



S U P E R S C R I P T 1 4 0 0

USER'S GUIDE

June, 2000

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CONTENTS

Ch. 1 INTRODUCTION	1
Overview	1
SuperScript 1400 Highlights	1
Added Paper Capacity	1
System Requirements	2
Hardware Requirements	2
SuperScript 1400 Features	2
Printer Driver Features	2
Status Monitor	3
Energy Saving	3
Ch. 2 GETTING STARTED	5
Overview	5
Safety Instructions	5
Selecting a Location	5
Unpacking	6
Checking Printer Contents	7
Identifying Printer Parts	8
Front View	8
Back View	8
Back Internal View	8
Installing the Toner Cartridge	10
Loading The 270-sheet Cassette	12
Changing Paper Sizes	14
For Letter (US) or A4 Paper Sizes	14
For Legal and Folio Paper Sizes	15
Connecting the Printer Using the Parallel Cable	16
Connecting the Printer Using the USB Cable	17
Printing a Configuration Sheet	18
Ch. 3 INSTALLING THE SOFTWARE	19
Overview	19
SuperScript Software	19

Installing the Software	19
Software for Windows 95/98/2000	21
Installing Software for Windows 95/98/2000	21
Removing Printer Software	21
Software for Windows NT 4.0	21
Installing the Software	21
Removing Printer Software	22
Software for the Macintosh	22
Software Requirements	22
Hardware Requirements	22
Installing the Software	22
Ch. 4 THE OPERATOR PANEL	25
Overview	25
Operator Panel Buttons	25
Operator Panel Lights	26
Operator Panel Light Messages	27
Ch. 5 USING PRINT MEDIA	29
Overview	29
Choosing Paper	29
Printing to the Output Trays	30
Using the Face-up Output Tray	31
Using Tray 1: the Manual Feed Tray	33
Printing Manually	35
Printing Envelopes	37
Printing Labels	39
Printing on Transparencies	40
Printing on Letterhead	41
Printing on Card Stock	42
Ch. 6 PRINTER TASKS	43
Overview	43
Basic Document Printing	44
Accessing Printer Properties	45
Canceling a Print Job	46

Canceling a Job From the Operator Panel	46	Paper Jams in the Engine Area	76
Canceling a Job from the Printers Folder	46	Paper Jams in the Output Area.	77
Saving Toner	47	Paper Jams in the 550-sheet 2nd Cassette (Tray 3)	78
Manual Duplex Printing	48	Common Windows Problems	79
N-Up Printing	50	Common Macintosh Problems	79
Booklet Printing	51	Ch. 9 CUSTOMER SERVICE	81
First Page Printing	53	Overview	81
Scale Printing	54	Assistance Nearby	81
Poster Printing	55	Help From Within Your Company	81
Printing Watermarks	56	Help From Your Dealer	81
Using Page Overlays	57	NEC Technical Support	81
Creating a New Overlay	57	How to Contact NEC	81
Using a Page Overlay	57	Ordering Supplies	82
Setting Graphic Properties	59	NEC Warranty and Service	83
Ch. 7 MAINTAINING YOUR PRINTER	61	NEC Service Contracts	83
Overview	61	SuperScript 1400 Series Printer	
Precautions	61	Limited Warranty	83
Internal Maintenance	61	Warranty Period	83
Replacing the Toner Cartridge	62	Warranty Coverage	83
Cleaning the Printer	63	Warranty Support	84
Moving the Printer	64	Obtaining Warranty Service	84
Ch. 8 TROUBLESHOOTING	65	Limitation of Damages and Implied Warranties	84
Overview	65	Appendix A	
General Printing Problems	65	PRINTER SPECIFICATIONS	85
Error Messages	67	Operating Specifications	85
Operator Panel Error Messages	67	Media Specifications	87
Print Quality Problems	69	Guidelines	87
Solving Print Quality Problems	69	Appendix B	
Paper Jam Problems	73	THE 550-sheet 2nd CASSETTE	91
Tips for Avoiding Paper Jams	73	Overview	91
Understanding the Paper Path	74	Installing the	
Clearing Paper Jams	75	550-sheet 2nd Cassette (Tray 3)	91
Paper Jams in the Input Area	75	Appendix C	
		THE STATUS MONITOR	95

Appendix D
SAFETY INFORMATION 99
 Laser Safety 99
 CDRH Regulations 99
 Ozone Emission 99
 FCC Statement 100
Index 101

CHAPTER 1

INTRODUCTION

OVERVIEW

The fully-featured NEC SuperScript™ 1400 laser printer offers the best value today for dependable monochrome printing. It delivers high resolution results perfect for presentations and reports. The Manual Feed Tray, 270-sheet Cassette, and optional 550-sheet 2nd Cassette combine to hold 820 sheets of paper.

The SuperScript 1400 has been designed to support all major personal computer operating systems, including: Windows® 95/98, Windows 2000®, Windows NT® 4.0, and Mac OS 8.6x and above.

The following section reviews the features and options that will allow you to take full advantage of your SuperScript 1400's capabilities.

note: The instructions in this guide assume that you are familiar with your computer configuration, and that your system is configured and operating properly.

SuperScript 1400 Highlights

- Prints up to 12 pages per minute
- Up to 1,200 dpi class resolution quality
- Parallel and USB ports
- Versatile paper handling for envelopes and labels
- 66MHz 64-bit PowerPC RISC processor
- 4 MB of RAM (set)
- 1-Year limited warranty with free telephone support
- Free 2nd year limited warranty when you register your printer within 30 days (See details on page 82).

Added Paper Capacity

You can add the SuperScript 1400 Series optional 550-sheet 2nd Cassette to increase the printer's productivity. This option expands your paper source and can adjust to hold 40 envelopes.



The SuperScript 1400 Laser Printer



The SuperScript 1400 Laser Printer with Optional 550-Sheet 2nd Cassette

System Requirements

Your SuperScript 1400 printer and software can operate using the following minimum system configurations.

Windows Operating System

- Microsoft Windows 95/98, Windows 2000, or Windows NT 4.0
- 486 or higher CPU
- CD-ROM drive
- 5 MB of free hard disk space
- 16 MB or more of RAM

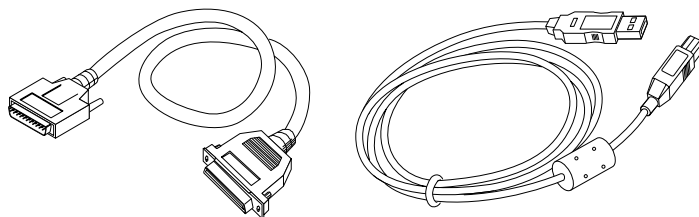
Macintosh Operating System

- MacOS 8.6 and above
- CD-ROM drive

Hardware Requirements

You need to provide the following additional hardware to set up and connect your printer.

- IEEE 1284-compliant parallel cable, or
- Certified USB cable

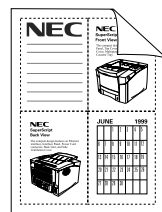


SUPERSCRIPT 1400 FEATURES

SuperScript 1400 printer features give you many ways to customize your print jobs. To take advantage of these features you need to become familiar with the SuperScript 1400 Series printer driver.

Printer Driver Features

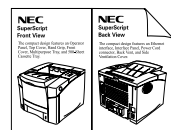
Proof Sheets



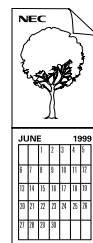
This layout mode allows you to print out a reduced version of your document or booklet. It lets you view multiple pages at a glance and is accessible through the Layout Mode area of the Finishing tab in your Window's driver.

Manual Duplex Printing

Duplex printing or “duplexing” allows you to manually print on both sides of the paper. You can use manual duplex printing two ways.



Choosing **Long Edge** lets you have the binding orientation along the long edge of the paper as in a magazine.



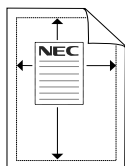
Choosing **Short Edge** lets you have the binding orientation along the short edge of the paper as in a calendar.

Watermarks



With the watermark feature found in Window's printer driver you can superimpose a line of text across your final output. Typical examples of watermarks are the words "Draft" or "Confidential."

Scale to Paper Size



This feature allows you to scale your print job to any supported paper size regardless of the digital document size. This can be useful when you want to check the detail in a smaller formatted size document.

Status Monitor

The SuperScript Status Monitor keeps track of the connection between your PC and your printer. Printer status messages, such as "Paper Needed in Tray 1" show up on your screen. See Appendix C for more information on this useful feature.

Energy Saving



The SuperScript 1400 printer meets the requirements of the Environmental Protection Agency's ENERGY STAR® Computers program for printers. The purpose of this program is to promote the manufacturing and marketing of energy-efficient office automation equipment, thereby potentially reducing combustion-related pollution. (The Energy Star emblem does not represent EPA endorsement of any product or service.) As an ENERGY STAR partner, NEC has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

ENERGY STAR is a U.S. registered mark.

CHAPTER 2

GETTING STARTED

OVERVIEW

This chapter tells you how to safely set up your printer and begin printing right away. Included are instructions for

- Selecting a location and unpacking
- Checking printer contents and identifying printer parts
- Unpacking the standard 270-sheet Cassette
- Installing the Toner Cartridge
- Loading the 270-sheet Cassette
- Connecting the printer to your computer

SAFETY INSTRUCTIONS

To protect yourself and your equipment from possible damage, always follow these precautions.

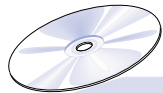
- Protect the printer from dampness or spills.
- Save the printer box and all packing materials that came with your printer in case you need to ship it later.

- Do not block or cover the vent on the left side of the printer.
- Unless otherwise indicated in this guide, do not attempt to repair or modify the printer yourself.
- Read the installation instructions carefully before you plug in your printer, and follow all warnings.
- After initial setup, keep this User's Guide and SuperScript 1400 CD handy for future referencing.
- The fuser area, under the Top and Back Covers is very hot. Let the printer cool before touching these areas.

WARNING! This printer is intended to be electrically grounded. It comes with a three-wire grounding plug. This plug will only fit a grounded AC outlet or power strip. This is a safety feature. Do not defeat the purpose of the grounding plug by removing the third pin.

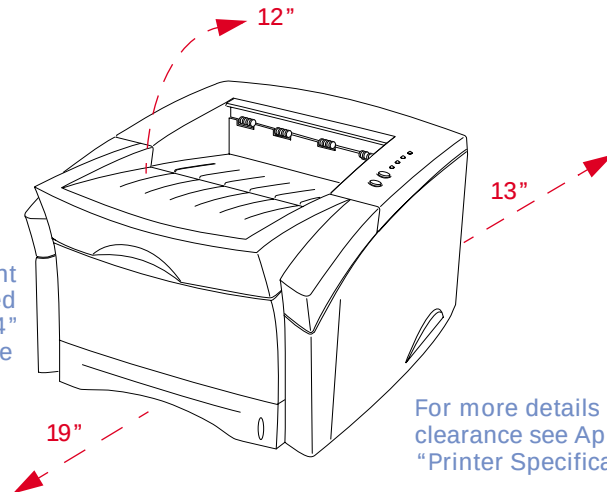
SELECTING A LOCATION

Select a level, stable place with adequate space for air circulation and opening covers and trays. The area should be well ventilated and away from direct sunlight or sources of heat, cold, and humidity. See image below for clearance space. Do not set the printer close to the edge of your desk or table!



note: In order for this printer to work, it is very important to properly install the printer driver software after the printer is connected. See Chapter 3 for specific installation instructions for your operating system.

Keep printer vent
unobstructed
-allow 4"
on left side



For more details on printer
clearance see Appendix A,
"Printer Specifications."

UNPACKING

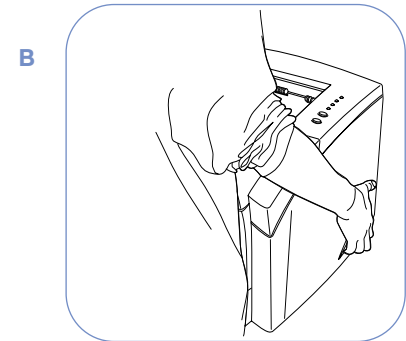
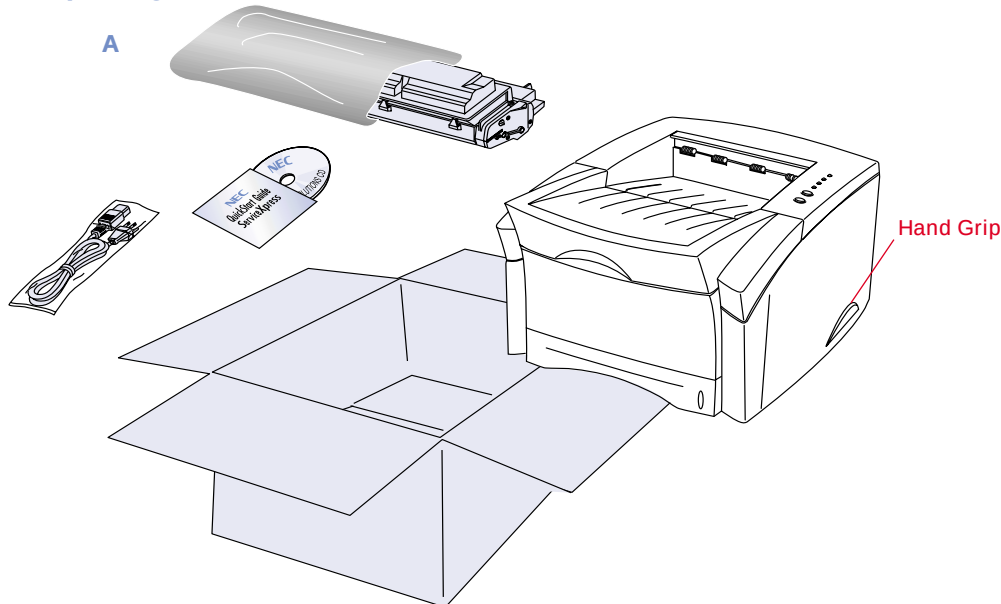
Follow these steps to safely unpack the printer.

1. Open the top cover of the packing box and remove the QuickStart Guide (the SuperScript 1400 Series Solutions CD and ServiceXpress are included), the Toner Cartridge, and the Power Cord (A).
2. Carefully lift the printer out of the box. Use the hand grips on both sides of the printer as shown (B).

3. Make sure all items are included in your box (see the list on the next page).
4. Remove any packing tape from the printer.
5. Remove the 270-sheet Tray from the printer and peel off any packing tape (C).

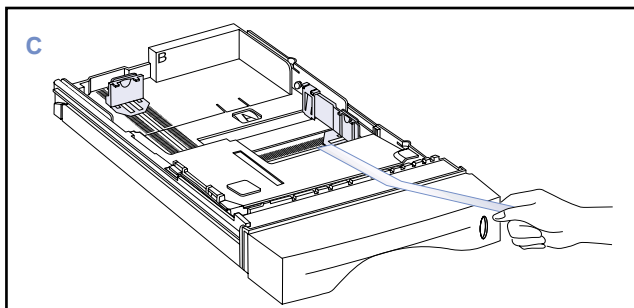
Save the printer box and all packing materials that came with your SuperScript 1400 printer in case you need to ship it later.

