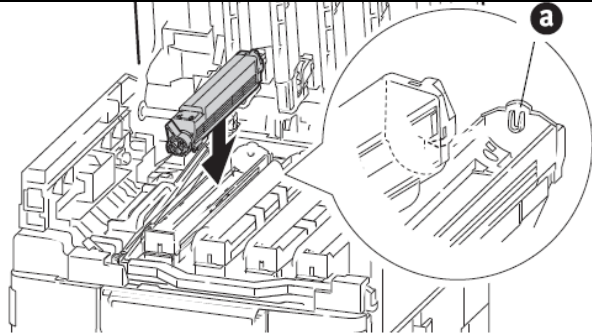
1. Remove colored locks (b).
 2. Remove tape then remove colored seals (a).
NOTE: Be sure all tape is removed from image drum cartridges.

STEP 10



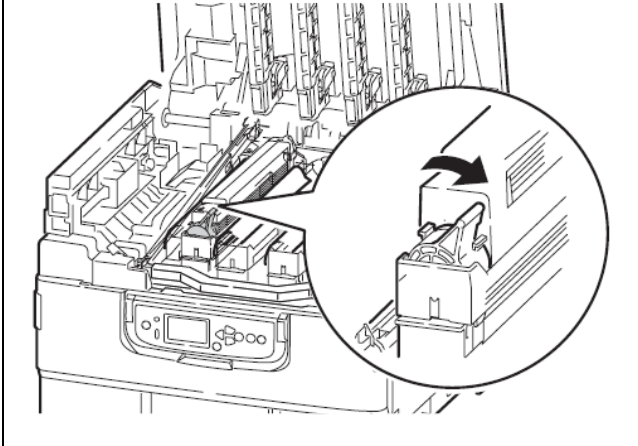
1. Shake toner cartridge from side to side to distribute toner (a).
 2. Remove sealing tape from toner cartridge bottom (b).

STEP 11



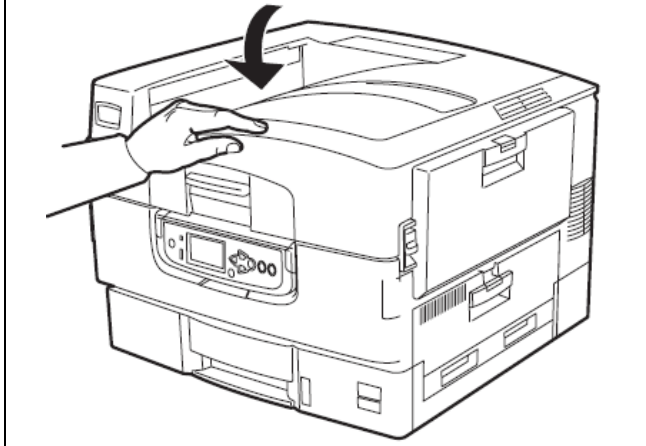
Align the notch on the end of the toner cartridge with the tab (a) in the image drum, and then lower the toner cartridge into the image drum. Press down to make sure it is seated correctly.

STEP 12



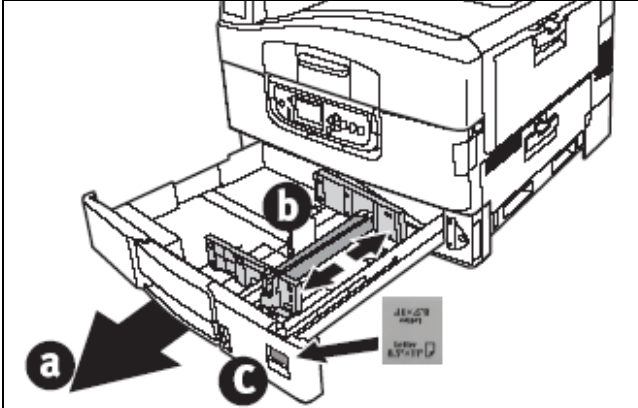
1. Lock toner cartridge with colored lever.
2. Repeat these steps for remaining toner cartridges.

STEP 13



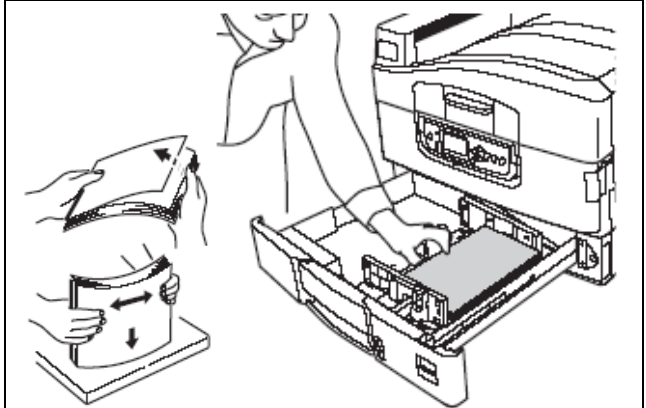
Close the top cover.

STEP 14



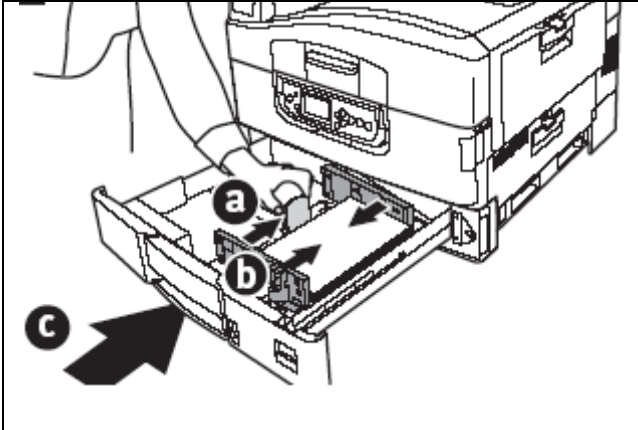
1. Pull out the paper tray (a).
2. Remove the colored shipping retainer (b).
3. Insert the appropriate media size label (c). This is helpful if optional trays are installed.

STEP 15



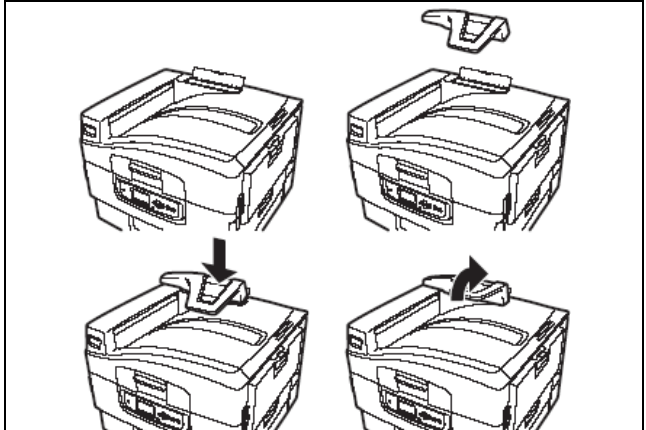
Load paper.

STEP 16



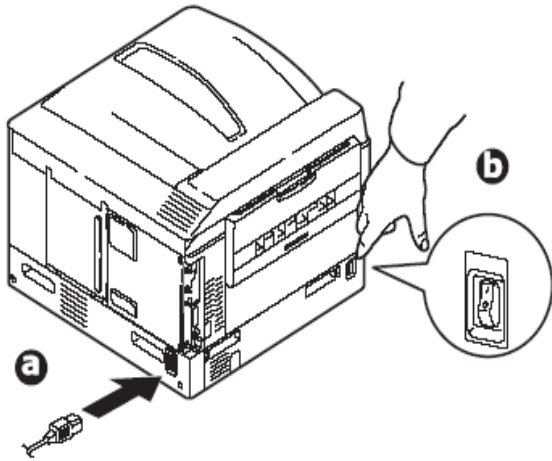
1. Set guides (a, b) to paper size. Make sure the paper guides are snug against the paper.
2. Close the paper tray (c).

STEP 17



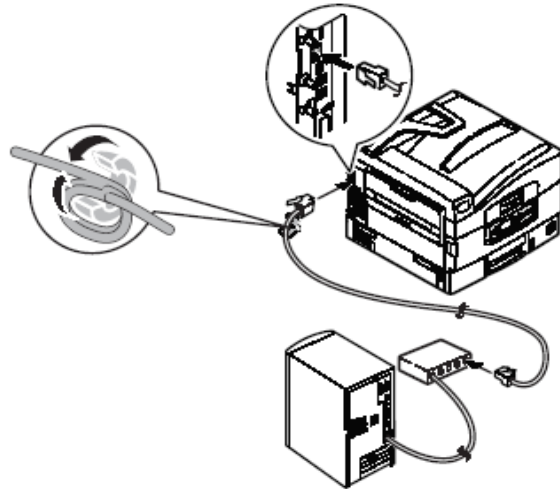
- Install the paper catcher.
1. Lift cover where paper catcher is placed.
 2. Align tabs on catcher in notches on printer.
 3. Press down until catcher is fully seated.

STEP 18



1. Insert the power cable.
2. Turn the printer ON.

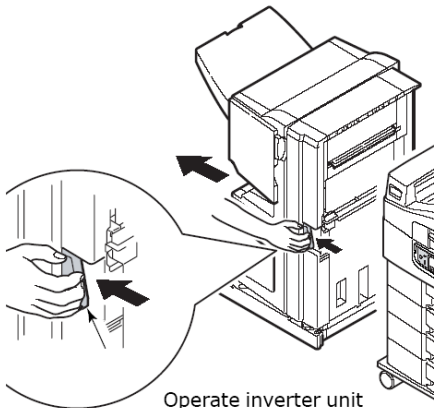
STEP 19



- In order to reduce electromagnetic interference—"noise" that interferes with TVs or other appliances—you must place the included ferrite core on the network cable.
1. Loop the cable as shown placing the core about 1 inch from the connector on the printer end. Note: The network cable is not provided.
 2. Connect the network cable between the printer and the Ethernet hub or router. Install the parallel cable if used.
- Note: Install the printer software BEFORE connecting the USB cable.

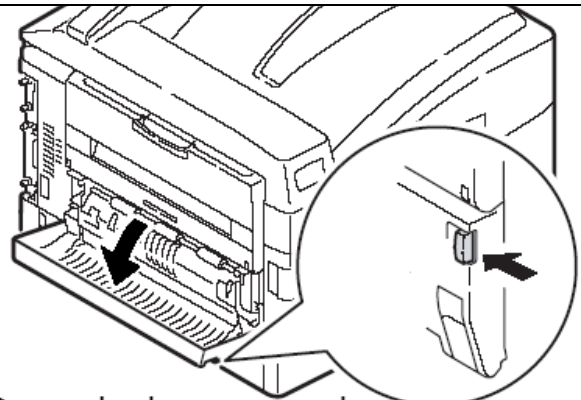
Duplexer

STEP 1



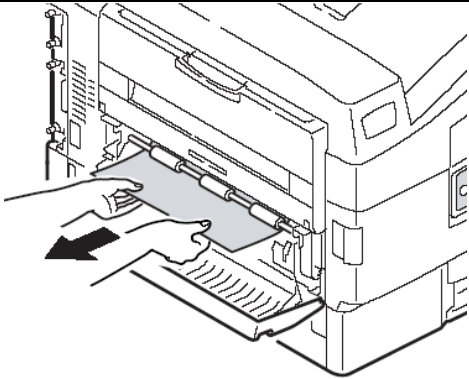
Operate inverter unit lever and separate from printer