Unpacking the Printer



The front of the printer should be facing you when you lift it!

This printer weighs about 21 lbs.



note: Do not discard the box and packing material.

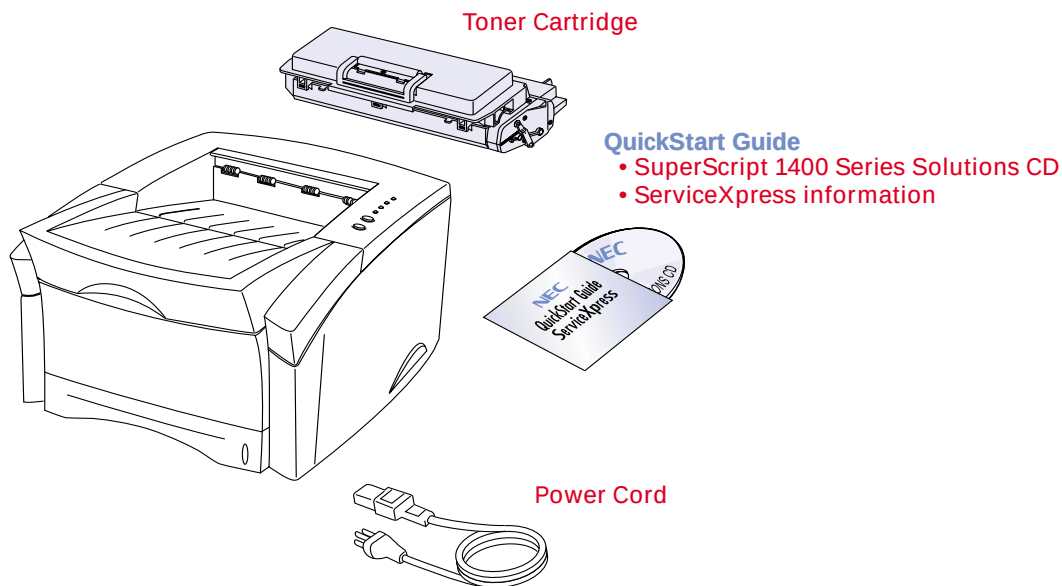
CHECKING PRINTER CONTENTS

Take a moment to verify that the following items were included in your printer box.

- SuperScript 1400 Printer
- 270-sheet Cassette (already installed in printer)

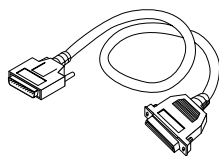
- QuickStart Guide
including NEC SuperScript 1400 Series Solutions CD
and ServiceXpress information
- Power Cord
- Toner Cartridge

If any items are missing or damaged, contact the store where you purchased the printer.

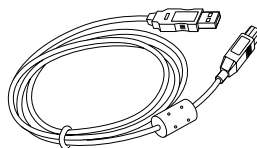


Not Included ...

To connect your printer, you need to provide the proper cable.



For local connection:
IEEE 1284-compliant
Bidirectional Parallel Cable



For USB connection:
Certified USB Cable

note: Save the box and packing material.

IDENTIFYING PRINTER PARTS

Use the illustrations on the facing page to identify standard parts for the SuperScript 1400.

Front View

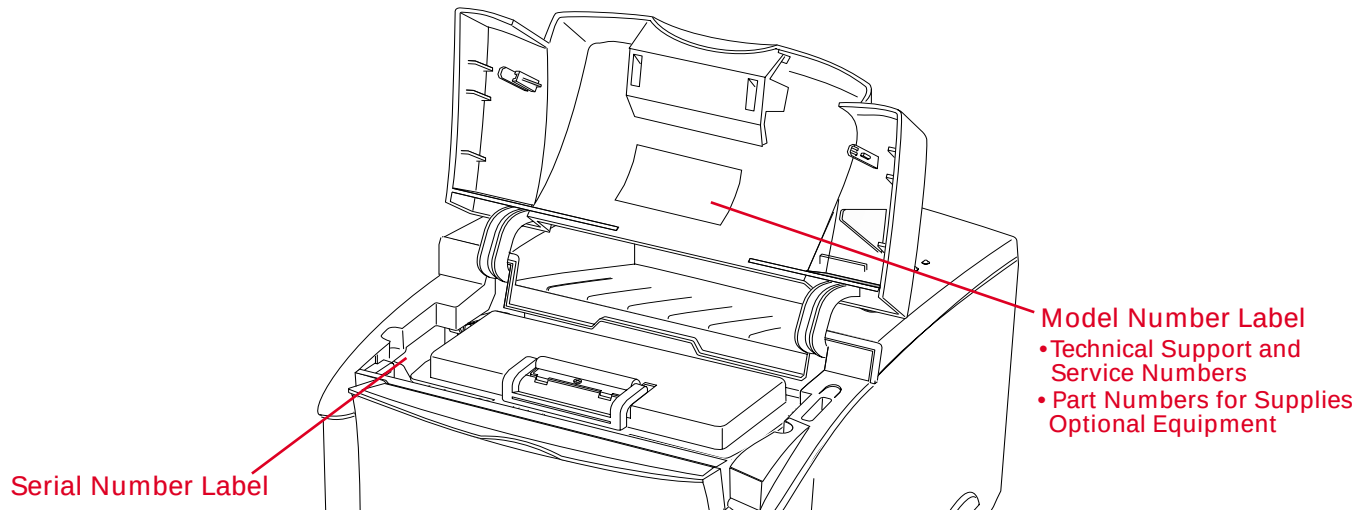
- **Top Cover**—provides access to the Toner Cartridge (also serves as the Main Output Tray).
- **Inside Label**—contains the printer's serial number necessary for warranty registration.
- **Main Output Tray**—holds up to 250 printed sheets.
- **Operator Panel**—has two control buttons and four indicator lights (LEDs).
- **Hand Grips**—used for lifting printer.
- **Paper Level Indicator**—a see through window showing paper level.
- **270-sheet Cassette**—standard input tray. **Referred to as Tray 2 in the printer driver**
- **Manual Feed Tray**—drops open to allow you to feed various types of paper, envelopes, labels, or transparencies one at a time. **Referred to as Tray 1 (Manual) in the printer driver.**

Back View

- **Interface Panel**—contains the Controller Board ports including a parallel port and a USB port.
- **Back Cover**—acts as the Face-up Output Tray when opened out.
- **Power Cord Connector**—for attaching the Power Cord.
- **Power Switch**—for turning on and off the printer.
- **Side Vent**—allows ventilation.

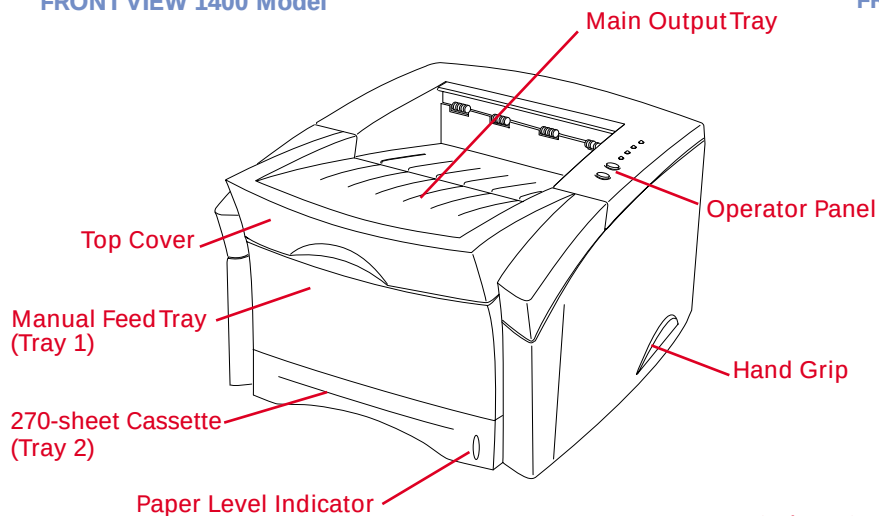
Back Internal View

- **Fuser Unit**—uses heat and pressure to adhere the image to the paper.
- **Face-up Output Tray**—receives heavier printed media.
- **Back Feed Roller**—Feeds media to the Face-up Output Tray. Swings out to clear paper jams.

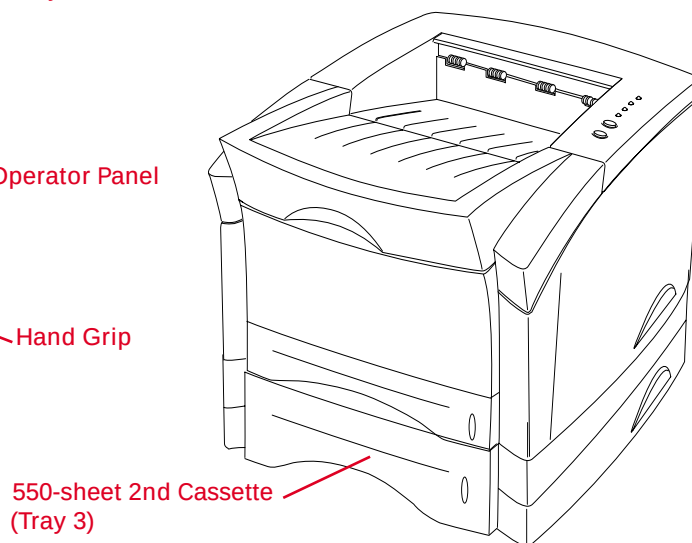


Important Printer Parts

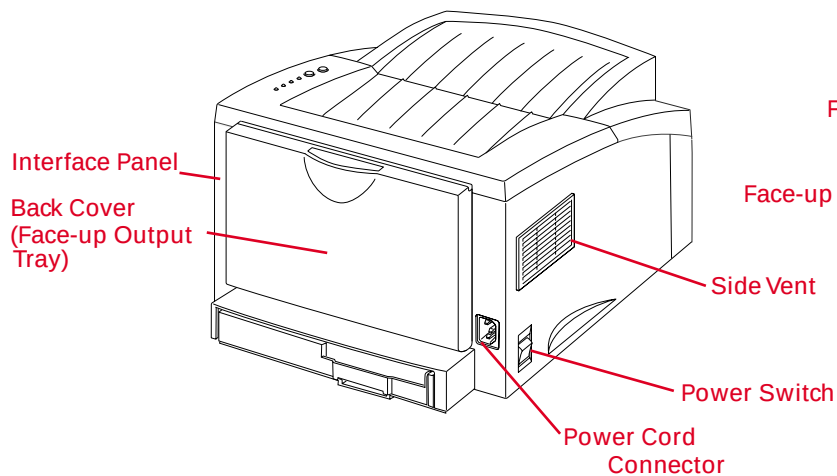
FRONT VIEW 1400 Model



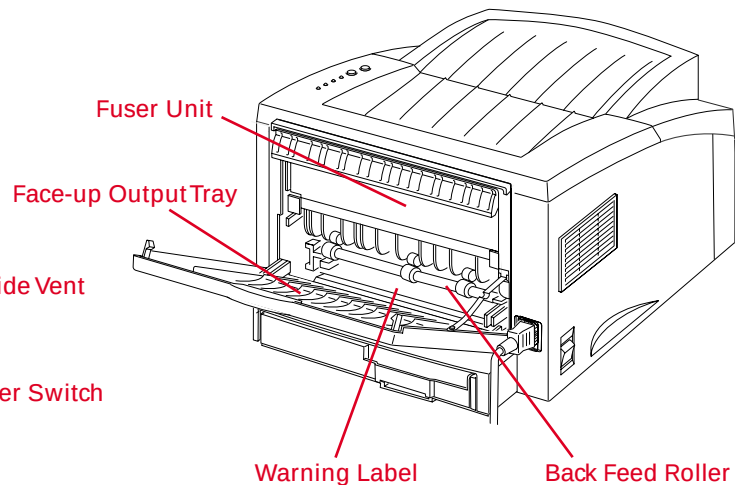
FRONT VIEW with Optional 550-sheet 2nd Cassette



BACK VIEW



BACK INTERNAL VIEW

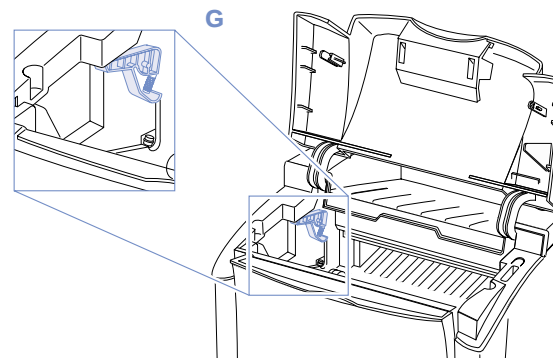
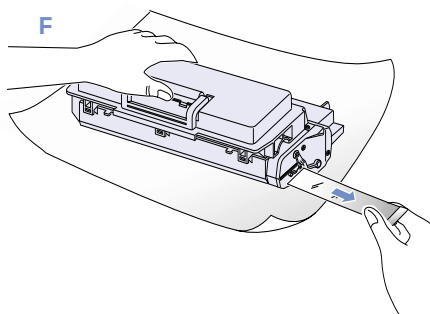
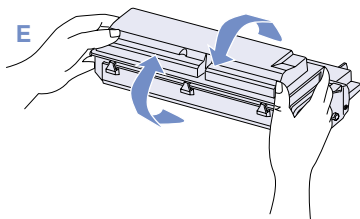
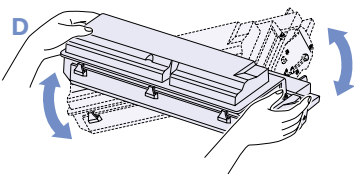
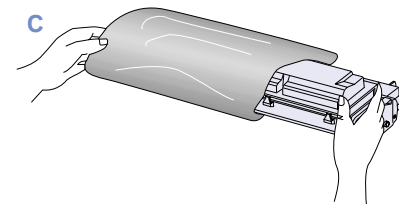
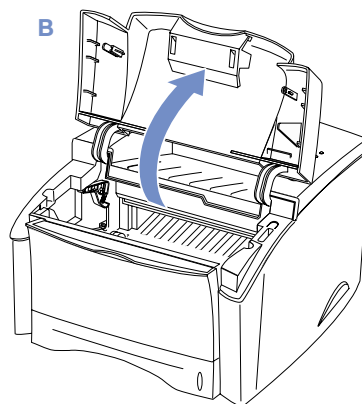
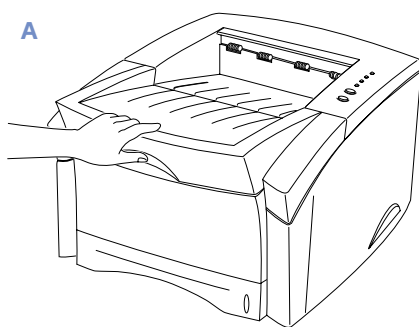


INSTALLING THE TONER CARTRIDGE

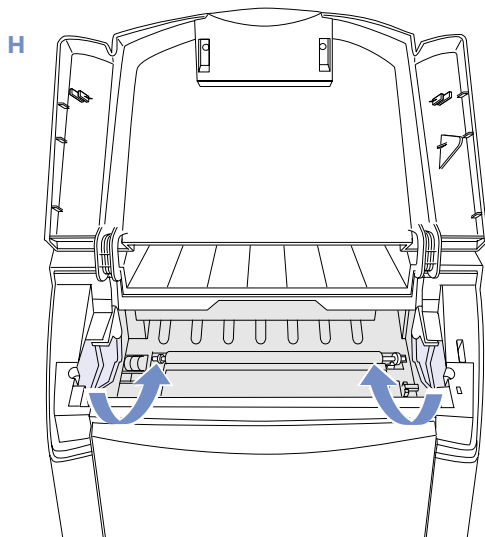
1. Lift the Top Cover (A, B).
2. Remove the Toner Cartridge from its bag (C). Do not open the shutter or touch the shiny green material on the OPC unit located on the underside of the Toner Cartridge.

Caution! To prevent damage from light, keep the Toner Cartridge covered until you are ready to install it.

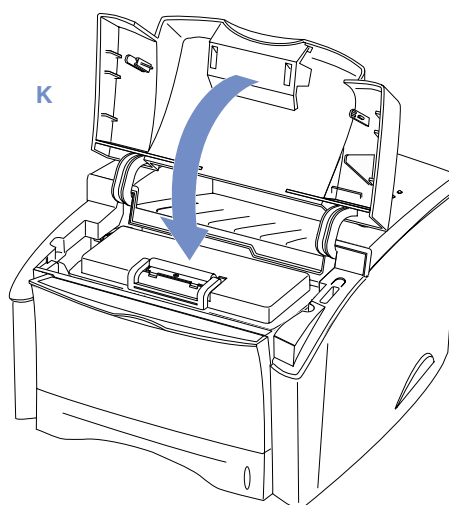
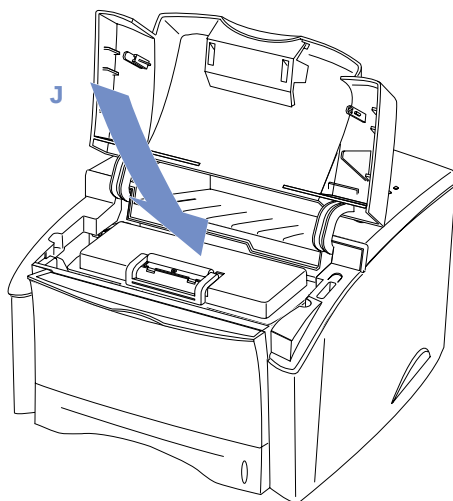
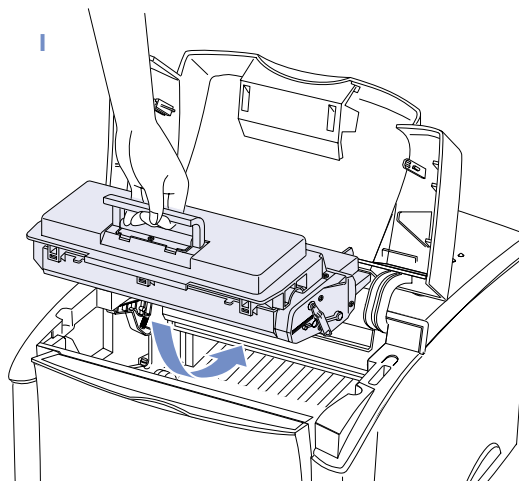
3. Hold the cartridge horizontally and shake as shown about 10 times (D).
4. Rock Toner Cartridge forward and back several times (E) loosening and distributing any toner that may have settled during storage.
5. With the Toner Cartridge on a sturdy surface, pull the end of the sealing tape straight out (F).
6. Locate the cartridge slots on the inside of the printer (G).



7. Notice that the slots on both sides are curved (**H**).
note: During installation the shutter that covers the green shiny material of the OPC unit will flip up on the front of the Cartridge Guide exposing the OPC unit to the inside of the printer.



8. Grasp the handle and **gently** guide the Toner Cartridge into the printer (**I**).
9. The Toner Cartridge will click into place (**J**).
10. Close the Top Cover (**K**).



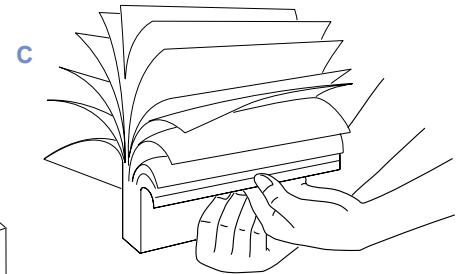
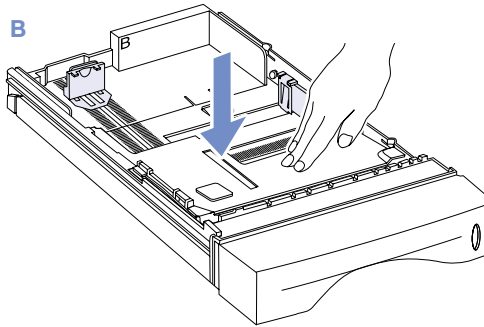
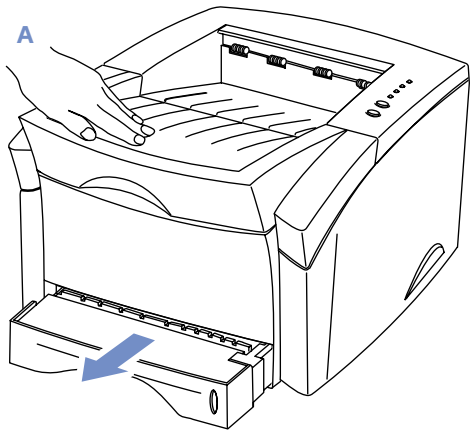
LOADING THE 270-SHEET CASSETTE

The 270-sheet Cassette (Tray 2) can hold up to 270 sheets of medium weight paper—letter size (U.S.), legal, folio or A4. See Appendix A, “Printer Specifications,” for a complete list of paper that can be used.

1. Pull the 270-sheet Cassette tray out of the printer (A).
2. Push down the metal plate in the bottom of tray (B).
3. Fan the paper (C).

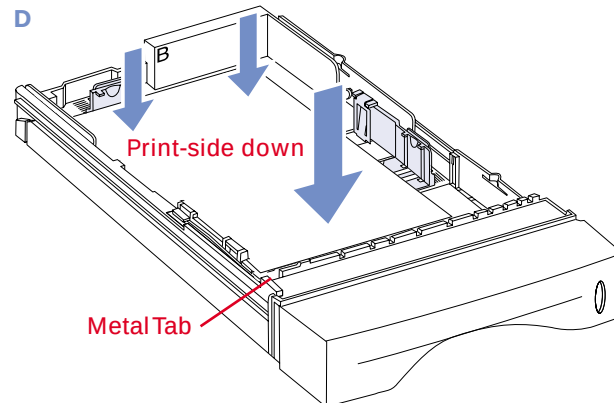
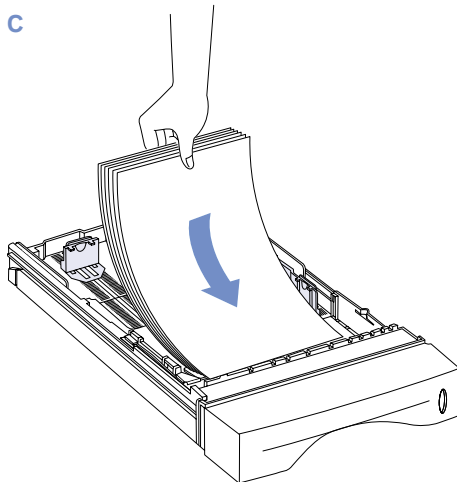
4. Load paper print-side down (C).
5. Make sure the paper stack is flat and that it fits under the metal tab in the corner of the tray (D).

note: To adjust the tray for different paper sizes, see page 14.

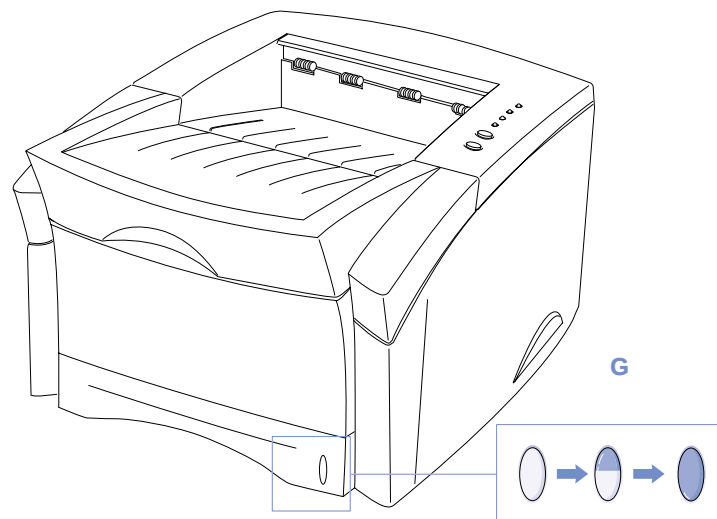
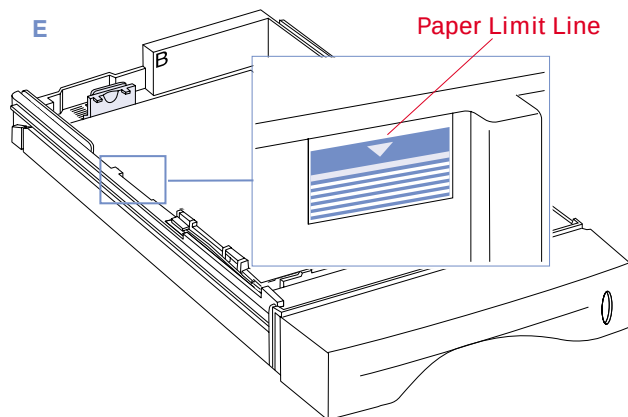


note: The 270-sheet Cassette will be referred to as Tray 2 in the printer driver.

Do not overfill the cassette!

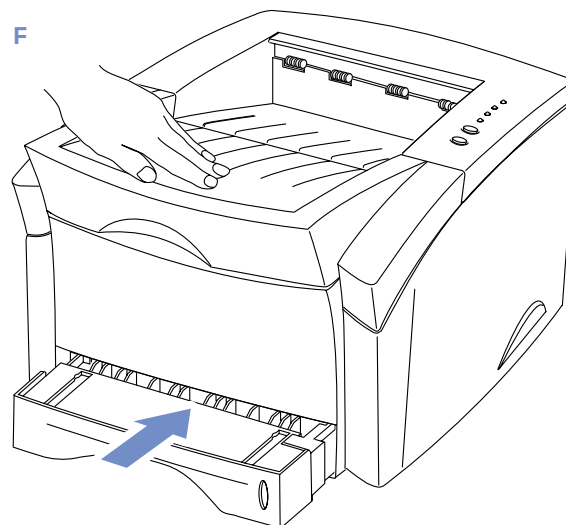


6. You can fill the tray up to the Paper Limit Line on the side of the tray (E).
7. Slide the tray back into the printer (F). Directions for adjusting the paper tray size are in the following section, "Changing Paper Sizes."



WARNING! When sliding the tray into the printer, do not place your hand on the tray opening in back. Place your hand on the top of the printer as shown below.

8. The Paper Level Indicator will show how much paper is left in the tray (G).

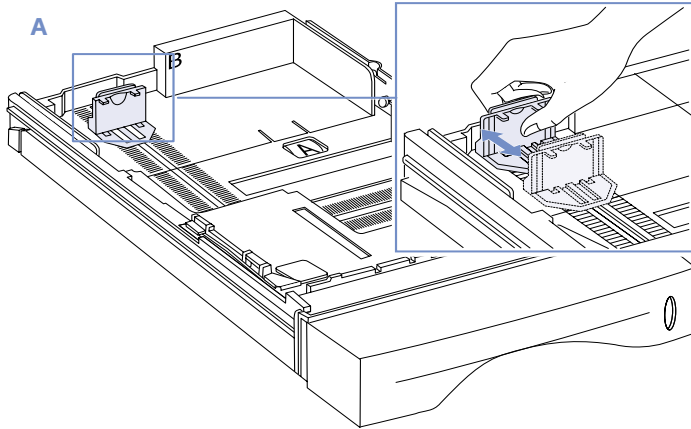


CHANGING PAPER SIZES

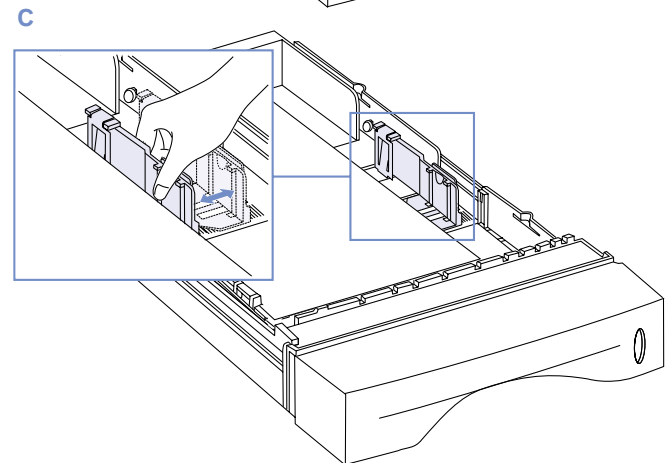
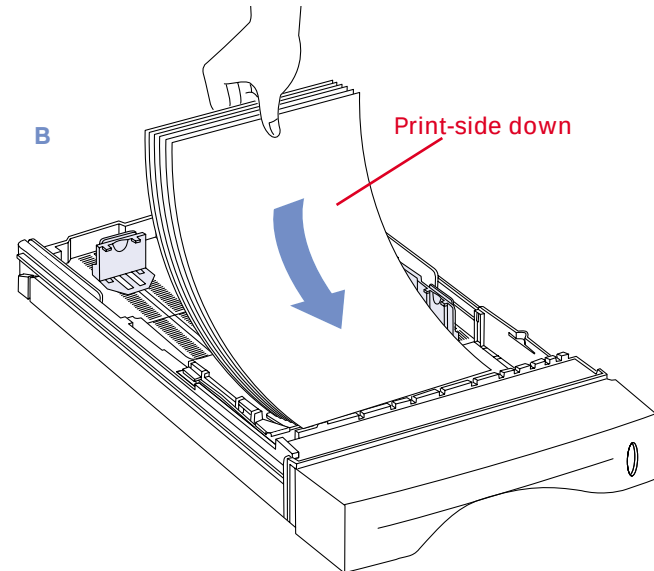
Follow these directions if you need to change paper sizes in the 270-sheet cassette (Tray 2).

For Letter (US) or A4 Paper Sizes

1. To adjust for these paper sizes, pinch the tab on the Back Paper Guide (A).

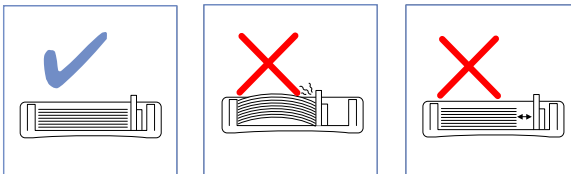


2. Slide the Back Paper Guide so that the pointer matches the desired size indicated on the bottom of the tray.
3. Load the paper in the tray print-side down (B).
4. After loading media print-side down, pinch the Side Guide and slide it until it lightly touches the media (C).