STEP 2

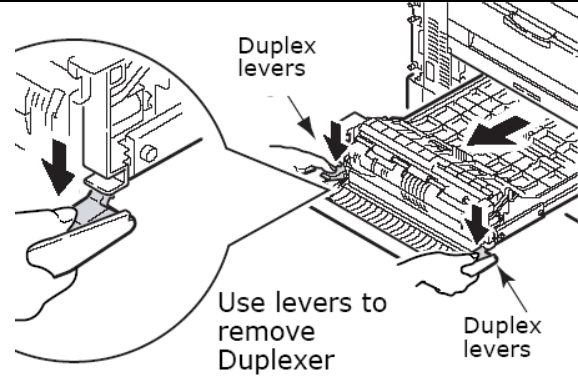


Press duplex cover release button and open cover

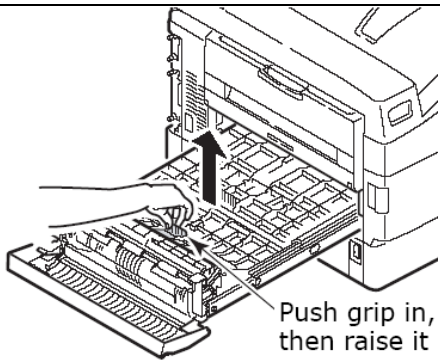
STEP 3



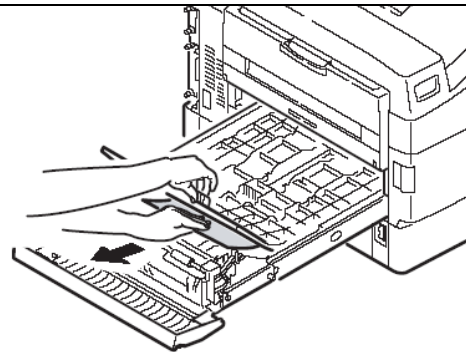
STEP 4



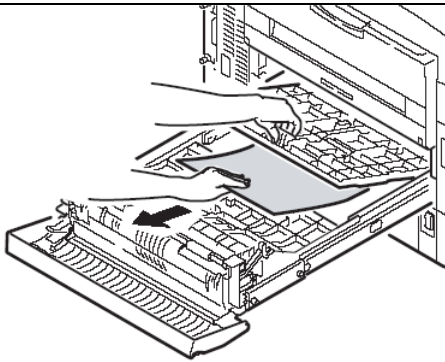
STEP 5



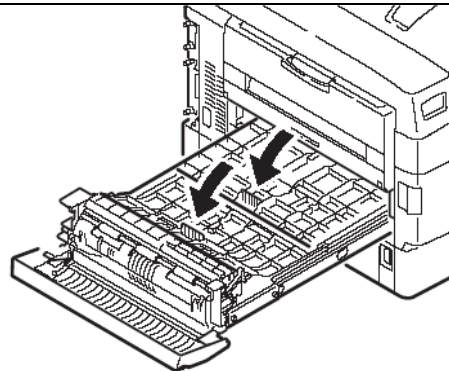
STEP 6



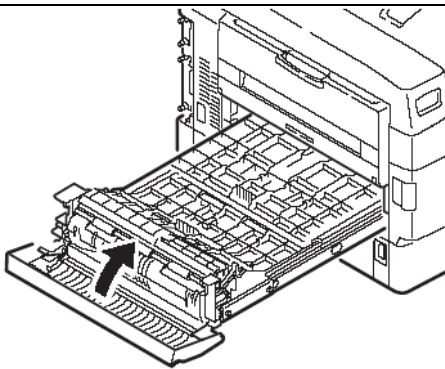
STEP 7



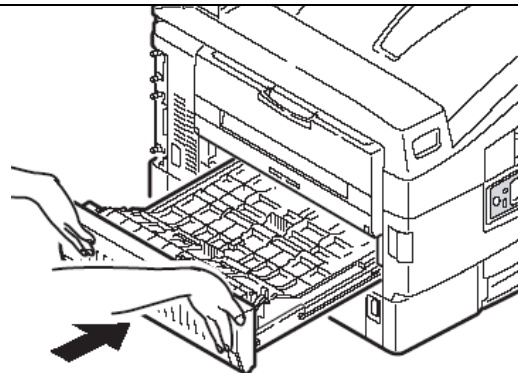
STEP 8



STEP 9



STEP 10



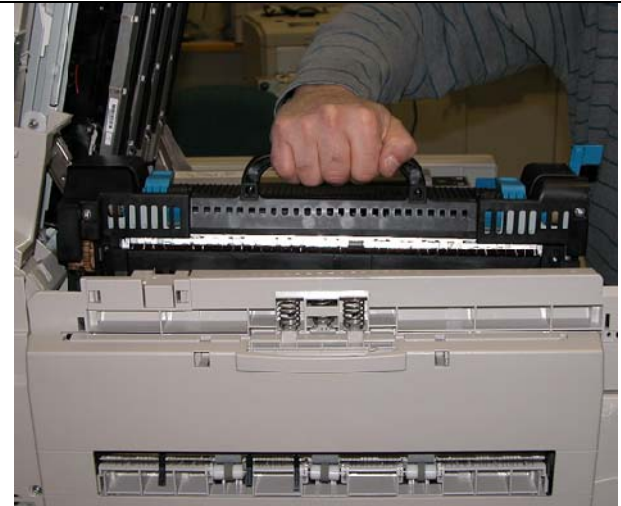
Replacing the Fuser

STEP 1



CAUTION: The Fuser may be hot.
Lift the Blue tab up to unlock the fuser.

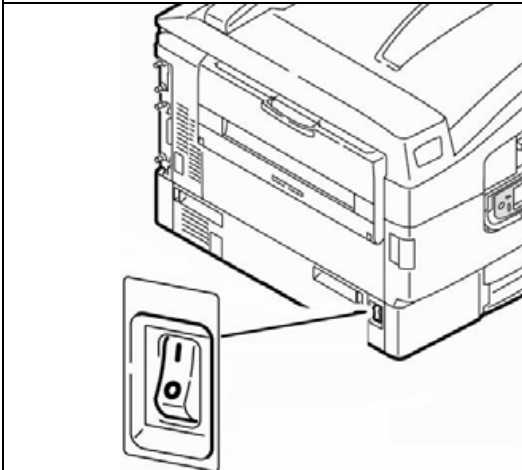
STEP 2



Using the handle, gently Lift the fuser out of the printer

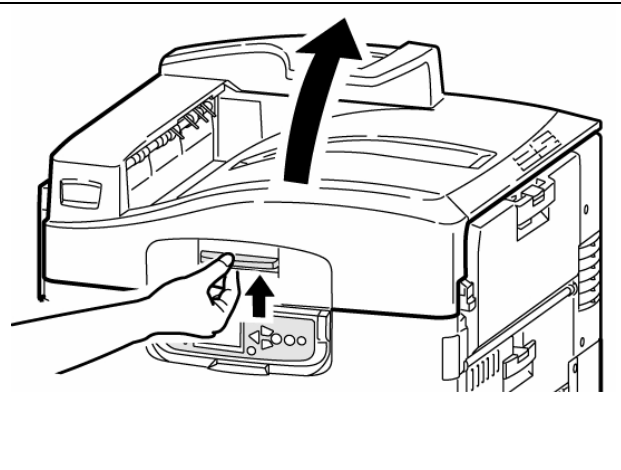
Replacing the Transfer Belt

STEP 1



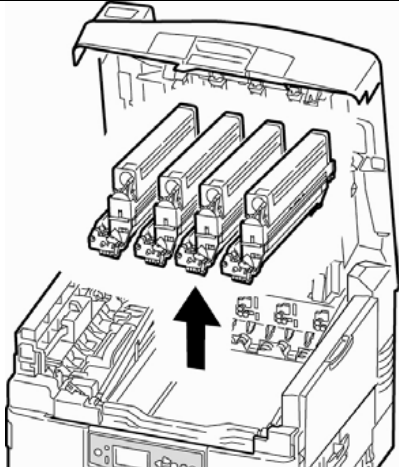
Turn off the printer.
NOTE: If the hard disk drive is installed in your printer, press the SHUTDOWN/RESTART button for several seconds before turning the printer off.

STEP 2



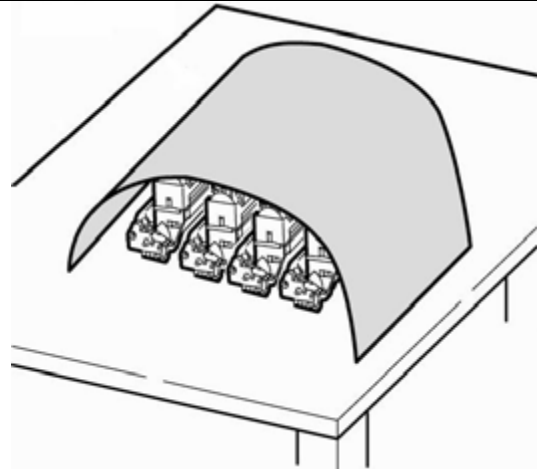
Open the top cover.
CAUTION: The fuser is very HOT after the printer has been printing. Be careful not to touch it!

STEP 3



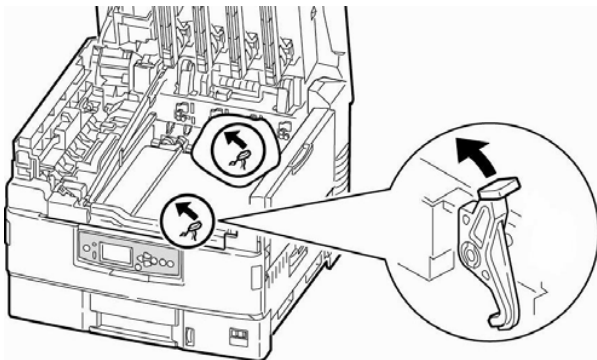
Remove the four image drums/toner cartridge units and place them on a flat surface.

STEP 4



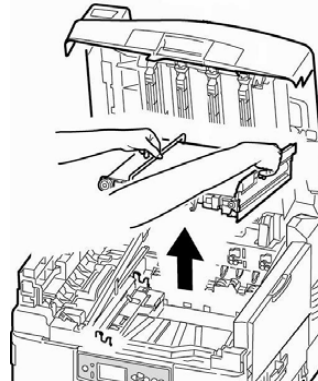
Cover them with dark paper or plastic to protect them from light.

STEP 5



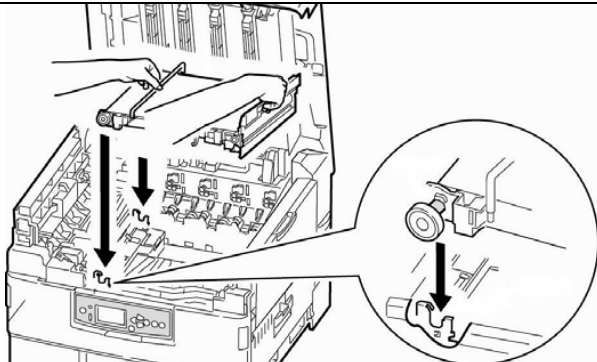
Lift the transfer belt latches to release them.

STEP 6



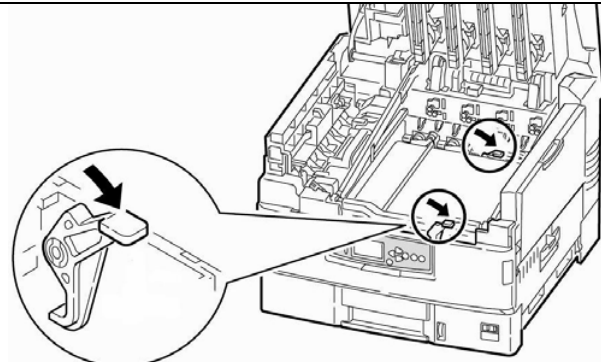
Grasp the blue handles and lift the transfer belt out. Dispose of it in accordance with local regulations. **WARNING: Do not incinerate the used transfer belt. It may explode and cause a fire hazard.**

STEP 7



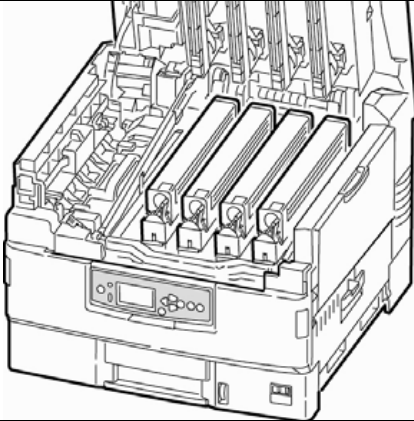
Unpack the new transfer belt, grasp the blue handles and lower the left side of the belt into the printer, fitting the pins into the guides at the front and back, then lower the right side.

STEP 8



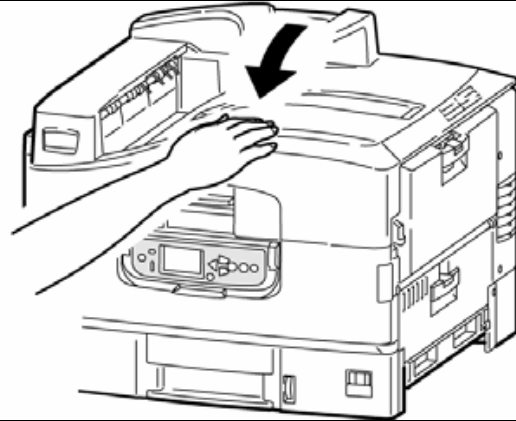
Push down on the belt latches to lock the new belt in place.

STEP 9



Put the image drum/toner cartridge units back into the printer.

STEP 10



1. Close the top cover.
2. Turn the Printer on.

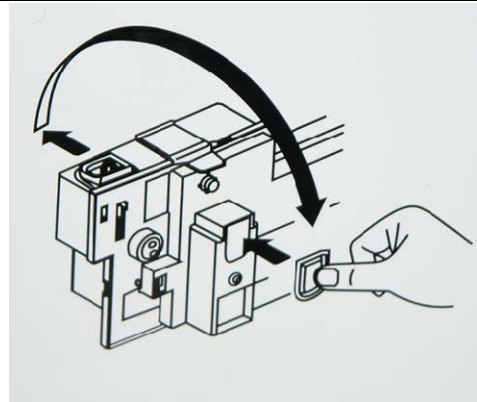
Replacing the Waste Toner Bottle

STEP 1



Open the door and remove the waste toner bottle.

STEP 2

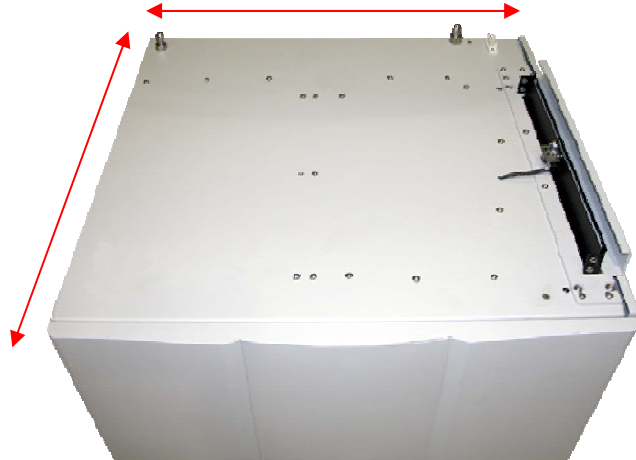


Follow the instructions on the label to ensure proper disposal.

Loading the printer on the feeder

STEP 1

167.5lbs.
76kg



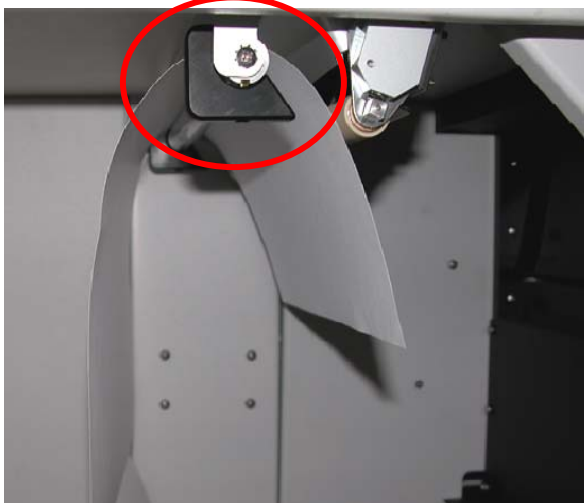
To properly align the pins with the printer, align the printer flush with the back and left sides of the cart. Place the printer down level on the cart.

Loading Paper into the Cart

STEP 1

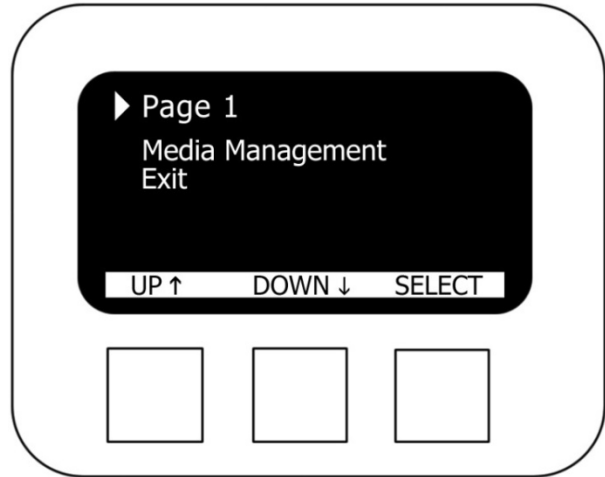


The image above shows the black sliders



Set the black sliders to the correct paper width.

STEP 2



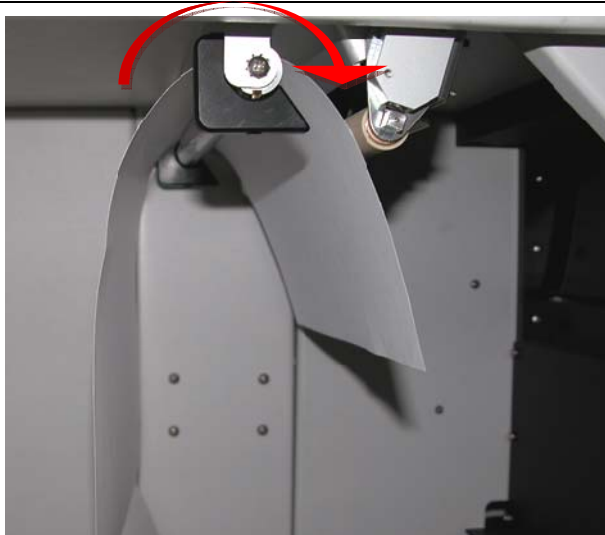
In the cart menu, under Media Management, select the correct paper size. The paper guide will automatically change its position to the correct paper size. You may manually change paper size in the guide menu. It is optimal to leave 1/32" on each side between the paper and the guide.

STEP 3



Place the box into the printer. Ensure that the iMark is located at the back and left side of the box.
NOTE: To ensure that the paper feeds smoothly we recommend that the box fold adjacent to the orange feed roller is removed.

STEP 4



Feed the paper over the guide.

STEP 5



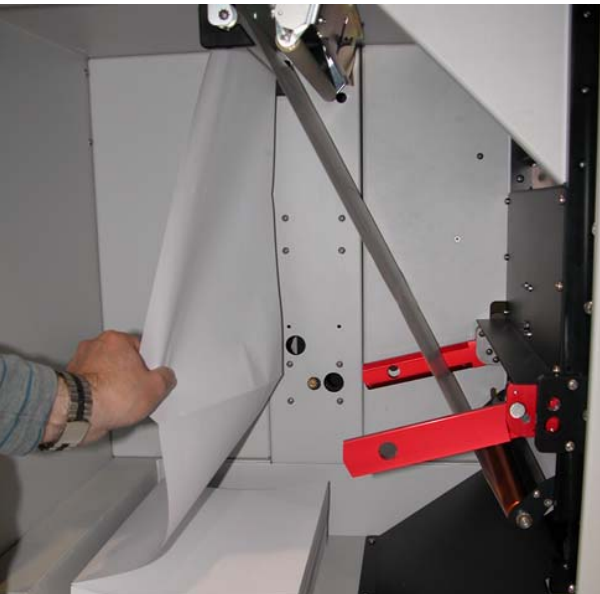
Gently pull the paper downwards and feed the paper underneath the orange roller.

STEP 6



Open the Plexiglas paper loading door, and remove the top piece of fanfold paper at the perforation, place the paper three quarters of the way up the path so that the paper has covered the paper sensors completely. Close the red guides on the each side of the paper and close the bottom guide. Close the Plexiglas paper loading door.

STEP 7



Take up the tension on the paper by gently pulling it downwards. Ensure that the paper tension is even on both sides. Be careful not to pull the paper out completely.

STEP 8



While taking up the tension on the paper close the guide.

STEP 9



To load the paper, press the load button on the cart menu

STEP 10



Open the cutter door and while using caution, carefully remove the piece of cut paper. Close the cutter door
CAUTION: Do not place hands inside machine while printing. Keep hands away from the cutter blade.

STEP 11

Close both of the cart doors. The printer will not print until all doors are closed and the cart menu displays idle. Do Not open any printer doors while printing.

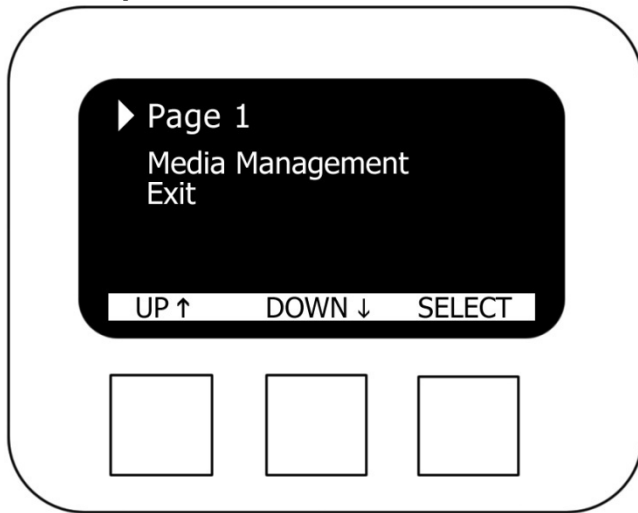
Cart Menu Summary

Changing Menu Settings

1. To use the Menu you must first press offline.
2. Press Menu (far right button). Use the Arrow buttons to move up & down through menu items. Press Select
3. To choose a selection – press Select – you will see a pointer on the left margin that will blink. Press up or down arrow to change options. Press Deselect to save changes (blinking will stop)
4. To Exit – scroll down to exit, then select.

**If at any time you need to re-boot the printer without turning the unit on and off by the rear power switch, press and hold the middle button for >2 seconds. Printer will go into soft power off mode. Press middle button again (holding for >2 seconds) and printer will perform reboot sequence.

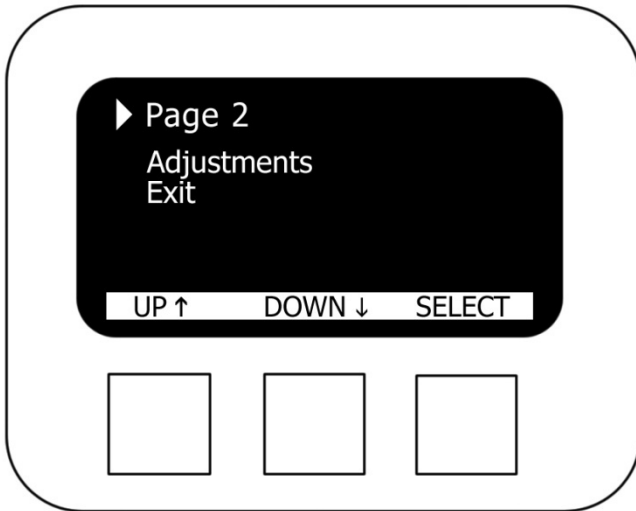
Menu Options



Media Management

Media Type – Selecting this allows you to change the media type. You may choose from 6 options:

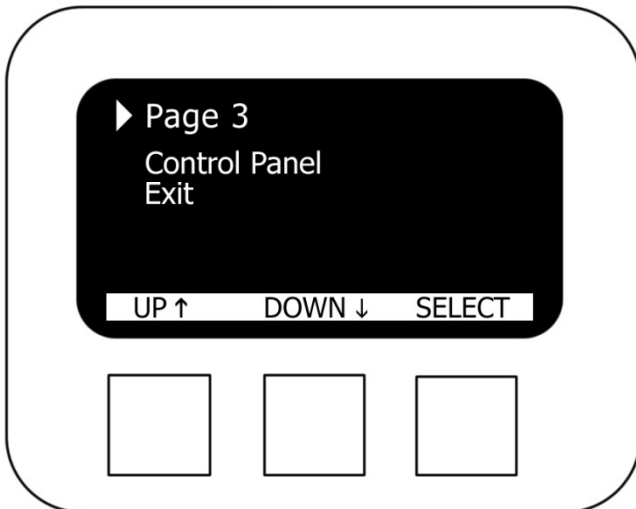
- | | |
|---------------|--|
| Media Type 1. | Media Size: 8.50" W x 6.25" L
Media Weight: Light
Media TOF: Bottom |
| Media Type 2. | Media Size: 8.75" W x 6.25" L
Media Weight: Light
Media TOF: Bottom |
| Media Type 3. | Media Size: 9.00" W x 6.25" L
Media Weight: Light
Media TOF: Bottom |
| Media Type 4. | Media Size: 12.00" W x 8.50" L
Media Weight: Light
Media TOF: Bottom |
| Media Type 5. | Media Size: 12.50" W x 8.50" L
Media Weight: Light
Media TOF: Bottom |
| Media Type 6. | Media Size: 12.90" W x 8.50" L
Media Weight: Light
Media TOF: Bottom |



Adjustments

TOF Sensor – allows you to adjust the sensor when troubleshooting. Your printer has been configured at the factory to sense low black density I-marks, so adjustment is not normally required. If you feel you need to make adjustments to the sensor, please contact an iSys certified technician and you will be walked through the process.

CAUTION: Careful consideration must be taken when you are to make these changes.



Control Panel

LCD Contrast – Allows you to select from 1 – 8 the contrast of the lighting on your display. Different environmental operating conditions may require this setting to be adjusted.

Sound Options – Allows you to set your error sounds by time (30 sec, 5 sec, or Off). When sound audible is active, press any front panel key and beeping will stop.

Firmware Upgrade

This allows you to upload a firmware file, provided by iSys - The Imaging Systems Group Inc., from your host computer. (Options are Upload File – Yes/No)

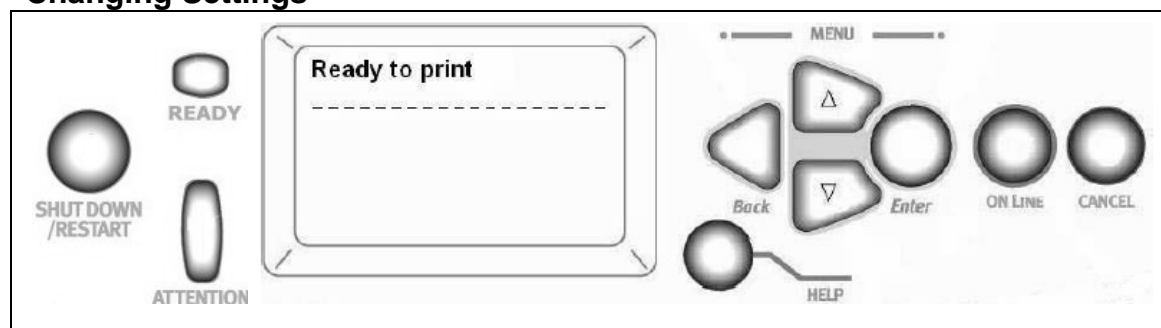
Instructions and new firmware will be posted on the website: www.isys-group.com. You will normally be notified by iSys - The Imaging Systems Group Inc. if updating is required.