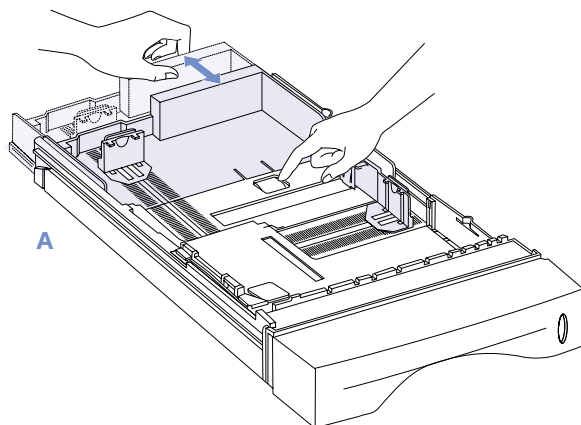
note: The 270-sheet Cassette will be referred to as Tray 2 in the printer driver.

Do not overfill the cassette!

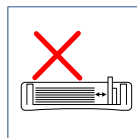
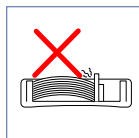
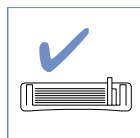
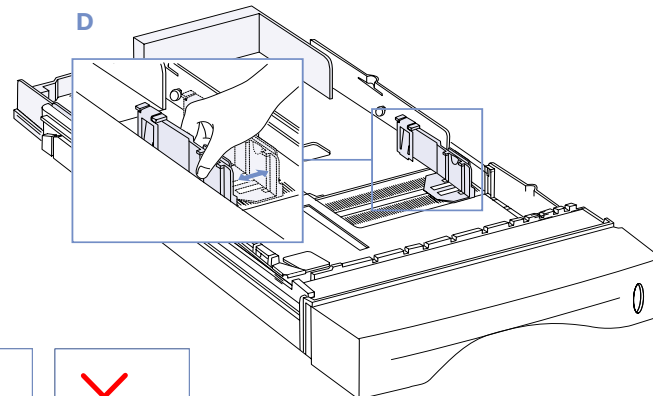
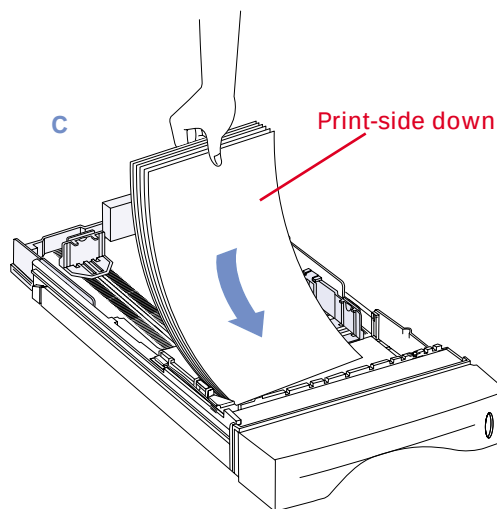
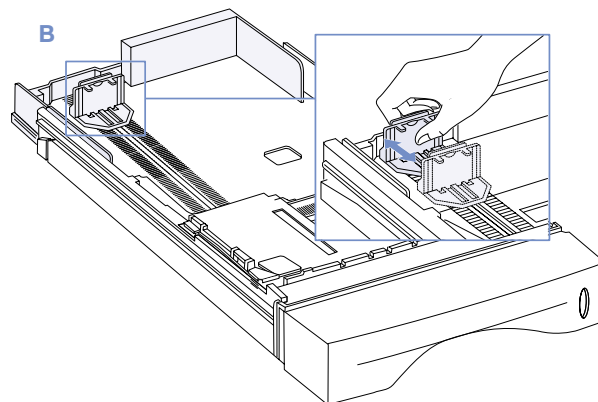


For Legal and Folio Paper Sizes

1. To adjust for these different paper sizes, place the empty cassette tray on a level surface. Push down on the tab marked with a “push” icon while extending the tray back as far back as it will go (A).



2. Pinch the tab on the Back Paper Guide and slide it so that the pointer matches the desired size indicated on the bottom of the tray (B).
3. Load the tray (C).
4. After loading media print-side down, pinch the Side Guide and slide it until it lightly touches the media (D).

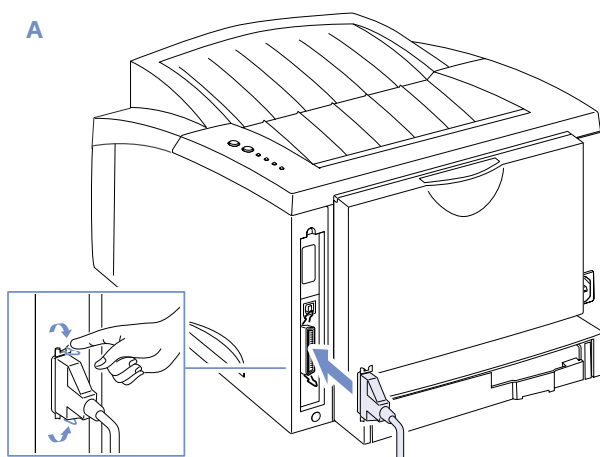


note: The 270-sheet Cassette will be referred to as Tray 2 in the printer driver.

CONNECTING THE PRINTER USING THE PARALLEL CABLE

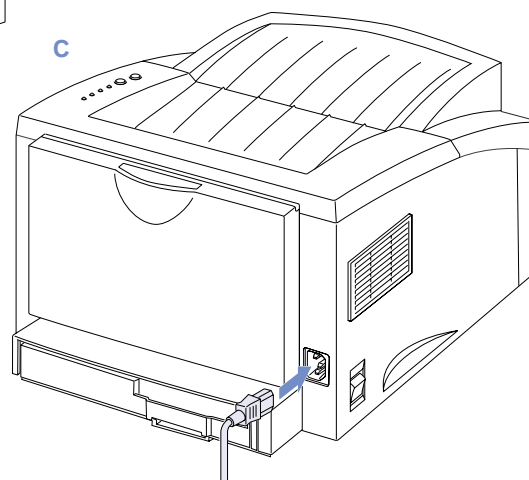
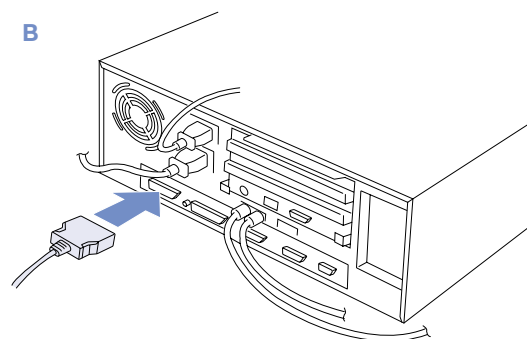
To connect the SuperScript 1400 printer we recommend using an IEEE 1284-compliant bidirectional parallel cable that is no more than 6 feet in length.

1. Make sure the printer and the computer are turned OFF.
2. Plug the appropriate end of the parallel cable into the connector on the back of the printer. Fasten the clips at the end of the connector into the notches on the plug (A).



3. Plug the other end of the cable into the appropriate parallel connector on your computer (B).
4. Connect the Power Cord to the back of the printer. Plug the other end of the Power Cord into a properly grounded outlet (C).

note: Do not turn on your computer until you have successfully printed out a Configuration Sheet. Follow the directions on page 18.



CONNECTING THE PRINTER USING THE USB CABLE

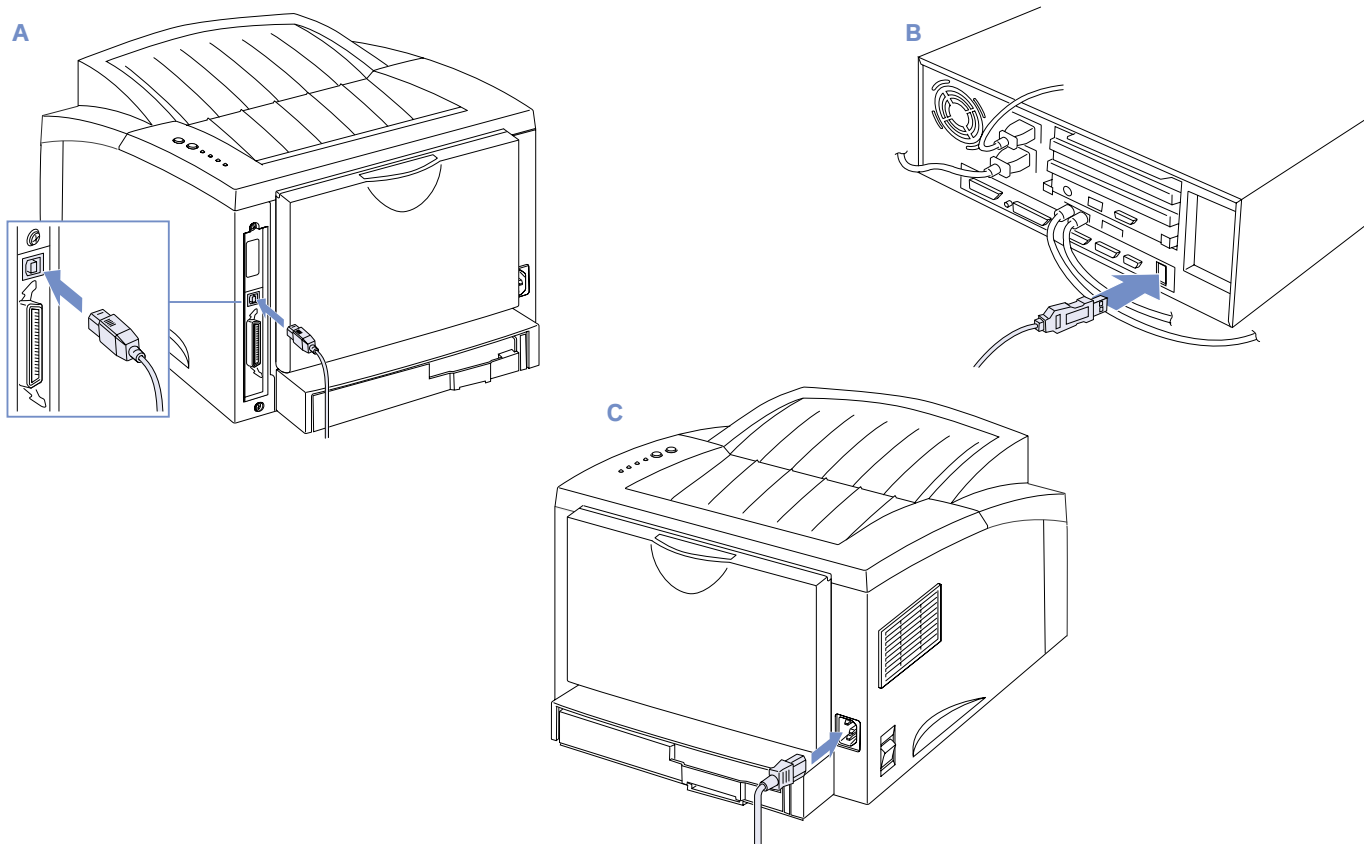
To connect the SuperScript 1400 printer we recommend using a certified USB cable.

note: Some operating systems do not support USB connection. See Chapter 3 "Installing the Software" for details. Windows 98 must have the driver installed to support USB printing.

1. Make sure the printer and the computer are turned off.

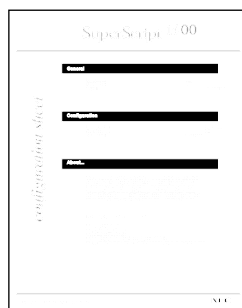
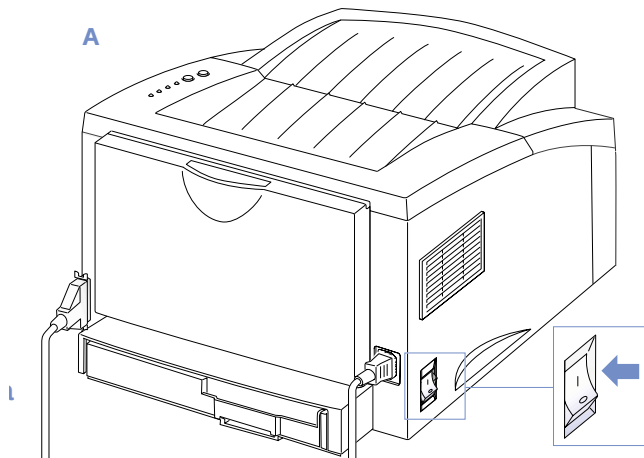
2. Plug the appropriate end of the USB cable into the connector on the back of the printer (A).
3. Plug the other end of the cable into the appropriate USB connector on your computer (B).
4. Connect the Power Cord to the rear of the printer. Plug the other end of the Power Cord into a properly grounded outlet (C).

note: Do not turn on your computer until you have successfully printed out a Configuration Sheet. Follow the directions on the next page.



PRINTING A CONFIGURATION SHEET

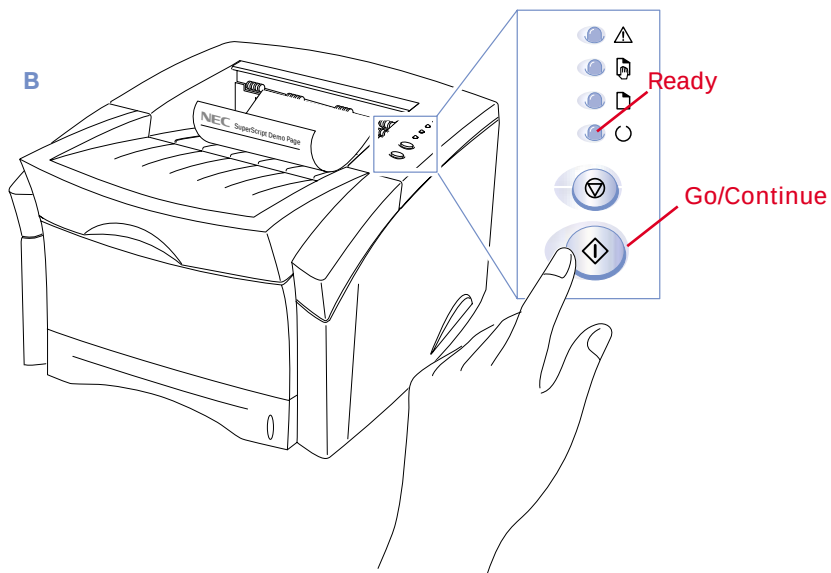
You are now ready to print out a SuperScript 1400 Configuration Sheet. This page confirms that your printer is working properly. It contains information about your printer's settings.



Configuration Sheet

1. With your computer turned off, turn the printer power on (A). All the Operator Panel lights will cycle on.
2. When only the Ready light remains on, press and hold the Go/Continue button until the LED lights cycle 2 times (about 4 seconds) (B). When you release the button, a Configuration Sheet will print.

note: Printing a Configuration Sheet may take up to 25 seconds. An example of a Configuration Sheet is shown on the following page.



CHAPTER 3

INSTALLING THE SOFTWARE

OVERVIEW

Installing printer software from the SuperScript 1400 Series CD is quick and easy. You just need to insert the CD into your CD-ROM drive and follow the prompts on your screen. You can even view Quick Reference video clips with just a click of a button. Close all applications on your computer, then choose Easy Local Install or Custom Install. The SuperScript 1400 printer cannot take an internal Network Interface Card.

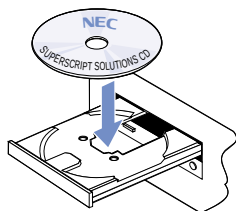
SUPERSCRIPT SOFTWARE

The NEC SuperScript 1400 Series Solutions CD contains the following software for Windows users.

- Quick Reference Videos
- SuperScript 1400 Series Printer Driver
- SuperScript 1400 Status Monitor (not available for Windows NT)
- NEC USB printer port driver for Windows 98
- Electronic version of the SuperScript 1400 User's Guide
- Adobe Acrobat Reader 4.0

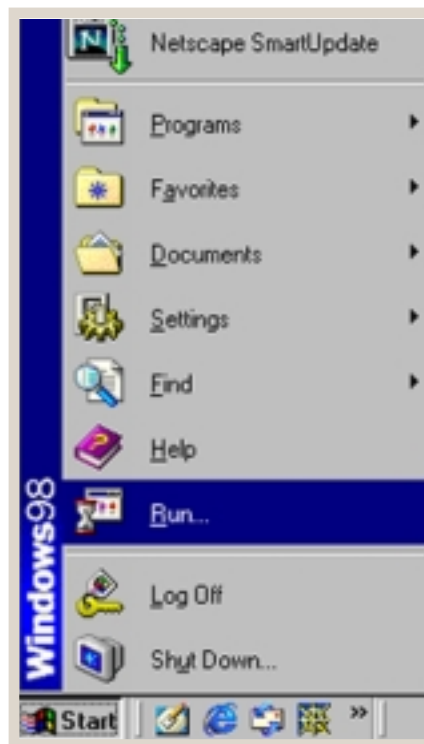
INSTALLING THE SOFTWARE

1. Place the “NEC SuperScript 1400 Series Solutions CD” in your CD-ROM drive.

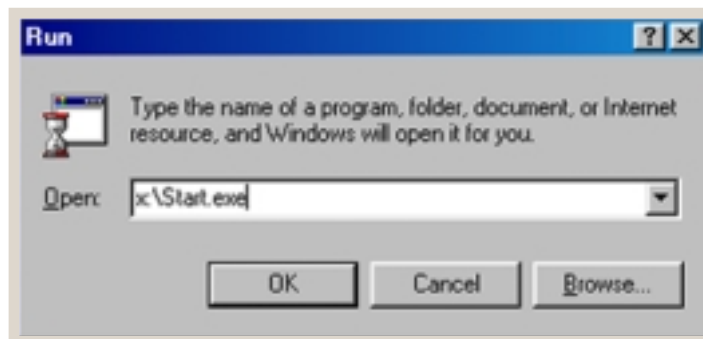


note: If the Windows **New Hardware Found** dialog box appears during installation, clicking **Cancel** is the preferred action. If using Plug 'N Play, the installation files are located at *x:\SuperScript 1400\Your Operating System\1400 Series Printer Driver\PlugNPlay* where x is the letter of your CD-ROM drive.

2. If the installer does not launch automatically, select **Run** from the **Start** menu (A) and type **x:\Start.exe** in the **Open** box (where x is your CD ROM drive letter) (B). Then click **OK**.



A



B

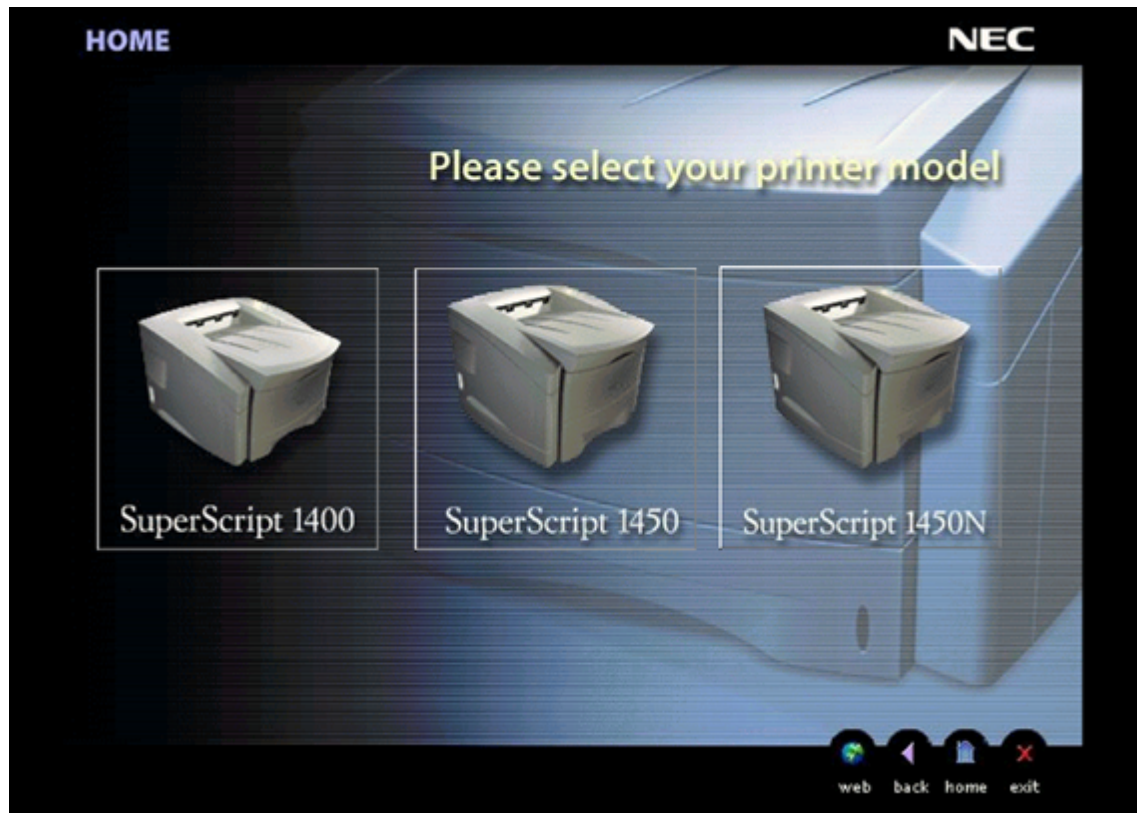
3. The NEC License Agreement will appear. Choose the appropriate response.
4. The opening screen appears and will prompt you to choose your printer model. Choose **NEC SuperScript 1400**.
5. You will be asked whether you want to install from the CD or from the Web server.

note: The advantage of installing from the Web is that you will be installing the very latest printer driver from NEC. The disadvantage is that the install may be interrupted or slowed down by your Internet provider.

6. Next you will be asked to choose between the following install options:

Easy Local Install: Use this if you have a parallel connection between your PC and the printer. The printer driver, Status Monitor, and electronic user's guides will be automatically loaded on your PC.

Custom Install: Use this if you want to separately install items such as NEC Status Monitor or Acrobat Reader 4.0.



note: This screen may not appear on all versions of the installation software.

SOFTWARE FOR WINDOWS 95/98/2000

The SuperScript 1400 software for Windows 95/98/2000 can be installed either by an Easy Local Install or by a Custom Install. The Easy Local Install will install the SuperScript 1400 Printer Driver, the Status Computer option, and the User's Guide.

Installing Software for Windows 95/98/2000

Installing the SuperScript Series Printer Driver involves inserting the *NEC SuperScript 1400 Series Solutions CD* into your computer and following the instructions displayed on the monitor.

To install printer software for Windows 95/98/2000:

1. Insert the *NEC SuperScript 1400 Series Solutions CD* into your computer.
note: If the NEC SuperScript 1400 Series Solutions CD Installer appears on the monitor shortly after the disk is inserted, go to Step 4, if not, go to Step 2.
2. From the desktop, double-click **My Computer** to open the My Computer window.
3. Double-click the **NEC SuperScript 1400** icon to start the installer.
As an alternative, right mouse button click on **NEC SuperScript 1400** then select **Open** or **Autoplay** to start the installer. If neither one of these methods work, double-click **Start.exe** which is located on the CD.
4. The NEC License Agreement will appear. Choose the appropriate response.
5. Choose **SuperScript 1400**, and choose **Install**.
6. Choose either **Easy Local Install** or **Custom Install**.

note: Windows 98 supports USB printing, but you must load the driver from the *SuperScript 1400 Series Solutions CD* when prompted by Windows 98 Plug 'N Play. The USB driver is located at *x:\USB\Windows98\NEC USB Printer Port* where *x* is the letter of your CD-ROM drive. Windows 2000 has USB support already installed.

7. Follow the directions on the monitor.

Removing Printer Software

Use the following method to remove the SuperScript software from Windows 95/98/2000 computers.

To remove the printer driver:

1. Click the Windows **Start** button and select **Programs**.
2. Select **NEC SuperScript 1400**.
3. Select **Uninstall NEC SuperScript 1400** to start the uninstall process.

To remove the Status Monitor driver:

1. Click the Windows **Start** button, point to **Programs**, then to **NEC SuperScript 1400**, and select **NEC SuperScript 1400 Status Monitor Uninstaller**. A confirmation message will appear.
2. Click **Yes** to begin removing the software from your computer.

SOFTWARE FOR WINDOWS NT 4.0

Windows NT 4.0 can be installed either by an Easy Local Install or by a Custom Install. The Easy Local Install will install the SuperScript 1400 Series Printer Driver and the electronic 1400 User's Guide.

note: Since Windows NT 4.0 does not support the NEC 1400 Status Monitor option, the only advantage to Custom Install would be if you don't want to load the User's Guide onto your hard drive.

Installing the Software

Installing the SuperScript Series Printer Driver involves inserting the *SuperScript 1400 Series CD* into your computer and following the instructions displayed on the monitor.

To install printer software for Windows NT 4.0:

1. Insert the *SuperScript 1400 Series Solutions CD* into your computer.
note: If the NEC SuperScript 1400 Series CD Installer appears on the monitor shortly after the disk is inserted, go to Step 4. If not, go to Step 2.

2. From the desktop, double-click **My Computer** to open the My Computer window.
3. Double-click the **NEC SuperScript 1400** icon to start the installer.

As an alternative, right mouse button click on **NEC SuperScript 1400** then select **Open** or **Autoplay** to start the installer. If neither one of these methods work, double-click **Start.exe** which is located on the CD.

4. The NEC License Agreement will appear. Choose the appropriate response.
5. Choose **SuperScript 1400**, and choose **Install**.
6. Choose either Easy Local Install or Custom Install.
note: Window NT 4.0 does not support USB printing.
7. Follow the directions on the monitor.

Removing Printer Software

To remove a printer driver from Windows NT 4.0:

1. Click the Windows **Start** button and select **Programs**.
2. Select **NEC SuperScript 1400**.
3. Select **Uninstall NEC SuperScript 1400** to start the uninstall process.

SOFTWARE FOR THE MACINTOSH

This section describes the hardware and software requirements for Macintosh computers, and how to install the printer software.

Software Requirements

For Macintosh computers to connect to the printer, they must be running Mac OS 8.6 or higher.

Hardware Requirements

Hardware requirements are categorized into requirements for the Macintosh and requirements for the printer.

Macintosh Hardware Requirements

The hardware required by your Macintosh is a USB port.

Printer Hardware Requirements

The printer comes with a built-in USB port which can be used to connect the printer to the Macintosh.

Installing the Software

Software installation involves installing the SuperScript 1400 Printer Driver.

Installing the SuperScript 1400

The SuperScript 1400 is installed from the *SuperScript 1400 Series Solutions CD*.

To install the SuperScript 1400 Printer Driver:

1. Insert the NEC SuperScript 1400 Series Solutions CD into your Macintosh and the SuperScript 1400 window will appear.
2. Double-click the **SuperScript 1400 Installer** icon to begin installing the printer driver.
3. The NEC License Agreement will appear. Select the appropriate response.
4. Choose Easy Install (**A**) or Custom Install (**B**).
5. Follow the instructions presented on the monitor.
6. From the Apple menu, select **Chooser**.



7. From the left pane of the Chooser window, select the **NEC 1400 Series** icon and **NEC 1400 Series** will appear in the right pane of the window.
8. Close the Chooser window.
9. The **NEC 1400 Series** icon will be placed on your desktop.

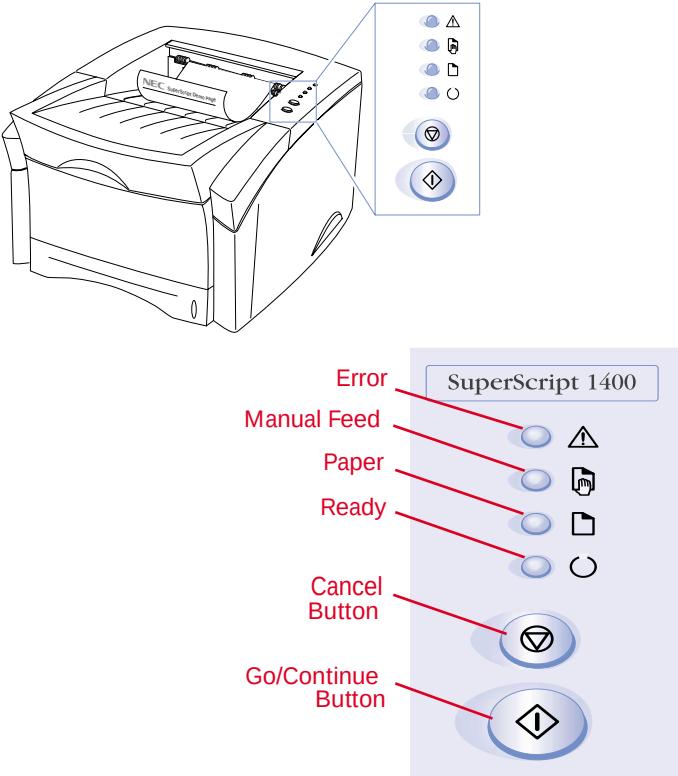
CHAPTER 4

THE OPERATOR PANEL

OVERVIEW

This chapter describes how to interpret and use the SuperScript 1400's Operator Panel. Most printer tasks can be accomplished through the printer driver software but in some cases it is more convenient to use the Operator Panel. For example, you can cancel a print job by simply pressing the Cancel button.

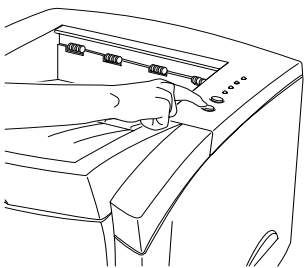
Signals from the Operator Panel lights, or LEDs, clearly display printer status.



OPERATOR PANEL BUTTONS

The printer has two buttons, **Go/Continue** and **Cancel**. Use these buttons to cancel a print job, reset the printer, print a Configuration Sheet, or clean internal printer parts.

The table on this page shows single button functionality. The table on the next page shows double button functionality.