Printer Menu Summary

Configuration <ul style="list-style-type: none"> • Page Count, Supplies Life • Network and System Settings, etc. 	Print Information <ul style="list-style-type: none"> • Printer & Network Configurations • Print Demo Page • Lists, etc.
Print Secure Job (Password Protected) <i>Appears only if the Hard Disk Drive (HDD)</i> <ul style="list-style-type: none"> • Print out confidential documents downloaded to the HDD 	Menus <ul style="list-style-type: none"> • Set the size, weight and type of media for the various feed trays
Admin Setup (Password Protected) <ul style="list-style-type: none"> • Various Network Setups • Print Setup • PS and PCL Setups • IBM and Epson Setups • Color Setup • Memory and Flash Memory Setups • HDD and System Setups • Reset/Save/Restore Settings 	Calibration <ul style="list-style-type: none"> • Density adjustments • Registration • Color tuning
Print Statistics (Password Protected)	NOTE: The default Password is 0000.

Using the Printer Menu

Changing Settings



The steps involved in using the menus are typically as follows:

1. Ensure that the display panel indicates that the printer is ready to print.
2. Enter User menu mode by pressing either the **Enter** button or the **Up-arrow** or **Down-arrow** button and press the latter two repeatedly until the desired menu is highlighted in the displayed list.
3. Press the **Enter** button to select this menu.
4. Press the **Up-arrow** or **Down-arrow** buttons repeatedly until the desired Item is highlighted.
5. Press the **Enter** button to select this Item.
6. Press the **Up-arrow** or **Down-arrow** buttons repeatedly until the desired Value is highlighted.
7. Press the **Enter** button to select this Value. (If you are setting a parameter, ensure that an asterisk (*) appears beside the selected parameter Value.)
8. Press the **Online** button to exit menu mode and return to the ready to print status. Refer to the section entitled "Getting started" on page 41 and "Appendix B – Menu system" on page 107 for examples of using the menus.

Buttons and Lights

- **Shutdown/Restart button** Hold down for more than 2 seconds for a soft shutdown. You can then press this button again for a restart or use the **Power** switch to turn off the printer completely.
- **Ready light** On: indicates ready to print Flashing: indicates processing print data Off: indicates unable to receive data (offline)
- **Attention light** Off: indicates normal operation Flashing: indicates error(s) present but printing can continue On: indicates error(s) present and printing cannot continue
- **Display panel** Displays status and setup information for the printer and user help information in your chosen language
- **Up-arrow button** Enters menu mode and enables upward movement through the displayed list of menu items

- **Down-arrow button** Enters menu mode and enables downward movement through the displayed list of menu items
- **Back button** Returns to the previous higher level menu item
- **Enter button** Enters menu mode and selects the menu item highlighted in the display panel
- **Online button** Switches between online (printer ready to receive data) and offline (printer not ready to receive data)
- **Cancel button** Cancels current print job
- **Help button** Provides additional textual or image data to supplement what is displayed on the display panel

Display Panel Messages

MESSAGE	COMMENT
Ready to Print	Your printer is online and ready to print.
Printing tttttt	Your printer is printing and paper is currently being fed from tttttt, where tttttt identifies a tray.
tttttt Near End	The paper supply in the tray identified by tttttt will run out soon.
cccccc Toner Low	The remaining toner of color ccccc is running low.
Fuser Unit Near Life	The fuser unit is nearing the end of its working life. Change Fuser Unit The fuser unit has reached the end of its working life and has to be changed.
Inverter is Removed	The Inverter unit has been separated from the printer and all Finisher functions are disabled. (Finisher/Inverter is an optional accessory.)
Invalid Data Press ONLINE Button	Invalid data has been received by the printer. Press the ONLINE button to clear this warning.
Change Paper in tttttt mmmmmm pppppp Press ONLINE button Please see HELP for details	There is a mismatch between the media in the tray and print data. Load media of size mmmmmm and type pppppp into tray tttttt. The message may remain for some time after you have closed the tray. You can have the printer ignore this error for the current print job by pressing the ONLINE button. You can access help details by pressing the HELP button.
Install Paper tttttt mmmmmm Please see HELP for details	The printer has tried to take paper from an empty tray. Load media of size mmmmmm into tray tttttt. The message may remain for some time after you have closed the tray. You can access help details by pressing the HELP button.
Install Tray tttttt	The printer has tried to take paper from a tray that has been removed. Ensure that tray tttttt is correctly located or put tray tttttt loaded with paper back into the printer.
Open Cover Paper Remains tttttt Please see HELP for details	Additional paper has been detected after a paper jam has been cleared. Open tttttt side cover to check for additional paper. You can access help details by pressing the HELP button.
Check Image Drum cccccc Please see HELP for details	Check that the image drum of color ccccc is correctly installed. You can access help details by pressing the HELP button.

Menu (Functions) Information

There are four types of display panel message:

- Status information
- Menu (functions) information
- Configuration information
- Help information

Status Information

Status information is associated with three printer states:

- In the Information state, such as idling or printing, the printer is able to process print jobs.
- In the Warning state, the printer has encountered some minor problem but is still able to process print jobs.
- In the Error state, the printer has encountered a problem and cannot continue printing until the user has intervened and removed the cause of the trouble.

The top two lines of the display panel show the printer status. The bottom of the display panel normally shows a bar chart of the toner usage.

Menu (Functions) Information

There are three types of menu (functions) information:

- User menus: accessed by pressing the **Enter** button, **Up-arrow** or **Down-arrow** button on the control panel. These menus are available to the general user to make various settings that are used in the running of the printer.

- Administrator menu: accessed by pressing the **Enter** button for more than 2 seconds while turning on the printer power supply (including Restart). Available to administrator level users. Restricts the changes that general users can make via the user menus.
- System maintenance menu: accessed by pressing the **Up-arrow** and **Down-arrow** buttons together for more than 2 seconds while turning on the printer power supply (including Restart). Available to support staff to allow printer configurations and special functions to be set.

Configuration Information

Configuration information displays printer configuration information such as internal firmware versions.

Menu options at each level can be scrolled through by moving the highlight with the **Up-arrow/Down-arrow** buttons and a highlighted option at that level can be selected by pressing the **Enter** button. When the lowest level menu has been selected, you can change the setting for that menu by selecting the required highlighted value from a list or by entering a numeric value. In other cases, you can display or print configuration information.

Help Mode

When an error has occurred, press the **Help** button. Information displays that will help you correct the error.

Changing Paper (Media) Settings

Wrong media settings can cause:

- Poor quality printing
- Flaking
- Damage to the printer

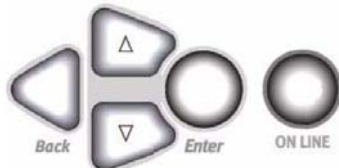
Media Weight

The default media weight setting for all trays is AUTO.

Individual Print Jobs

If you are using special media for only one print job, you can adjust the media settings *in the driver*. Load the media in the appropriate tray (usually the MP tray). In your application, click File → Print and adjust the media settings as necessary.

All Print Jobs (Defaults)



1. Press **Enter**.
2. ▽ key → Menu. Press **Enter**.
3. With Tray Configuration highlighted, press **Enter**.
4. ▽ key → tray to be configured. Press **Enter**.
5. Use the ▽ and **Enter** keys to scroll through the submenus and to make your setting changes.
6. Press **ON LINE** to exit the Menu Mode.

Reset to Factory Defaults

1. Press **Enter**.
2. Use the ▽ key to scroll down to Admin Setup. Press **Enter**. *Enter Password appears*
3. Use the Δ and ▽ keys to set the first digit in the password. Press **Enter**.

NOTE: The default Password is 0000.

4. Repeat the previous step until all four digits of the password are entered.
5. Press **Enter**.
6. ▽ key → Settings. Press **Enter**.
7. Highlight Reset Settings. Press **Enter**.
8. Press **Enter**. *The printer resets and goes back to the Ready to Print state.*

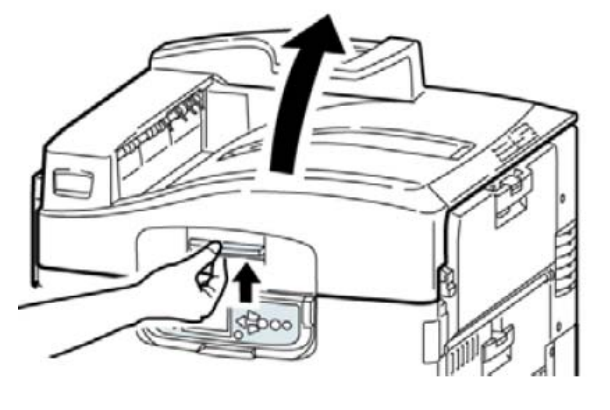
Maintenance

Cleaning the LED Heads

Clean the LED heads:

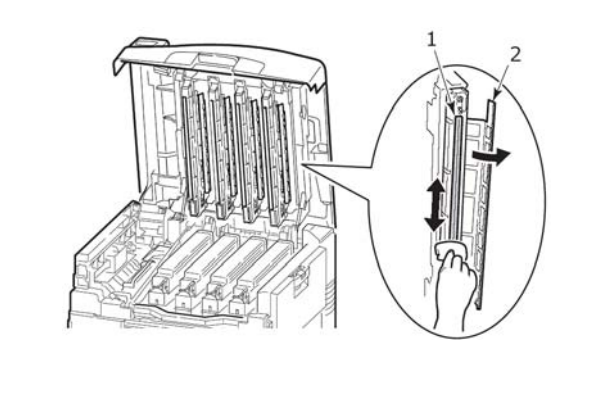
- Any time you replace a toner cartridge
- If printing is showing signs of faded images, white stripes or blurred letters

STEP 1



Open the top cover.

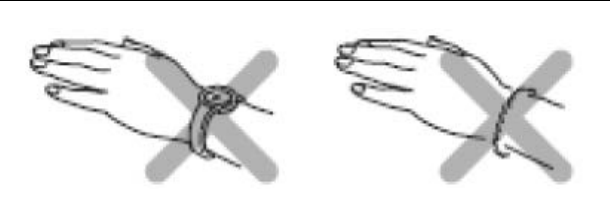
STEP 2



Use the LED cleaner provided with the toner cartridges or a soft, lint-free cloth to gently wipe each of the four heads (1). Move the cleaner as shown, using a fresh section for each pass. Be careful not to damage the guards (2). When finished, close the top cover.

Cleaning the Paper Tray Feed Rollers

STEP 1



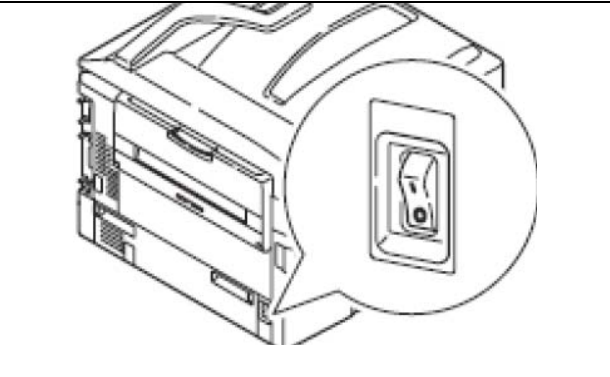
Remove items such as wrist watches or bracelets so they do not catch in the mechanism.

STEP 2



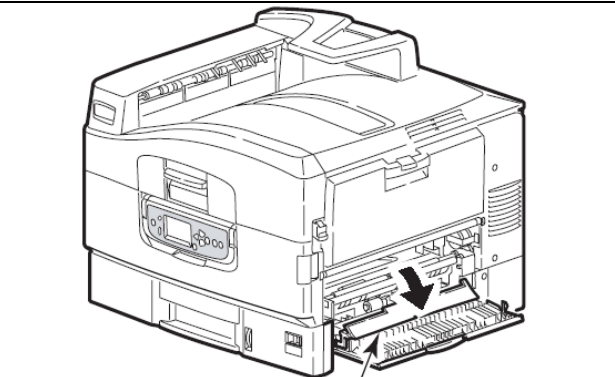
If a hard disk drive is installed in the printer, press and hold the Shutdown/Reset button on the control panel for 3 seconds and wait for the display to tell you it is okay to turn off the printer. Otherwise go to the next step.

STEP 3



Turn the printer off.

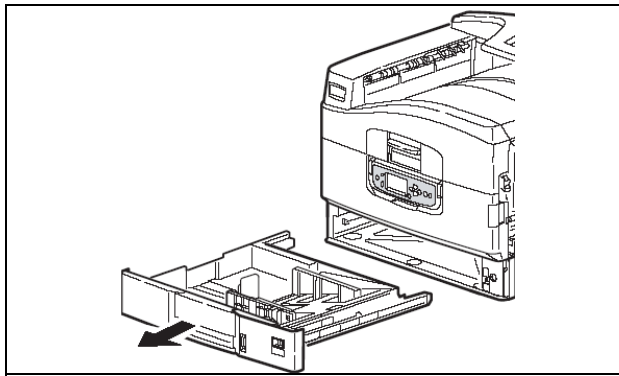
STEP 4



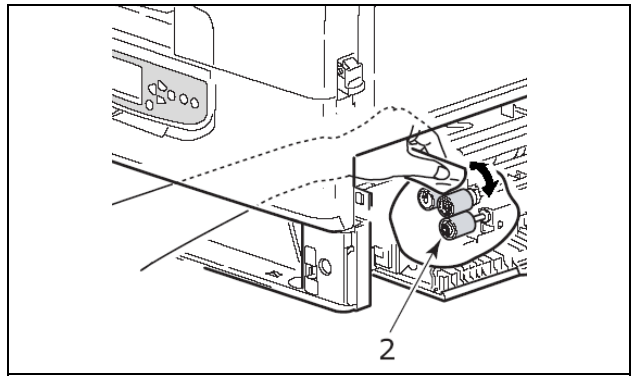
Open Tray 1 side cover and pull out the paper guide plate.