Button	Function
	Cancel - When the printer is processing a print job, you can press this button to cancel the print job. Pressing the Cancel button for 1 second will cause the printer to flush out all received data. The time it takes to cancel a job depends on the size of the print job. - When there is no print job in the printer, pressing the Cancel button has no effect.
	Go/Continue - Press the Go/Continue button to resume printing as in a manual print job. - Use this button to print a Configuration Sheet. From the ready state, press and hold down the Go/Continue button. You must press and hold the button (approximately 4 seconds) until all four LEDs blink two times, and then cycle.

Buttons	Function
 	Factory Default Reset During power-up, press and hold down the Go/Continue and Cancel buttons simultaneously. Press and hold the buttons approximately four seconds until all lights blink three times and cycle once, then release the buttons. The printer will revert to its factory default settings.
 	Internal Cleaning Sheet To enable the internal cleaning process, press and hold down the Go/Continue and Cancel buttons simultaneously for about 4 seconds or until all four lights are blinking. A one-page Internal Cleaning Sheet will print.

OPERATOR PANEL LIGHTS

The four lights, or LEDs, on the Operator Panel have the following functionality.

LED	Function
	The Error LED (red light) indicates various error conditions affecting the printer.
	The Manual Feed LED (amber light) indicates a manual feed job in the Manual Feed Tray.
	The Paper LED (amber light) indicates the paper tray supply.
	The Ready LED (green light) indicates whether the printer is online, offline, or in Energy Saving mode.

note: Both the Operator Panel and the on-screen Status Monitor, available in some circumstances, can show you printer status. For more information about the Status Monitor see page 95.

Operator Panel Light Messages

The Operator Panel lights, or LEDs, indicate the status of your printer.

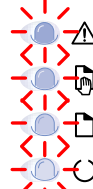
Light Status Legend



Mode	Message
	Startup The four LEDs cycle one after another at a three-second frequency.
 	Online The Ready LED is on. The printer is ready to print.
 	Energy Saving The Ready LED blinks slowly at five-second intervals.

Mode	Message
 	Processing Job/Warming Up The Ready LED blinks fast when the printer is printing a page or is receiving data. The Ready LED also blinks fast when the printer is warming up.
 	Manual Feed Both the Ready and Manual Feed LEDs are on. The printer is ready to receive a manual feed job. Feed media into the Manual Feed Tray (Tray 1) and press the Go/Continue button to start printing.
 	Paper Out The Paper LED is blinking. Tray 2 or Tray 3 is empty.
 	Paper Out Manual Feed Tray The Manual Feed LED is blinking. The Manual Feed Tray (Tray 1) is empty.

Mode	Message
	Paper Jam The Paper LED is lit and the Error LED is blinking. There is a paper jam in the printer. Check the Status Monitor on your screen (if available) for jam location.
	Paper Size Error The Paper LED and the Error LED are both blinking. The printer detects a paper size mismatch.
	Memory Overflow Error The Error LED is blinking. The document is too complex, and the printer does not have enough memory to print the job.
	Cover Open/No Toner Cartridge The Error LED is steady. Either a cover is open or there is no Toner Cartridge in the printer.

Mode	Message
	Internal Error All four LEDs blink sequentially and fast. The printer detects an internal error (i.e., memory link crash).
	Engine Error All four LEDs blink sequentially and fast. The printer detects an engine error (LSU or Fuser).

CHAPTER 5

USING PRINT MEDIA

OVERVIEW

This chapter explains the kinds of paper and other media that can be used with the SuperScript 1400 printer. It explains how to properly load paper in the different trays so that the best possible print results are achieved. Topics include:

- Choosing the right paper and other media
- Selecting an output tray
- Loading the paper trays
- Printing on envelopes
- Printing on labels
- Printing on transparencies
- Printing on letterhead and binder pages

CHOOSING PAPER

Besides just paper you can print on a variety of medias including envelopes, labels, transparencies, and card stocks. See page 87 for a list of paper specifications. To get the best

results use only high-quality paper. For most office communication, copier paper is fine. Consider the following guidelines:

Desired result: Choose paper that will be appropriate for the project you have in mind. For example, a matte, ecru colored recycled paper works for natural subjects because it has a casual look and feel.

Size: Use a paper size that fits easily within the paper tray.

Weight: Your printer supports the following paper weights,

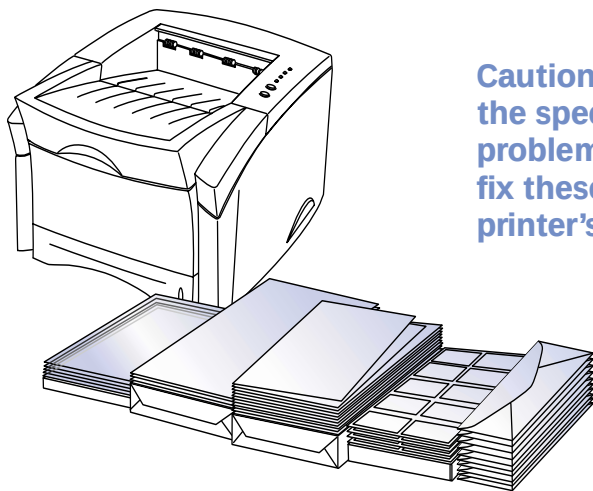
- 16–28 lbs. bond for Tray 2 and 3
- 16–47 lbs. bond (max 97lb. index and 65 lb. cover) for Tray 1 (Manual Feed Tray)

Brightness: The whiter the paper, the brighter and more vibrant the image.

Smoothness: A smooth surface will produce a crisp more formal looking page.

Opacity: Use a slightly thicker, more opaque paper when you want to print on both sides of a page (as in duplex printing).

See Appendix A for more paper guidelines.



Caution! Using media that does not conform to the specifications listed in Appendix A can cause problems with the printer. If service is required to fix these problems it will not be covered under the printer's warranty or service agreement.

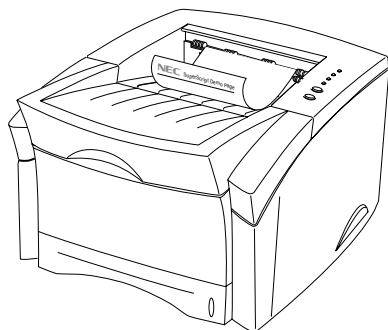
PRINTING TO THE OUTPUT TRAYS

The printer has two output trays: the Main Output Tray, located on top, and the Face-up Output tray located in back. For most print jobs you can print to the Main Output Tray. The paper will collect **face down (A)**. Make sure the Face-up Output Tray in back of the printer is closed when you want to print to the Main Output Tray.

Use the Face-up Output Tray for smaller media like envelopes and heavier media like postcards. The printer will always print to the Face-up Output Tray if it is open. Media comes out of the printer **face up**, with the last page on top. Printing from Tray 1 (Manual Feed tray) to the Face-up Output Tray uses a straight paper path with less chance of paper curl **(B)**.

Printing to the Main Output Tray

A

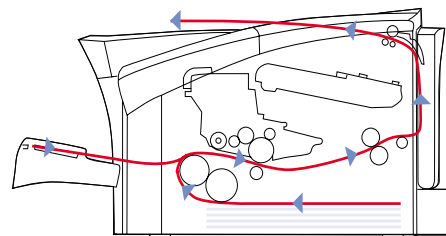


Use the Main Output Tray for:

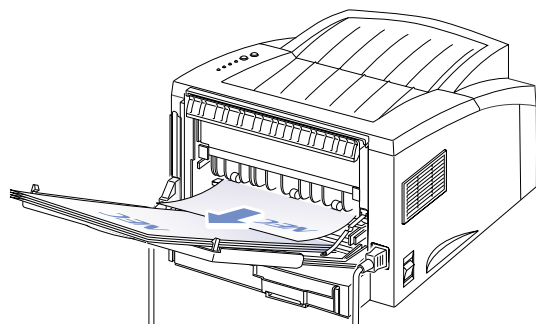
- Continuous printing
- Holds up to 250 sheets
- Transparencies

Paper Path to Main Output Tray

Used for printing to the Main Output Tray



Printing to the Face-up Output Tray

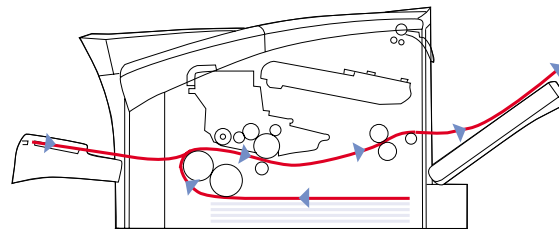


Use the Face-up Output Tray for:

- Envelopes
- Label sheets
- Small Custom-sized paper
- Postcards
- Paper weights less than 16 lb. or more than 28 lb.

B Paper Path to Face-up Output Tray

Used for printing to the Face-up Output Tray

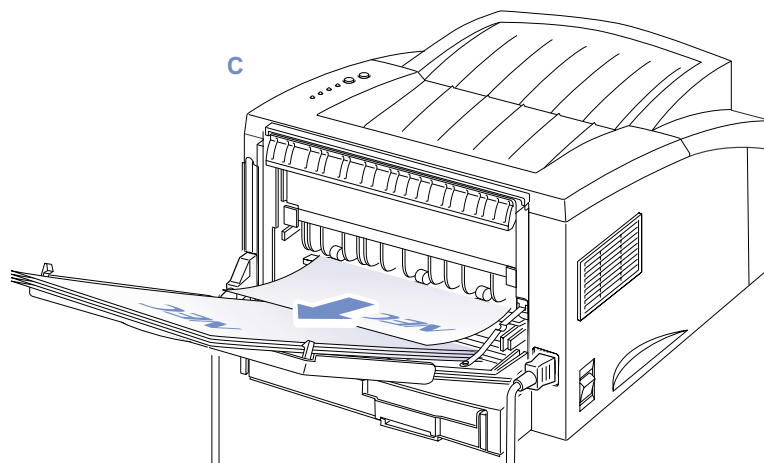
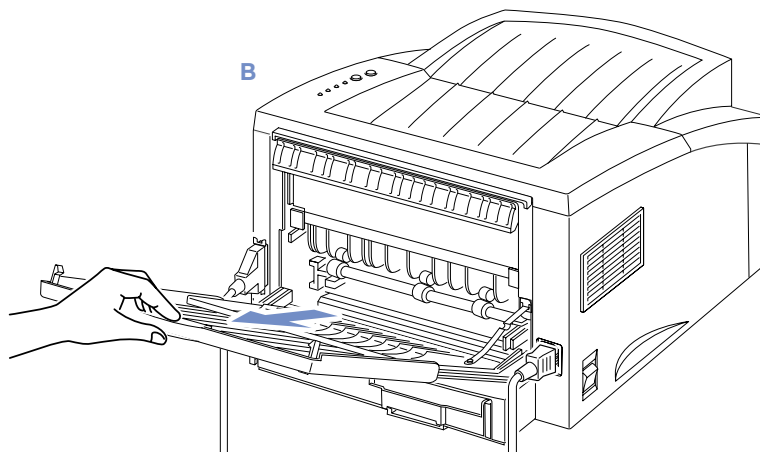
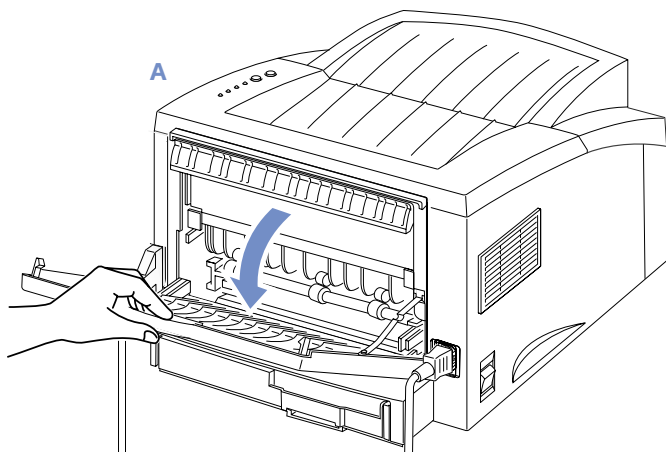


USING THE FACE-UP OUTPUT TRAY

Here's how to use the Face-up Output Tray:

1. Open the Back Cover as shown (A).
2. Pull the tray extender out for longer paper (B).
3. The Back Cover now functions as the Face-up Output Tray (C).

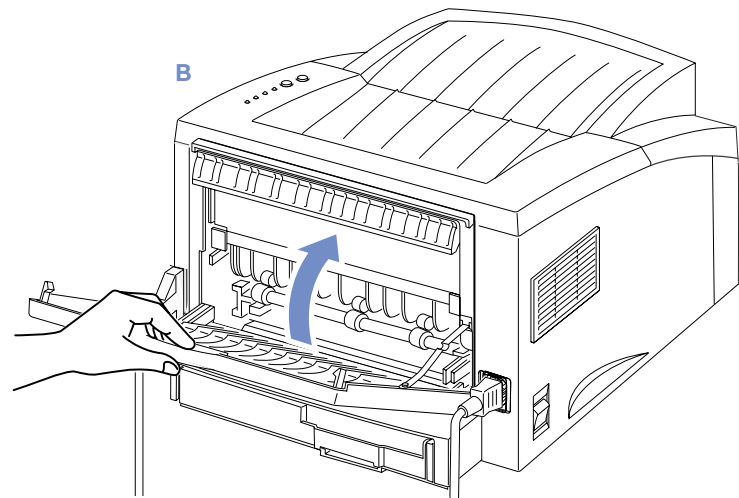
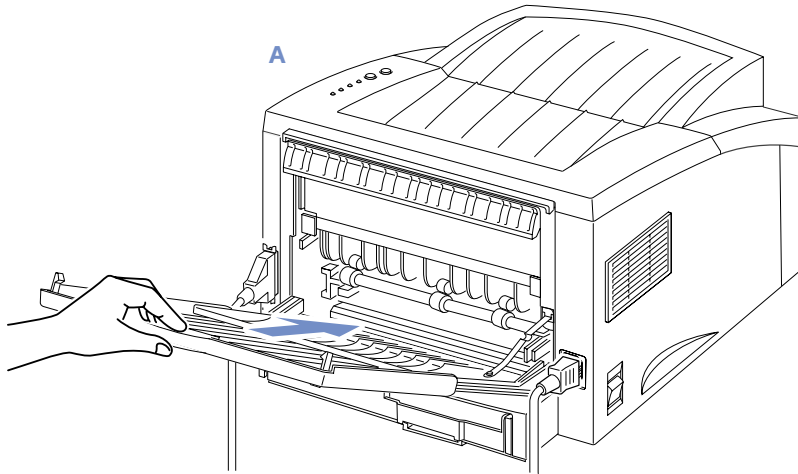
The Back Cover is also used as the Face-up Output Tray



note: The Face-up OutputTray will continue to collect printed media until you close it. Media will then print to the Main OutputTray on top of the printer.

4. Push the tray extender in **(A)**.
5. Close the Back Cover as shown **(B)**.

note: The capacity of the Face-up OutputTray can only hold small amounts of any given media. Do not over load the tray!