STEP 5

STEP 6

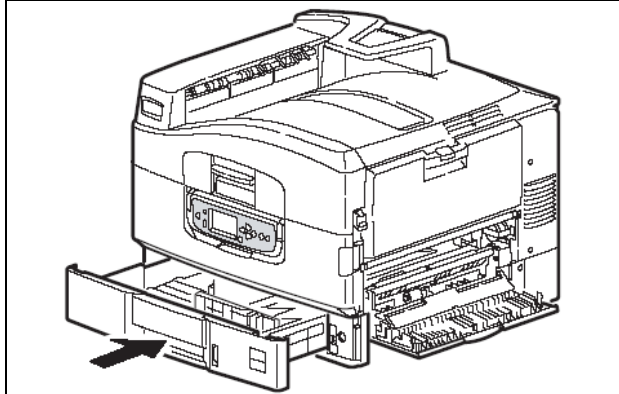


Remove Tray 1 from the printer.



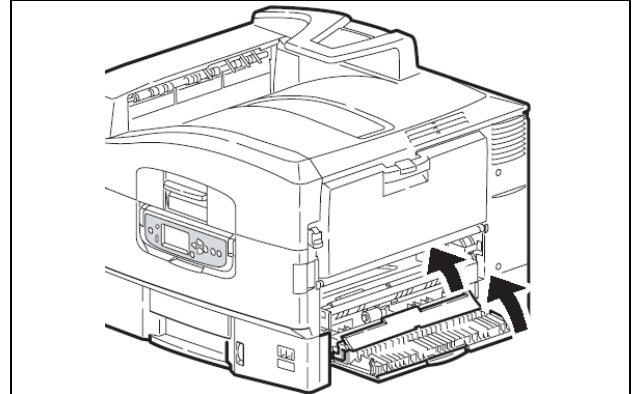
Gaining access through the gap left by Tray 1, wipe the 3 paper feed rollers (2) with a soft cloth lightly moistened with water.

STEP 7



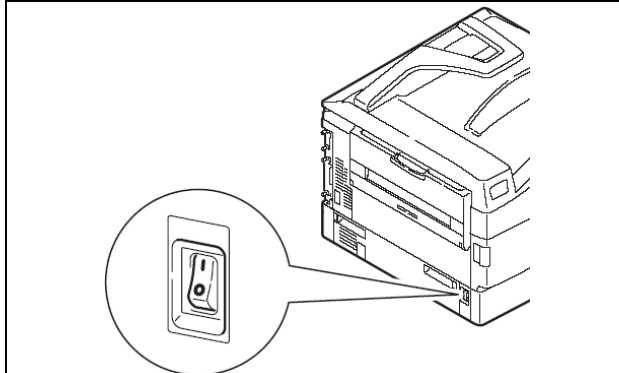
Replace Tray 1.

STEP 8



Return the paper guide plate to its original position and close Tray 1 side cover.

STEP 9



Turn on the printer.

Error Messages

Help Button

Your printer has a built-in help system. When an error message appears on the display, press HELP. The display shows information that will help you correct the error. Use the ∇ key to move down through the Help information.

Cart Menu Error Messages

Errors 1 to 9 – Emergency Stop, Control PCB Internal Errors

If the cart menu displays errors 10 to 19 ensure that all doors on the cart are closed completely and ensure that the media is loaded into the printer correctly also ensure that the media is located under the media sensors. If the cart menu continues to display this error, remove all media and reboot the printer.

Errors 10 to 19 – Media load, unload, and feed errors

If the cart menu displays errors 10 to 19 check the media path and ensure that the media is loaded into the printer correctly also ensure that the media is located under the media sensors. If the cart menu continues to display this error, remove all media and reboot the printer.

Errors 20 to 29 – Swing Errors

If the cart menu displays errors 20 to 29 check the media path and ensure that the media is loaded into the printer correctly also ensure that the media is located under the media sensors. If the cart menu continues to display this error, remove all media and reboot the printer.

Errors 30 to 39 – Cutter Errors

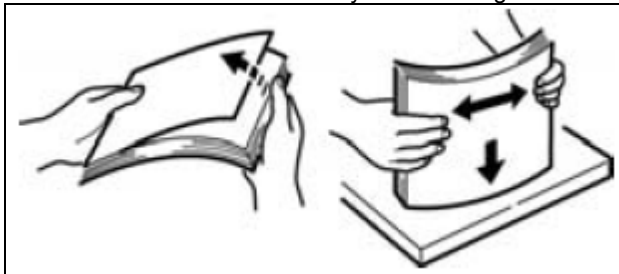
If the cart menu displays errors 30 to 39 check the media path and ensure that the media is loaded into the printer correctly. If the cart menu continues to display this error, reload the media and ensure all the proper settings have been set.

If you still receive an error message please contact iSys Service Support by phone 1-866-415-4797, or by email support@isys-group.com.

Paper Jams

If you are experiencing frequent paper jams, check the following items.

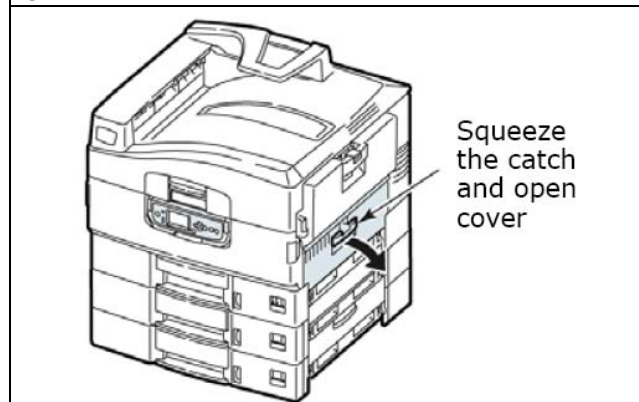
- Is the printer level?
- Is the media you are using within specification? Media that is too light or too heavy will often cause jams.
- Are the settings (printer and driver) appropriate for the media being used?
- Do not use creased or curled media.
- Remove the media from the tray. Fan and align the stack. Replace the media.



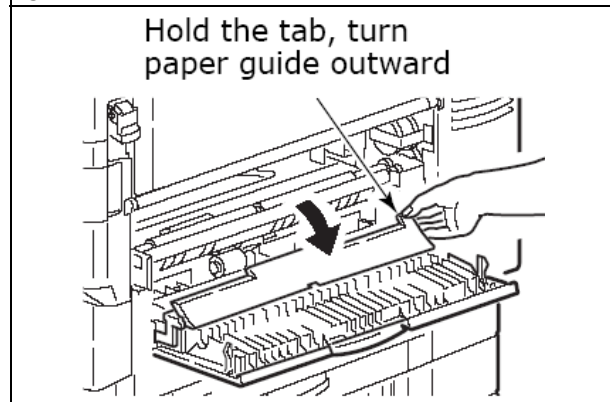
- Clean the feed rollers (see page 22).

Tray Side Cover

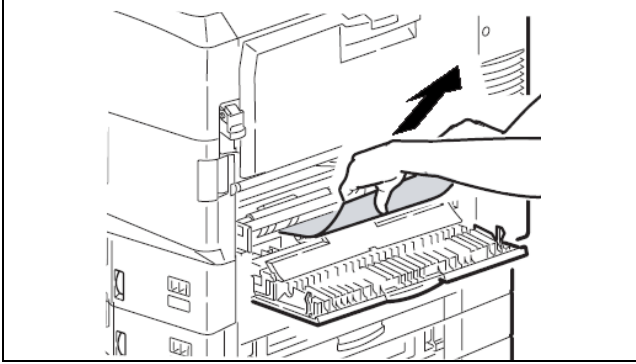
STEP 1



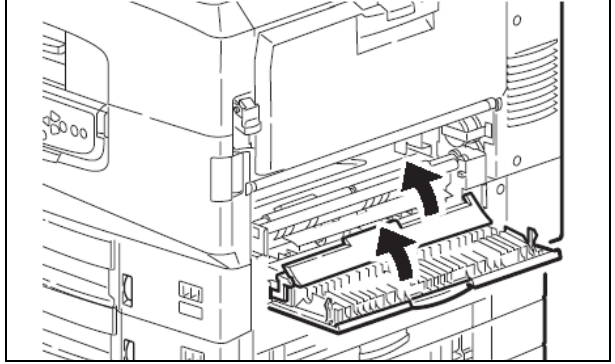
STEP 2



STEP 3

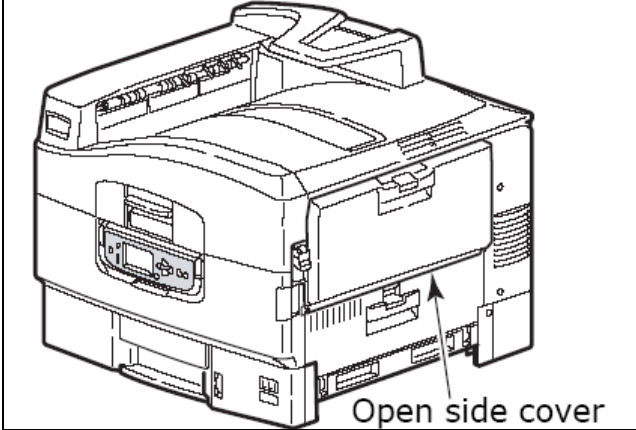


STEP 4

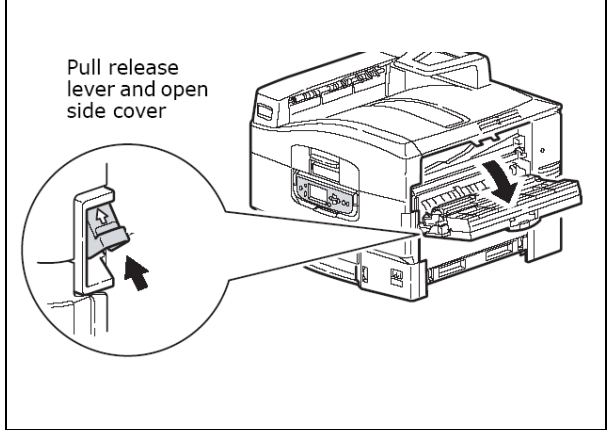


Printer Side Cover

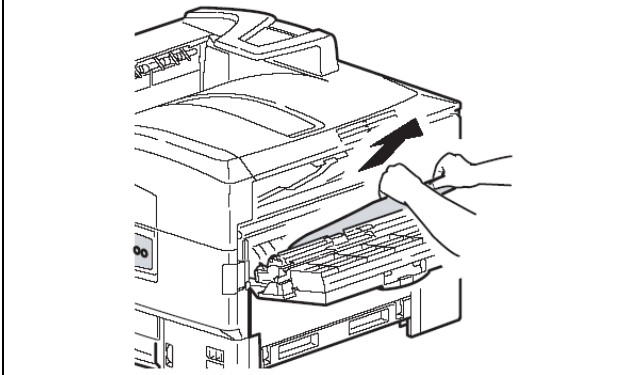
STEP 1



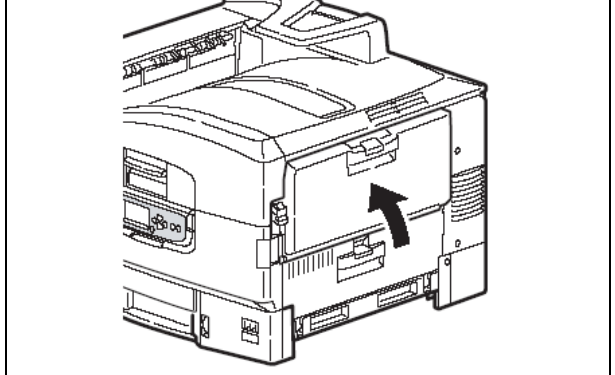
STEP 2



STEP 3

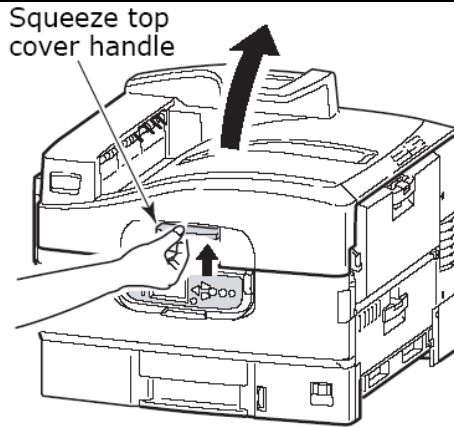


STEP 4



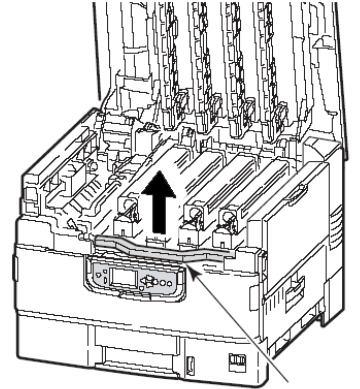
Printer Top Cover

STEP 1

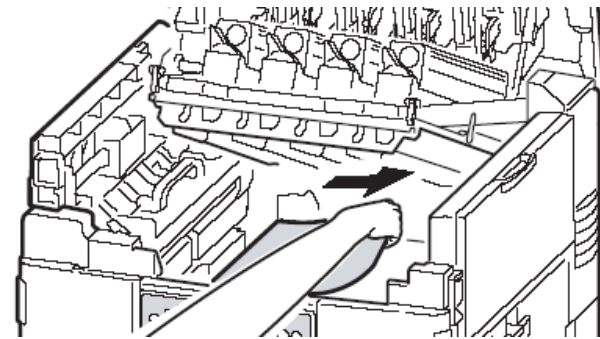


STEP 2

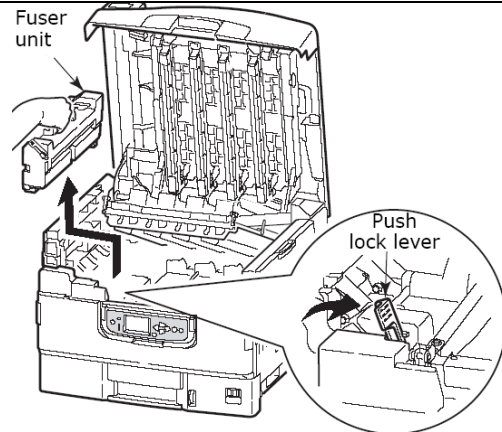
WARNING: Be careful not to touch the fuser unit which may be hot after printing. If the fuser unit is hot, wait until it cools before attempting to remove any jammed paper.