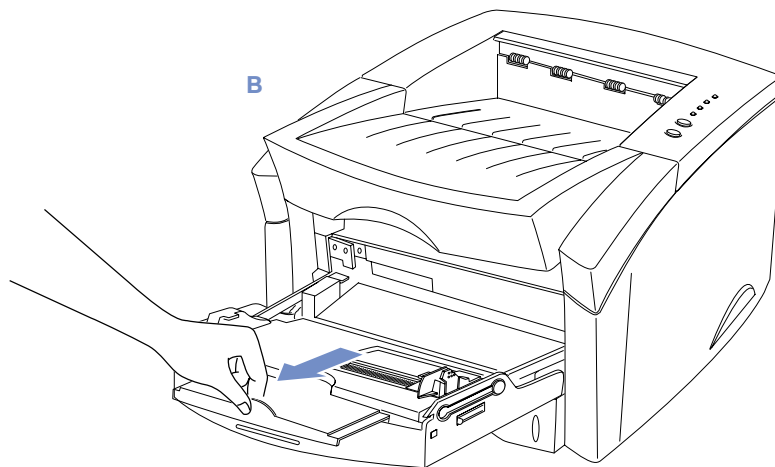
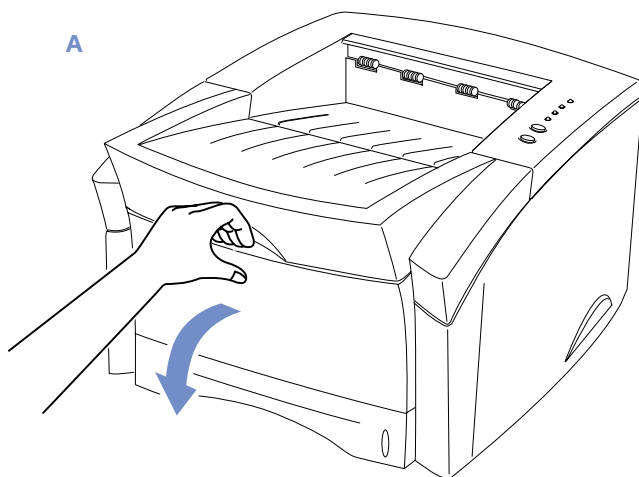
USING TRAY 1: THE MANUAL FEED TRAY

Tray 1, also known as the Manual Feed Tray, is located in front of the printer. It folds out to hold several sizes and types of media such as transparencies, cards, and envelopes. You can also use the tray for single page print jobs on letterhead, colored separator sheets, or other special sheets not kept in Tray 2 or 3.

The minimum size that the Manual Feed Tray supports is 3.8 inches by 5.8 inches. The maximum size it supports is 8.5 inches by 14 inches.

Load only one size or type of media one at a time face up.

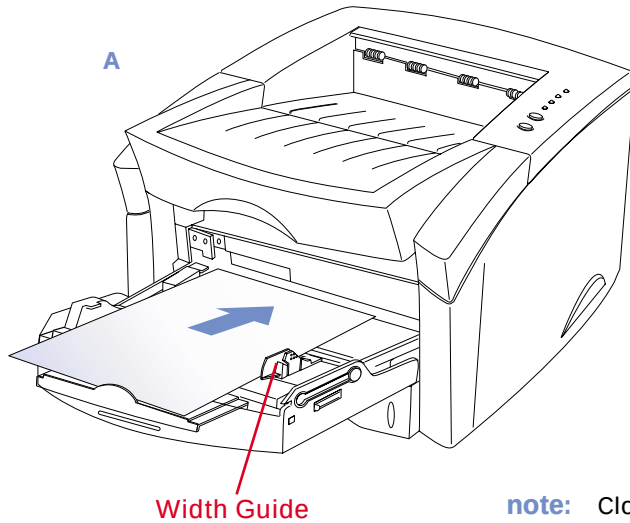
1. From your software application, select Tray 1.
2. Also select the paper size and type in the printer driver.
3. Open Tray 1 as shown (A).
4. Pull out tray extender (B).
5. Feed media into Tray 1 one sheet at a time (C).



Caution! Do not put excessive weight or heavy objects on the Manual Feed Tray.

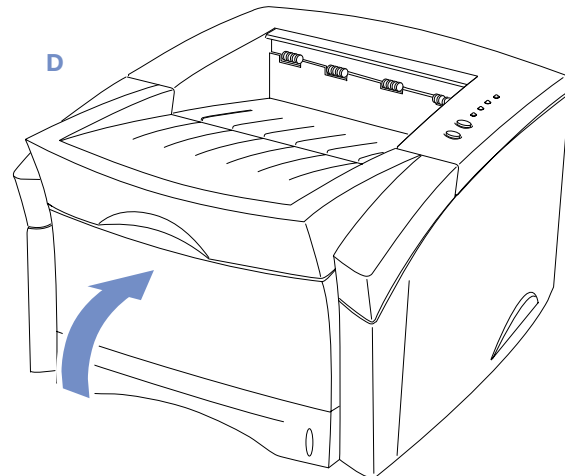
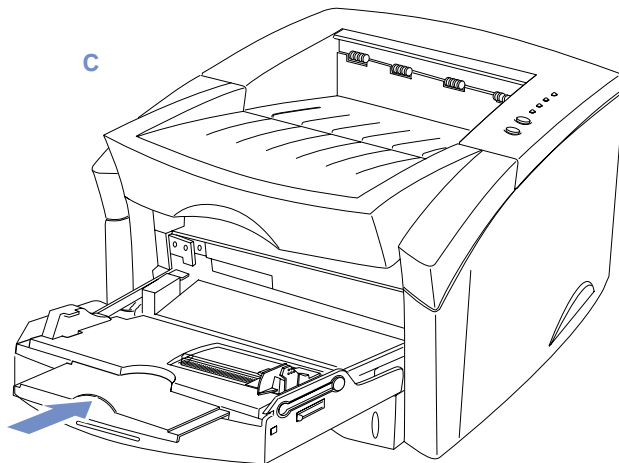
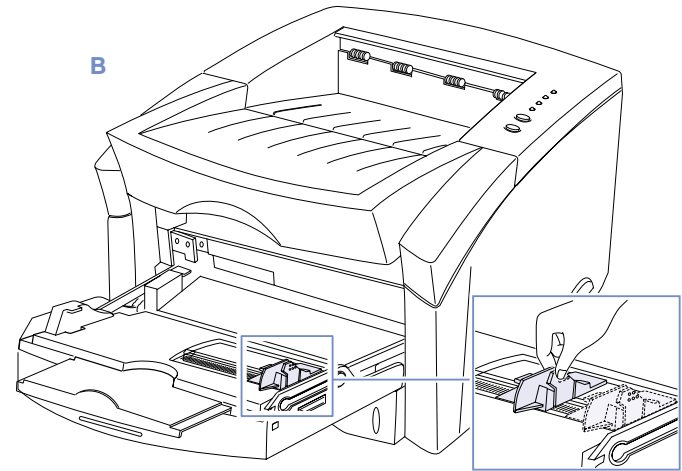
6. Place sheet against left edge of tray and adjust the Width Guide until it lightly touches the stack **(A)**. **Load paper print side up.**

note: Do not load more than one sheet of paper into Tray 1 (Manual Feed Tray) **(B)**.



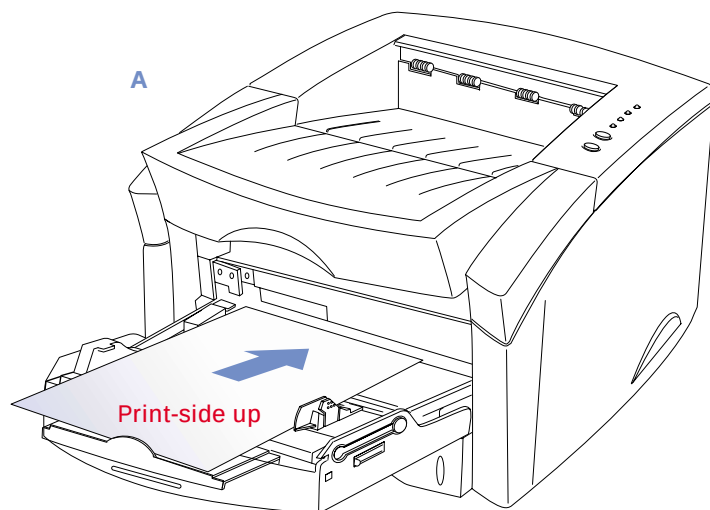
note: Close Tray 1 (Manual Feed Tray) when not in use.

7. After printing, push the tray extender in **(C)**.
8. After printing, close Tray 1 **(D)**.



PRINTING MANUALLY

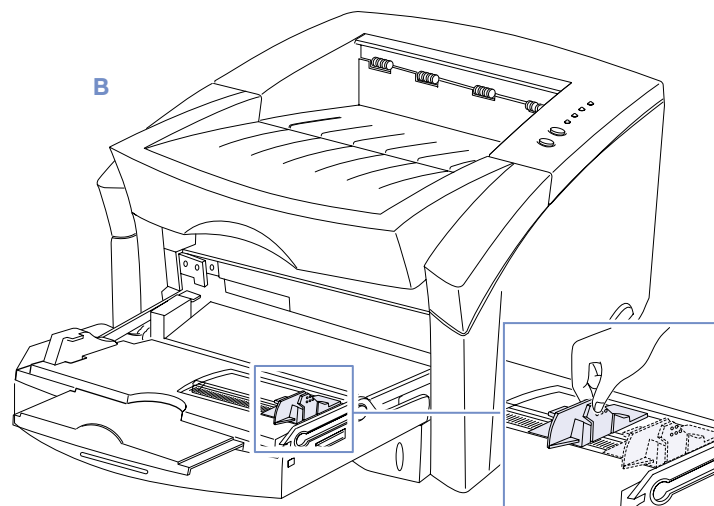
You can print manually from Tray 1 as long as you select Tray 1 (Manual) for your paper source in the driver. Manual printing can be helpful when you want to check print quality after each page. Load paper sheet-by-sheet and send the print data from your application. Press the **Go/Continue** button to print each page.



The minimum size that the Manual Feed Tray supports is 3.8 inches by 5.8 inches. The maximum size it supports is 8.5 inches by 14 inches.

1. Load media in Tray 1 (Manual Feed Tray) print side up **(A)**.
2. Adjust the Width Guide so that it lightly touches the side of the stack **(B)**.

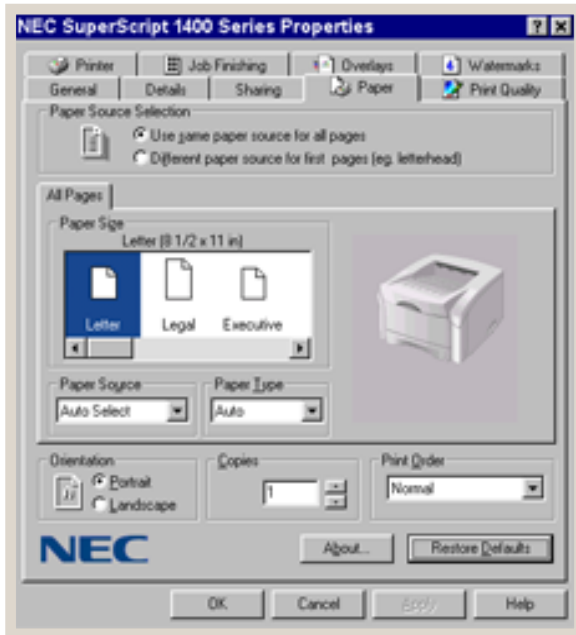
note: Gently slide the single sheet of media forward in the tray until the printer catches it and moves it forward itself.



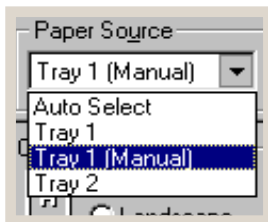
Directions continued on next page

3. Select Tray 1 (Manual) in the Paper Source area of the print setup dialog box (C). Select print from your screen.
4. The Manual light on the Operator Panel will start blinking (D). Press the **Go/Continue** button.

Windows 98



C



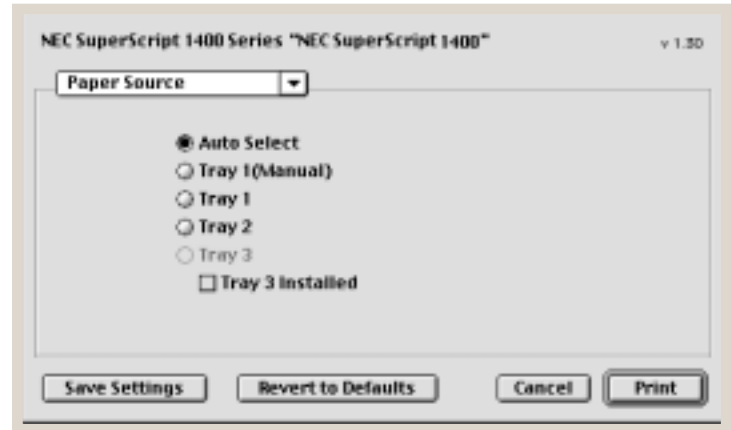
Windows 98



Macintosh

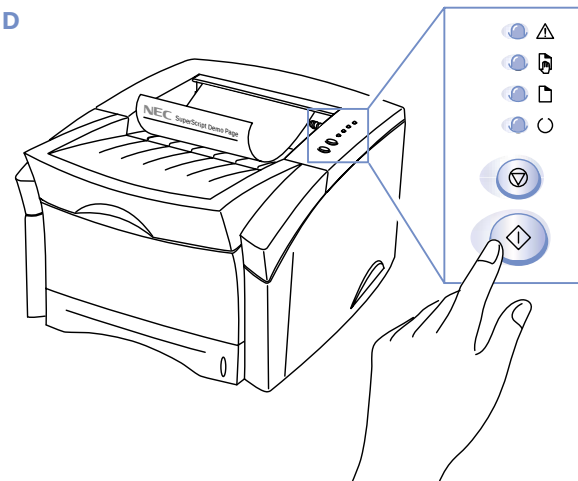
5. After one page has printed, the Manual Feed light will start blinking again prompting you to feed the next sheet.
6. Repeat this step for each page you want printed.

Macintosh



note: The Manual Feed Tray will be referred to as Tray 1 (Manual) in the printer driver.