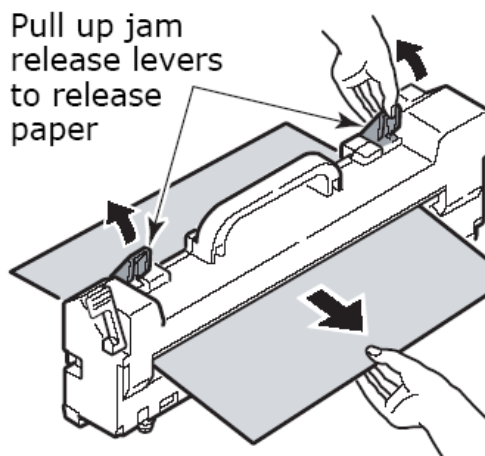
STEP 3



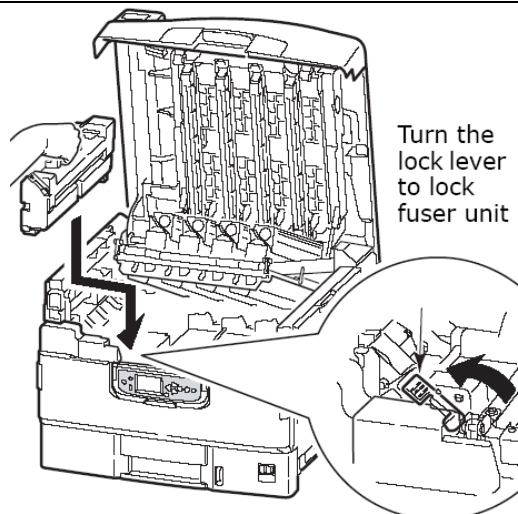
STEP 4



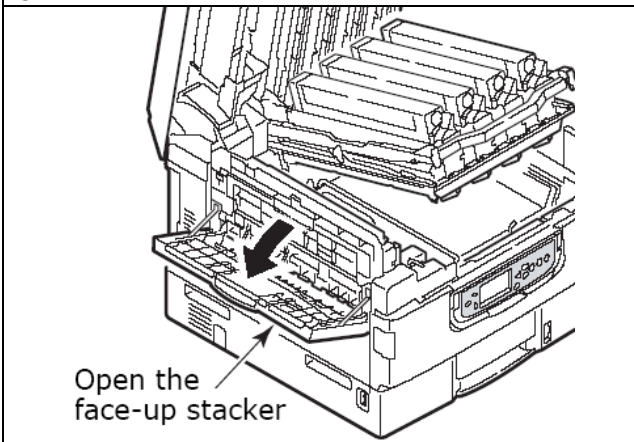
STEP 5



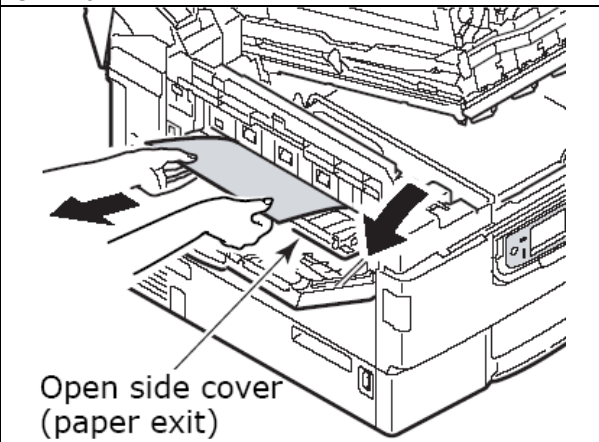
STEP 6



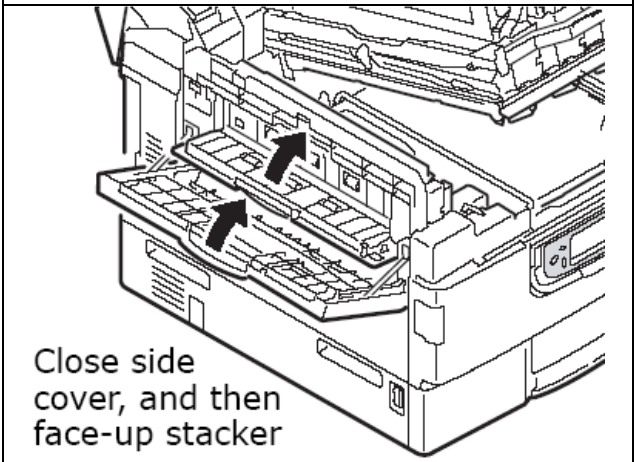
STEP 7



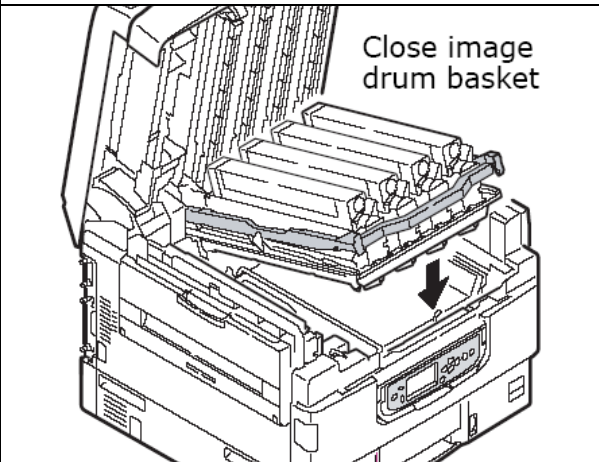
STEP 8



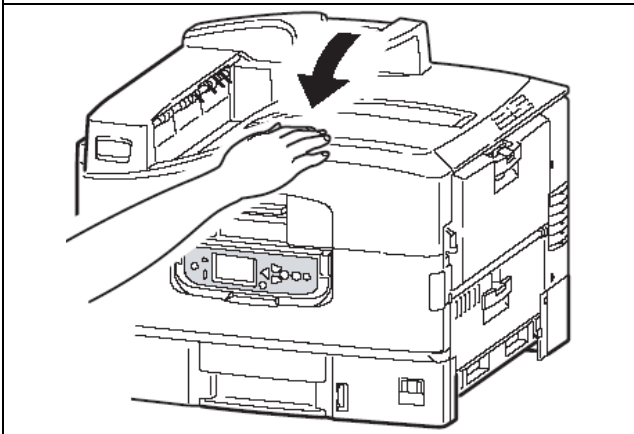
STEP 9



STEP 10



STEP 11



Avoiding Paper Jams

The following table summarizes possible causes of paper jams and suggests ways of avoiding them.

POSSIBLE CAUSE	SUGGESTED REMEDY
The printer is not level.	Place the printer on a steady, level surface.
Your print media is too light or too heavy.	Use appropriate media
Your print media is damp or charged with static electricity.	Use media that has been stored in appropriate temperature and humidity conditions.

Your print media is creased or curled.	Use appropriate media. Decurled media can be used.
Your print media sheets are not aligned with each other.	Remove the sheets, jog them into alignment and reload them.
Your print media is not aligned properly in the paper tray.	Adjust the paper stop and paper guides of the tray, or the manual feed guide on the MP Tray to align the media properly.

Dealing with Unsatisfactory Printing

SYMPTOMS	POSSIBLE CAUSES	STEPS TO TAKE
Vertical white lines can be seen on the printed page.	The LED head is dirty.	Wipe the LED head with a LED lens cleaner or with a soft cloth.
	The toner is low.	Replace the toner cartridge.
	Foreign materials may be present in the image drum.	Replace the image drum cartridge.
	Light-shielding film of the image drum cartridge is dirty.	Wipe the film with a LED lens cleaner or with a soft cloth.
Printed images are fading vertically.	The LED head is dirty.	Wipe the LED head with a LED lens cleaner or with a soft cloth.
	The toner is low.	Replace the toner cartridge.
	The paper is not suitable for the printer.	Use recommended paper.
Printing is light.	The toner cartridge is not properly seated	Reinstall the toner cartridge.
	The toner is low.	Replace the toner cartridge.
	The paper is moist.	Use paper stored in proper temperature and humidity conditions
	The paper is not suitable for the printer.	Use recommended paper.
	Thickness and type of paper are inappropriate.	Set a proper value for [Media Weight] and [Media Type] in the menu setup, or set one value thicker for [Media Weight].
Partially faded images. White spots and lines appear in solid printing.	Paper is moist or dry	Use paper stored in proper temperature and humidity conditions
Vertical lines appear.	The image drum cartridge is damaged.	Replace the image drum cartridge.
	The toner is low.	Replace the toner cartridge.
Horizontal Lines and spots appear periodically.	When the interval is about 94mm (4in), the image drum (the green tube) is damaged or dirty.	Wipe it lightly with a soft cloth. Replace the image drum cartridge when it is damaged.
	When the interval is about 42mm (1.5in), there may be foreign particles in the image drum cartridge.	Open/close the top cover, and print again.
	When the interval is about 87mm (3.5in), the fuser unit is damaged.	Replace the fuser unit.
	The image drum cartridge has been exposed to light.	Replace the image drum cartridge if the problem is not resolved.
White area of paper is lightly stained.	Paper contains static.	Use paper stored in proper temperature and humidity conditions.
	The toner is low.	Replace the toner cartridge.
Periphery of the letters is smudged.	The LED head is dirty.	Wipe the LED head with a LED lens cleaner or with a soft cloth.
Toner comes off when it is rubbed.	The thickness and type of the paper are incorrectly set.	Set the correct value of [Media Type] and [Media Weight] in the menu setup or set one value thicker for [Media Weight].
Glossiness is not uniform.	The thickness and type of the paper are incorrectly set.	Set the correct value of [Media Type] and [Media Weight] in the menu setup or set one value thicker for [Media Weight].

Interfaces

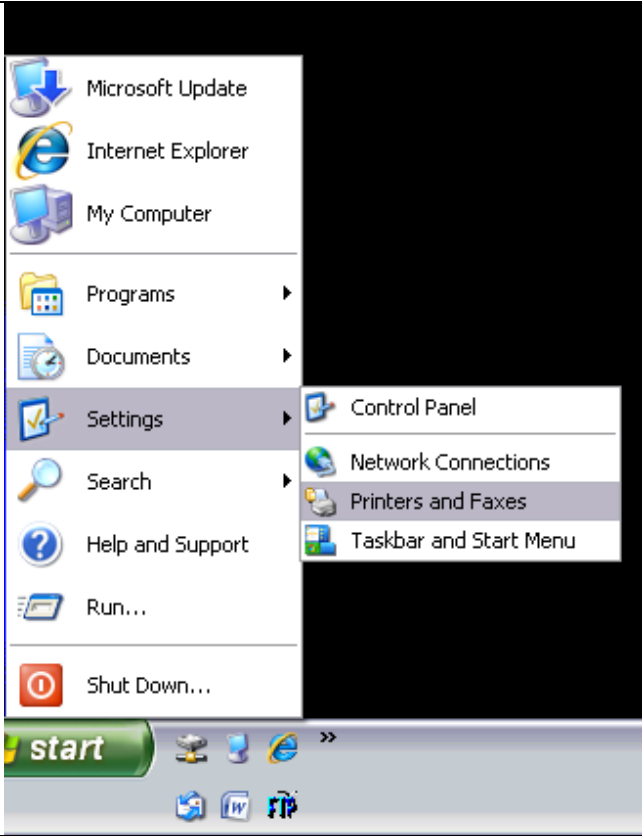
The iTerra TL1290 has three interface options, USB, Centronics, and network.

Network

1. Enter the printer Menu.
2. Scroll down to **Admin Setup** > Enter password **aaaaaa** (six lower case a's) > Press **Enter**
3. Enter the **Admin Setup** menus > Enter the Network Setup menu
4. Scroll down to the **IP Address menu** > Press **Enter** > Enter in the IP address (Use the 'UP' 'DOWN' arrow keys to choose the number. Hit **Enter** to move right to the next Column. Why an * (**asterisk**) symbol appears, the IP address has been saved.
5. Hit **Back** to exit. Scroll down to the **Subnet Mask menu** > Hit **Enter** > Enter the Subnet Mask
6. Hit **Back** to exit. Scroll down to the **Gateway Address menu** > Hit **Enter** > Enter the Gateway Address

Driver Installation

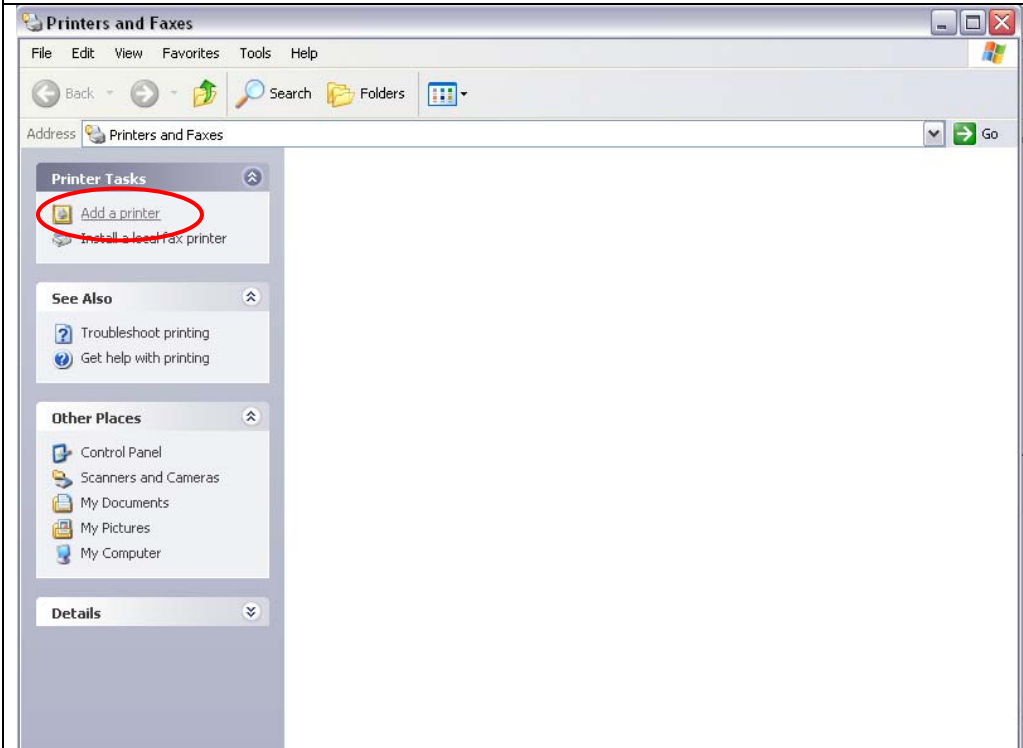
STEP 1



The screenshot shows a Windows XP desktop environment. The Start menu is open, displaying a list of applications and settings. The 'Settings' option is highlighted, and a sub-menu is visible showing 'Control Panel', 'Network Connections', 'Printers and Faxes', and 'Taskbar and Start Menu'. The 'Printers and Faxes' option is highlighted in the sub-menu. The taskbar at the bottom shows the Start button and several application icons.

Go to Windows **Start** > **Settings** > **Printers and Faxes**

STEP 2



Select **Add a Printer** on the Left hand side of the window ► Press **Next**

STEP 3




Welcome to the Add Printer Wizard ► Press **Next**

STEP 4


Add Printer Wizard

Local or Network Printer
The wizard needs to know which type of printer to set up.



Select the option that describes the printer you want to use:

- Local printer attached to this computer
 - Automatically detect and install my Plug and Play printer
- A network printer, or a printer attached to another computer

 To set up a network printer that is not attached to a print server, use the "Local printer" option.


< Back Next > Cancel

Select **Local printer attached to this computer** > Press **Next**

STEP 5

Add Printer Wizard


Select a Printer Port
Computers communicate with printers through ports.



Select the port you want your printer to use. If the port is not listed, you can create a new port.

Use the following port: LPT1: (Recommended Printer Port)

Note: Most computers use the LPT1: port to communicate with a local printer. The connector for this port should look something like this:

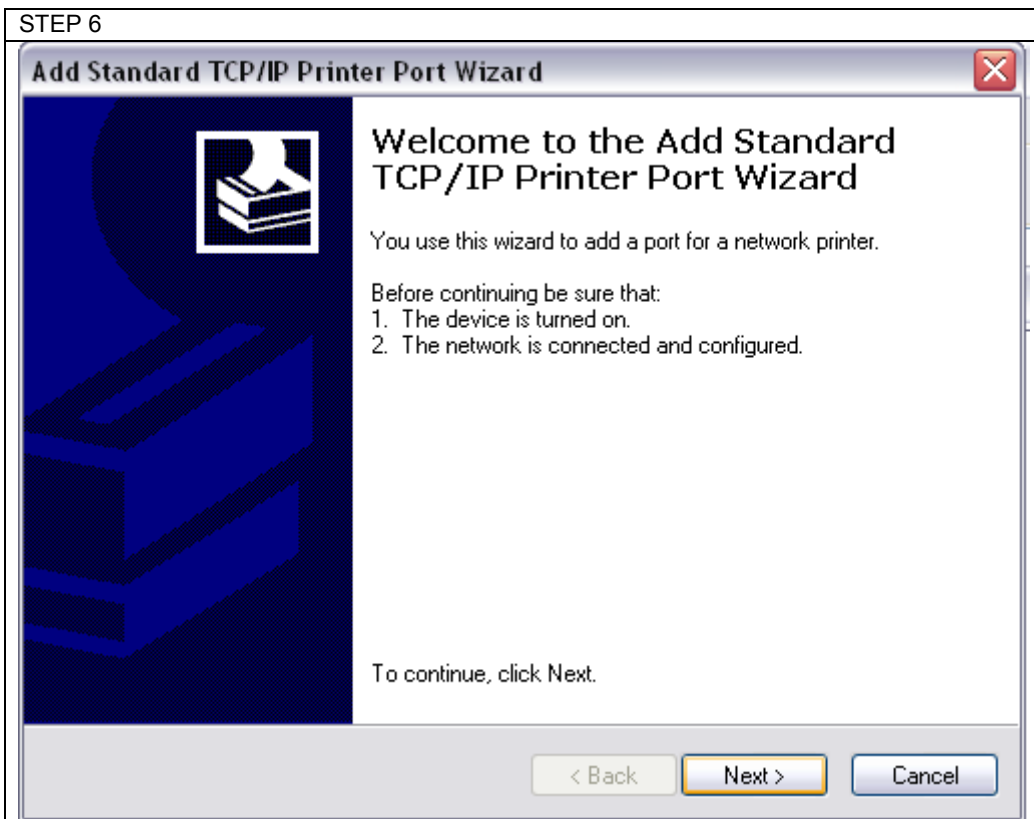


Create a new port:
Type of port: Standard TCP/IP Port

< Back Next > Cancel

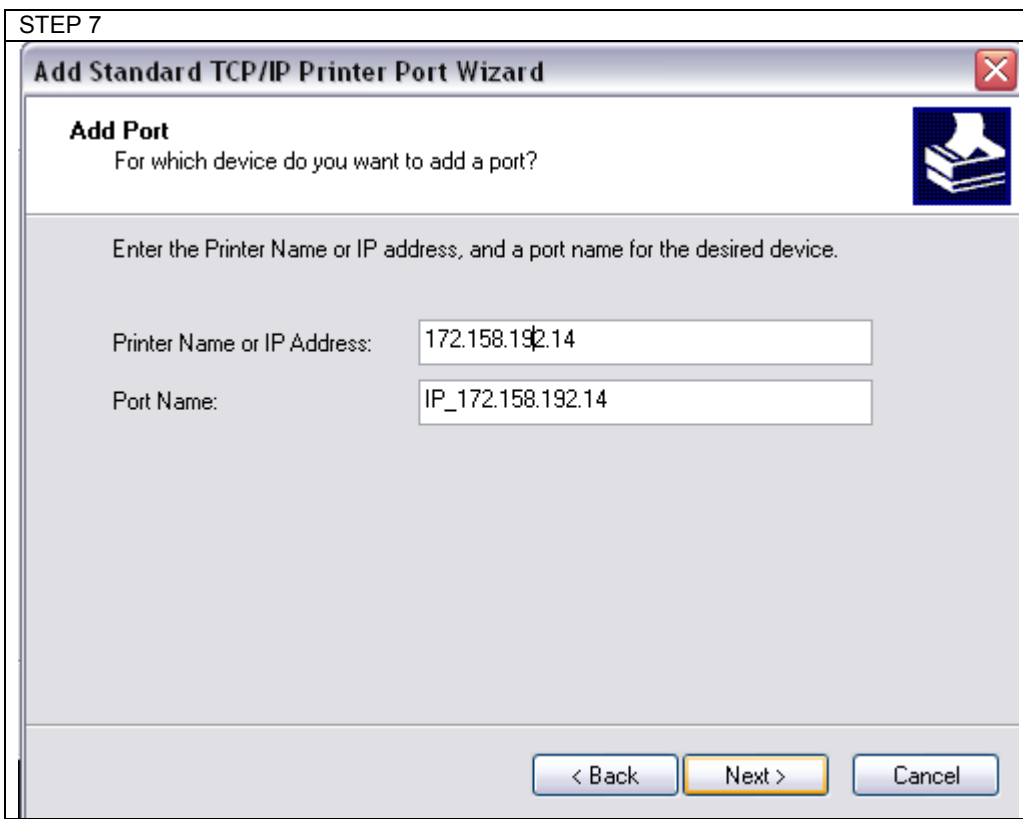
Select **Create a new port: Type of port** > **Standard TCP/IP Port** > Press **Next**

STEP 6



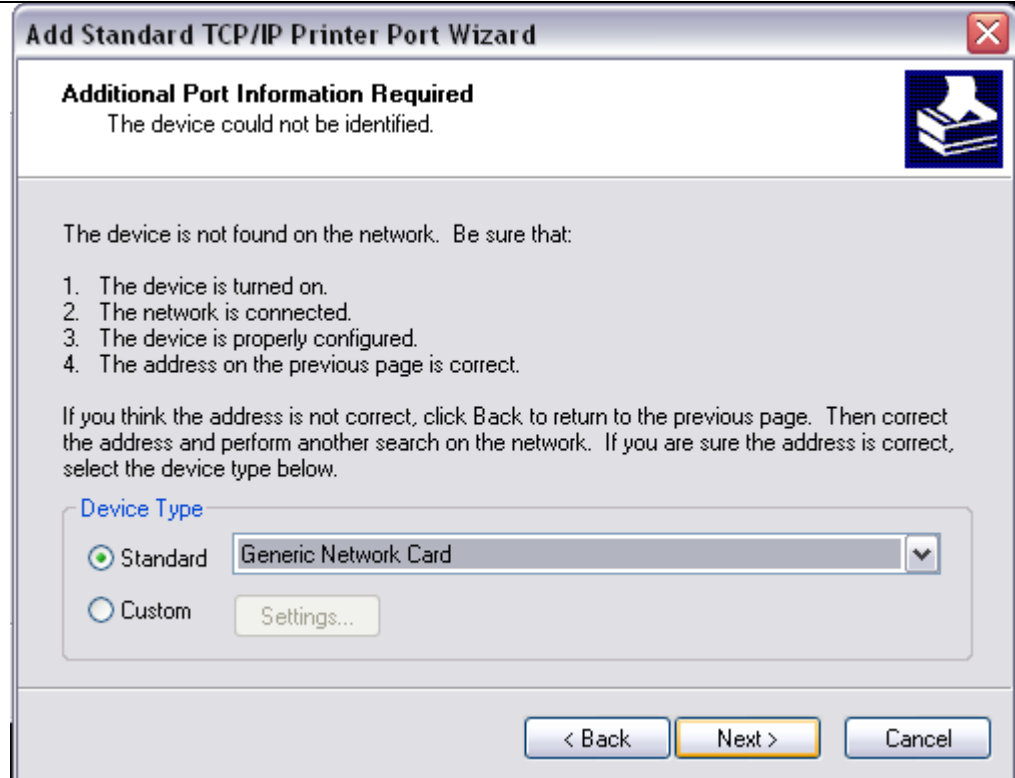
Welcome to the Add Standard TCP/IP Printer Port Wizard ► Press **Next**

STEP 7



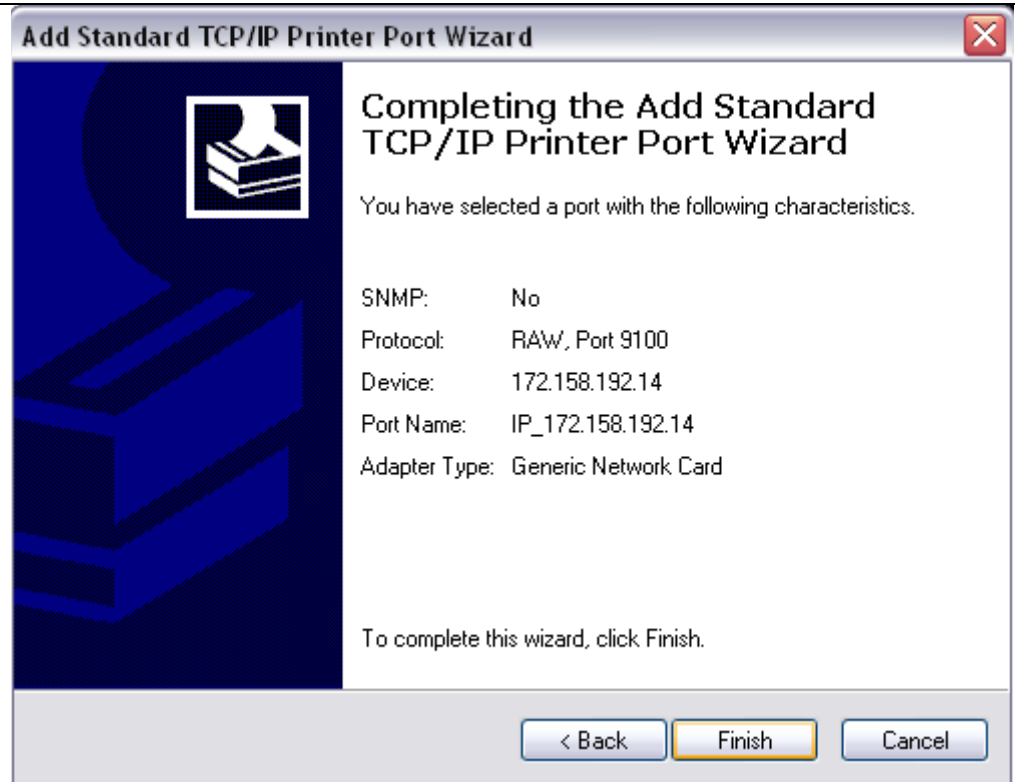
Enter the printers IP Address into the box ► Press **Next**

STEP 8



Under **Device Type** > Select **Standard** > **Generic Network Card** > Press **Next**

STEP 9



Completing the Add Standard TCP/IP Printer Port Wizard > Press **Finish**

STEP 10

Add Printer Wizard

Install Printer Software
The manufacturer and model determine which printer software to use.

Select the manufacturer and model of your printer. If your printer came with an installation disk, click Have Disk. If your printer is not listed, consult your printer documentation for compatible printer software.

Manufacturer: Agfa, Alps, Apollo, Apple, APS-PS, ...

Printers: AGFA-AccuSet v52.3, AGFA-AccuSetSF v52.3, AGFA-AccuSet 800, AGFA-AccuSet 800SF v52.3, ...

This driver is digitally signed. [Tell me why driver signing is important](#)

Buttons: Windows Update, **Have Disk...**, < Back, Next >, Cancel

Select **Have Disk**

STEP 11

Add Printer Wizard

Install Printer Software
The manufacturer and model determine which printer software to use.

Install From Disk

Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.

Copy manufacturer's files from: [Empty dropdown menu]


Buttons: OK, Cancel, **Browse...**, < Back, Next >, Cancel

Select **Browse** > Locate and select the TL1290 Driver > Press **Ok** > Press **Next**

STEP 12

Add Printer Wizard


Install Printer Software
The manufacturer and model determine which printer software to use.



Select the manufacturer and model of your printer. If your printer came with an installation disk, click Have Disk. If your printer is not listed, consult your printer documentation for compatible printer software.

Printers

iSys iTerra TL1290

 **This driver is not digitally signed!**
[Tell me why driver signing is important](#)

Windows Update Have Disk...


< Back Next > Cancel

Select the **iSys iTerra TL1290** Printer ► Press **Next**

STEP 13

Add Printer Wizard

Name Your Printer
You must assign a name to this printer.



Type a name for this printer. Because some programs do not support printer and server name combinations of more than 31 characters, it is best to keep the name as short as possible.

Printer name:

iSys iTerra TL1290

Do you want to use this printer as the default printer?

Yes
 No


< Back Next > Cancel

Enter the **printer name** ► Select **yes** if you would like the iSys iTerra TL1290 to be your default printer or **no** if you do not ► Press **Next**

STEP 14

Add Printer Wizard

Printer Sharing
You can share this printer with other network users.



If you want to share this printer, you must provide a share name. You can use the suggested name or type a new one. The share name will be visible to other network users.

Do not share this printer

Share name:


< Back Next > Cancel

Select a sharing option ► Press **Next**

STEP 15

Add Printer Wizard

Location and Comment
You have the option of supplying a location and description of this printer.



You can describe the location and capabilities of this printer. This information may be helpful to users.

Location:

Comment:


< Back Next > Cancel

Enter a location and a comment ► Press **Next**

STEP 16

Add Printer Wizard

Print Test Page
To confirm that the printer is installed properly, you can print a test page.



Do you want to print a test page?

Yes
 No

< Back Next > Cancel

Select **Yes** or **No** to print a test page ► press **Next**

STEP 17

Add Printer Wizard



Completing the Add Printer Wizard

You have successfully completed the Add Printer Wizard.
You specified the following printer settings:

Name: iSys iTerra TL1290
Share name: iSys iTerra TL1290
Port: IP_172.158.192.14
Model: iSys iTerra TL1290
Default: Yes
Test page: Yes
Location:
Comment:

To close this wizard, click Finish.

< Back Finish Cancel

Completing the Add Printer Wizard ► press **Finish**

STEP 18



If this message appears after installing the driver ➤ Select **Continue Anyway**

Warnings and Precautions

Cutter Blade

DO NOT PLACE HANDS INSIDE MACHINE WHILE PRINTING



WARNING



WARNING

DANGER - KEEP HANDS AWAY FROM CUTTER BLADES

TL1290 Printer Cart

WARNING



DO NOT MOVE CART WHEN MEDIA IS INSTALLED
DOING SO MAY CAUSE DAMAGE TO THE CART

Printer and Feeder Cable

CAUTION: Turn the printer off before (dis)connecting the cable between printer and feeder. Failure to do so may result in damage not covered under warranty. See product manual for details.

Features and Specifications

Printer Specifications

Plotter Carriage Width	12.9"
Maximum Plot Width	12.9"
Print Technology	Color LED
Print Resolution	300 dpi or 600 dpi
Color Print Speed	4.75" per second
Consumables	Fanfold Paper, Toners, Drums, Fusers, Transfer Belts, Waste Toner Container
Data Format	PCL5
Connectivity Interfaces	Standard - Centronics, USB 2.0, Network 10/100/1000 Base-T
Drivers	Windows XP, Vista (32, 64 Bit Versions)
Warranty	6 Months
Power Requirements	120-Vac or 230-Vac, 50 - 60 Hz, 12 A
Dimensions & Weight	23.7" x 23.5" x 46.5" (60.2cm x 59.69cm x 118cm), 312lbs (142kg)
Operating Temperature	50°F to 89.6°F (10°C to 32°C)
Operating Humidity	20% to 60% RH non-condensing
Certifications	FCC Class A, CE

Features

- While printing at 4.75" per second the iTerra TL1290 maintains its vibrant, wide spectrum color
- Easy to operate, fast learning curve
- Jobs consistently start on the correct fanfold sheet
- Nonstop imaging and high utilization rate
- Cuts between print jobs without operator intervention
- Produces many copies quickly
- Unattended operation
- Print 12.9" wide format well log prints
- Simple to use color LCD front operator panel
- High resolution and color provide an unbeatable image quality
- High speed data processing allows jobs to print fast

Limitation of Liability

The Imaging Systems Group's total liability to the purchaser, or to any third party, for damages from any and all causes whatsoever, regardless of the form of action, whether in contract or in tort, including negligence, and any infringement of proprietary rights or any misappropriation or unlawful use of any proprietary rights or property of any third party shall, in the aggregate, be limited to purchase price actually paid by the purchaser for the product relating to the damages. The limitation of liability provisions of this agreement reflect an informed voluntary allocation of the risks (known and unknown) that may exist in connection with the provisions of the goods and services provided hereunder by The Imaging Systems Group Inc., and that such voluntary risk allocation represents a fundamental part of the agreement reached between The Imaging Systems Group Inc. and the purchaser.

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Material Safety Data Sheet

Emergency First Aid Procedures

Toner inhaled. Remove person to fresh air. If necessary, seek medical attention.

Toner swallowed (ingested) Never give anything by mouth to an unconscious person. If possible, rinse out mouth and give several glasses of water to drink. If symptoms persist, seek medical attention.

Toner gets in the eyes. Flush eyes with large quantities of cool water for 15 minutes, keeping the eyelids open with fingers. If necessary, seek medical attention.

Toner gets on the skin. Wash toner off the skin with plenty of *cool* water and soap. If necessary, seek medical attention. Note: Small amounts of toner on skin or clothing can easily be removed with soap and *cold* water. Hot water makes toner harder to remove.

Fire and Explosion Hazard Data

Minimal fire hazard. Large quantities may cause risk of dust explosion.

Flash Point (Method Used): Not applicable.

Flammable Limits

- **Lower Explosive Limit:** Not applicable.
- **Upper Explosive Limit:** Not applicable.

Auto-Ignition Temperature: Not applicable.

Explosion Data

- **Sensitivity to Mechanical Impact:** Not available.
- **Sensitivity to Static Discharge:** Not available.

Extinguishing Media: Water, foam or dry chemical.

Special Fire Fighting Procedures: Fight fire from upwind position. Avoid inhalation of smoke or gases. Wear self-contained breathing apparatus. Cool the container with water spray.

Hazardous Combustion Products: Carbon monoxide. Also produces carbon dioxide.

Toxicological Properties

Routes of Entry: Inhalation, Ingestion, Eyes, Skin.

Effects of Acute Exposure: Not available.

Effects of Chronic Exposure: Not available. In a study in rats of chronic inhalation exposure to a typical toner, a mild to moderate degree of lung fibrosis was observed in 92% of the rats in the high concentration (16 mg/m³) exposure group. A minimal to mild degree of lung fibrosis was observed in 22% of the rats in the middle (4 mg/m³) exposure group. No pulmonary change was reported in the lowest (1 mg/m³) exposure group, the most relevant level to potential human exposures.

Exposure Limits (ACGIH TLV):

- **Inhalable Particulates:** 10 mg/m³ **Respirable Particulates:** 3 mg/m³

Irritancy: Not available.

Sensitivity: Not available

iTerra TL1290 Warranty

iSys - The Imaging Systems Group Inc. (iSys) warrants the TL1290 (Product) to be free from defects in materials and workmanship and will remedy any such defect according to the terms of this *Limited Warranty*.

iSys warrants the Product to be free from defects in material and workmanship occurring under normal usage, within the normal operating range and duty cycles specified. If the iSys Customer Service Representative Department receives notice of such defects during the warranty period, iSys at its option, and within a reasonable time, will repair or replace the defective Product. A certified iSys service representative shall perform repairs, and such repairs, at the option of iSys, may be performed at the customer site, a dealer site, a service depot or the factory. Replacement Product, at the option of iSys, may be either new or equivalent in performance to new. Delivery is defined by a signed and dated receipt from the original carrier or iSys dealer delivering the Product, or down time for repair and replacement.

iSys does not warrant the operation of the Product to be uninterrupted or error free. iSys assumes no liability for and holds itself harmless against any claims of consequential costs or damages which may arise from interruption or error in the operation of the Product.

iSys does not warrant defects, malfunctions and/or failures, which in its opinion, result from conditions of improper use, abuse, neglect, operation outside the published environmental specifications, improper site preparation and maintenance, the use of unqualified or unauthorized media (papers, films, toners, inks, fusers or belts), inadequate preventative maintenance, unauthorized modifications or unauthorized maintenance. Such conditions shall render this warranty void and otherwise release iSys from its liability under this Product warranty. Consumables are non-warranty items.

All product returned to factory must be accompanied by an RMA number, obtained by calling the iSys Service Department at 403.204.5200. Shipping and handling charges to vendor for repair are the sole responsibility of the customer. iSys will cover shipping charges on the return of the repaired unit for the term of the warranty as stated above. Shipping will consist of Standard Shipment level or Best Effort. Accelerated or Premium Shipping Service is available but costs will be fully born by customer. Any international duties and taxes payable on transporting the repaired unit across international borders will be the responsibility of the customer. The TL1290 Printer is a Canadian made product and therefore falls under the import/export laws of NAFTA.

A written receipt for the Product, showing the date of purchase, dealer's name, and both the model and serial number/PID's of the Product must accompany any request or claim for work to be performed under this *Limited Warranty*.

Additional information on obtaining service under this *Limited Warranty* or for obtaining Extended Warranty coverage contact iSys – The Imaging Systems Group directly at 866.415.iSys (4797) or at 403.204.5200.

iSys will repair, or at its option replace, at no charge, any defective component(s) of the Product for 550,000 feet or six months from the date of purchase (whichever comes first). This *Limited Warranty* extends to the original purchaser only. This *Limited Warranty* does not extend to consumable items.

TO THE EXTENT ALLOWED BY LOCAL LAW, THIS WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND THE IMAGING SYSTEMS GROUP INC. SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND QUALITY SATISFACTION. THE WARRANTY TERMS CONTAINED HEREIN, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO APPLICABLE STATUTORY RIGHTS. USE OF THE PRODUCT CONSTITUTES ACCEPTANCE OF THIS WARRANTY.



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