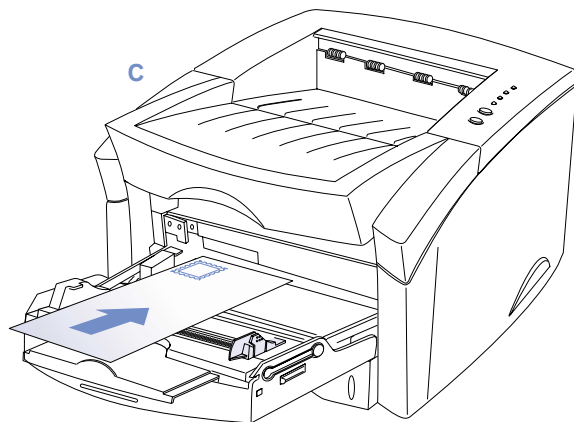
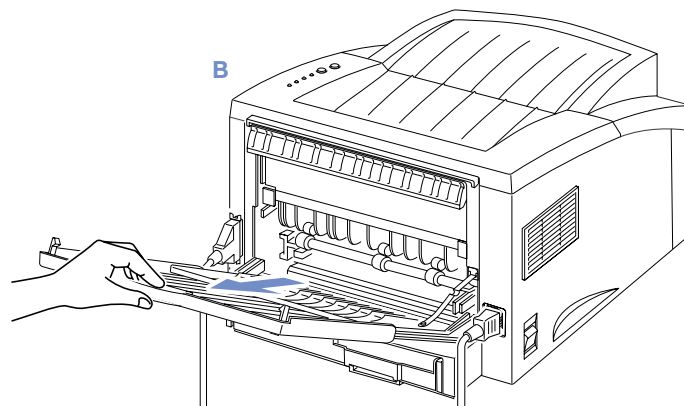
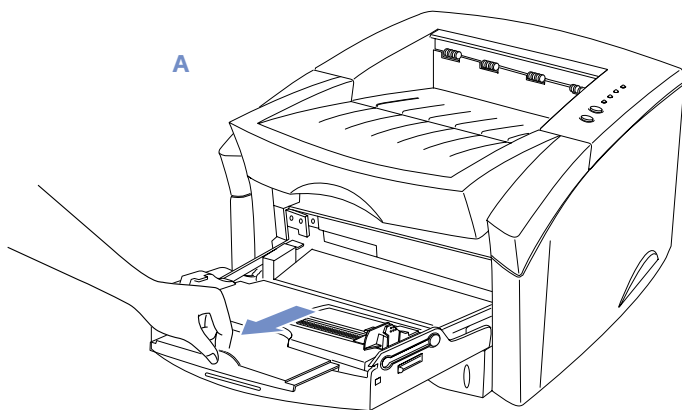
D



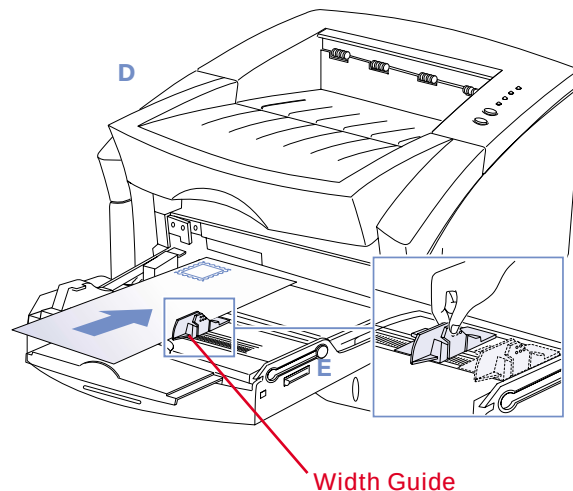
PRINTING ENVELOPES

You can print envelopes from Tray 1 (Manual Feed tray). Follow the directions below. Use only undamaged envelopes that are recommended for laser printers.

1. Open Tray 1 (Manual Feed Tray) **(A)**.
2. Open the Face-up Output Tray in back of the printer **(B)**.

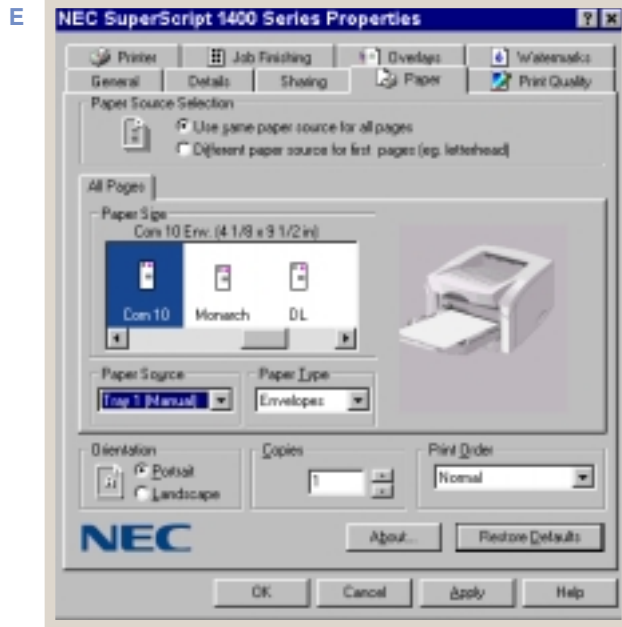


note: Be sure to feed each envelope in level to the surface of Tray 1. Feeding envelopes at an angle will cause jams.

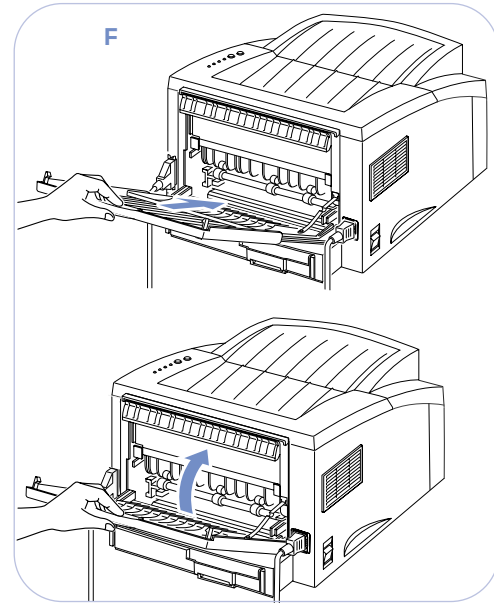


5. Configure the paper source, type and size in your application (E).

Windows 98



6. After printing, close Tray 1 (F).



Macintosh



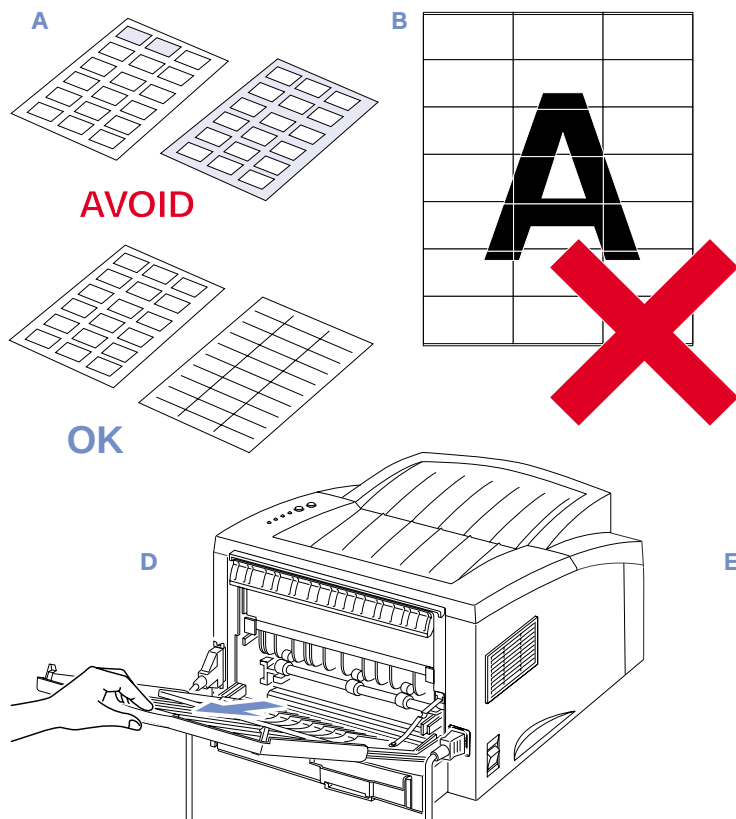
PRINTING LABELS

Follow these guidelines when printing label sheets from the SuperScript 1400 printer.

Print labels as you would print paper from Tray 1 (Manual Feed Tray). Keep in mind that printing labels, envelopes, thick paper, or transparencies take slightly longer than plain paper.

Use letter or A4 size label sheets. Make sure all labels are attached to the backing sheet.

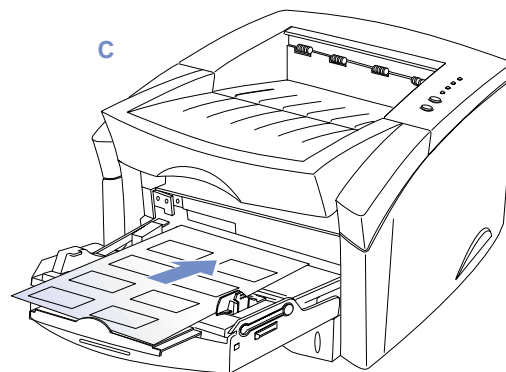
1. Avoid label sheets that have the backing sheet material exposed. Don't use label sheets with some labels already



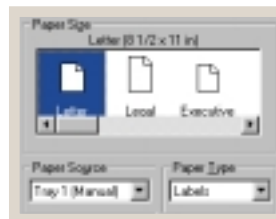
removed (A). Don't "overprint" label sheets (B).

2. Open Tray 1 (Manual Feed Tray).
3. Align a label sheet in Tray 1 (C).
4. Open the Face-up Output Tray (D).
5. Configure the paper source, type, and label sheet size in your application (E).

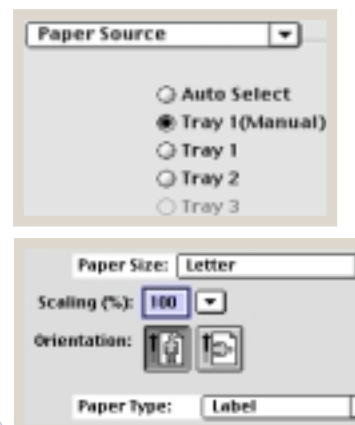
note: Load no more than one label sheet into the Manual Feed Tray.



Windows 98



Macintosh



PRINTING ON TRANSPARENCIES

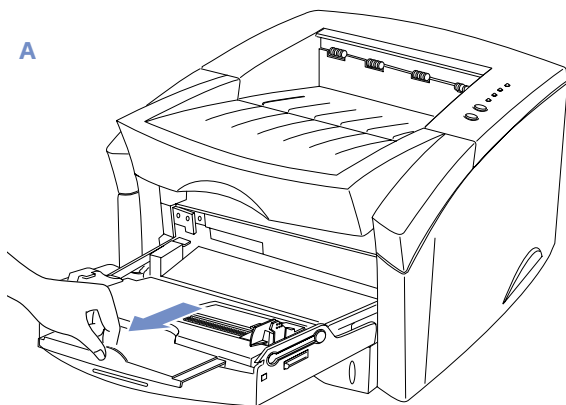
Keep the following considerations in mind before you print on transparencies:

- Create the information you need printed on the transparencies within your application. Try printing on a plain sheet of paper first for proper placement.
- You can print transparencies only from the Tray 1 (Manual Feed Tray) one sheet at a time.

note: Place transparencies on a flat surface after removing them from the Main Output Tray.

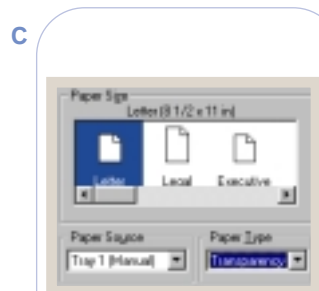
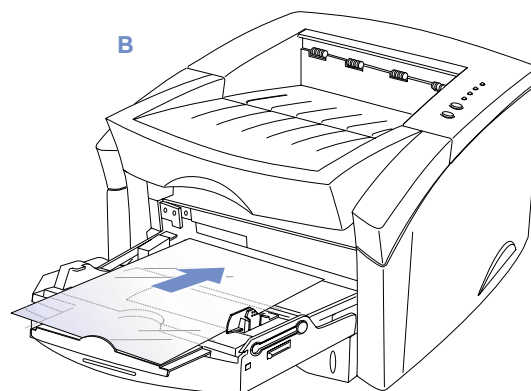
- Use transparencies in letter or A4 size only.

- Transparencies must be able to withstand temperatures of 392°F (200°C) for at least 0.1 second.
 - Keep the paper path clean. Transparencies are especially sensitive to dirt. If shadows appear on the sheets, clean the inside of the printer. See page 63.
1. Open Tray 1 (Manual Feed Tray) (A).
 2. Load a transparency (B). Properly adjust the Width Guide.
 3. Configure the paper source, type, and size within your software application (C).
 4. Print to the Main Output Tray (D).

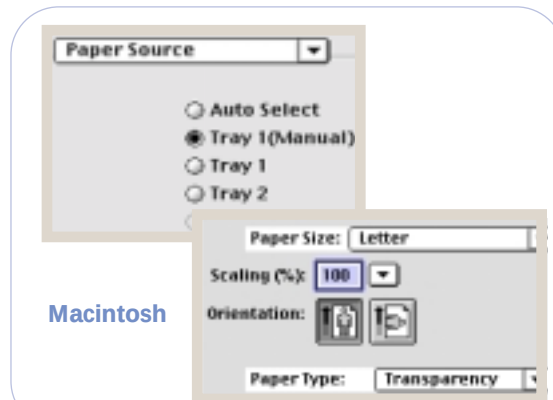


note: If your transparencies are fogged, choose **Transparency** in the printer driver instead of **Autoselect**.

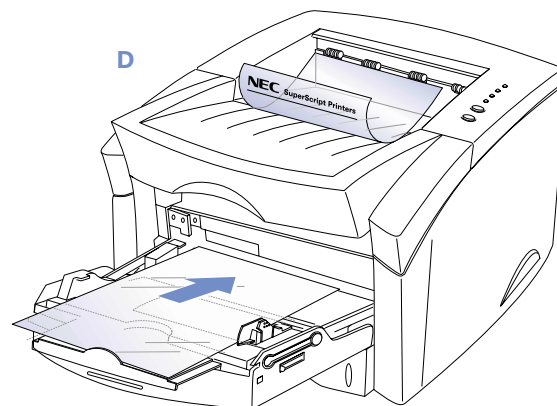
note: If your transparencies have scratches on them, try printing to the Face-up Output Tray instead of the Main Output Tray.



Windows 98



Macintosh



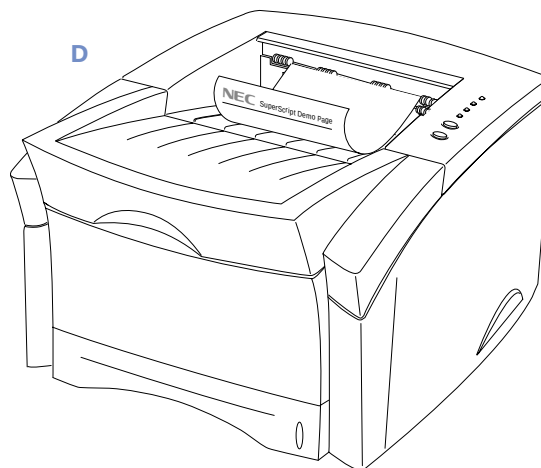
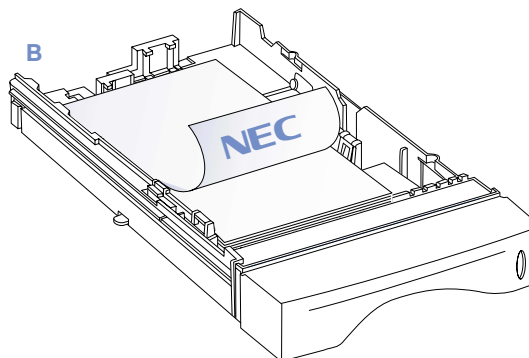
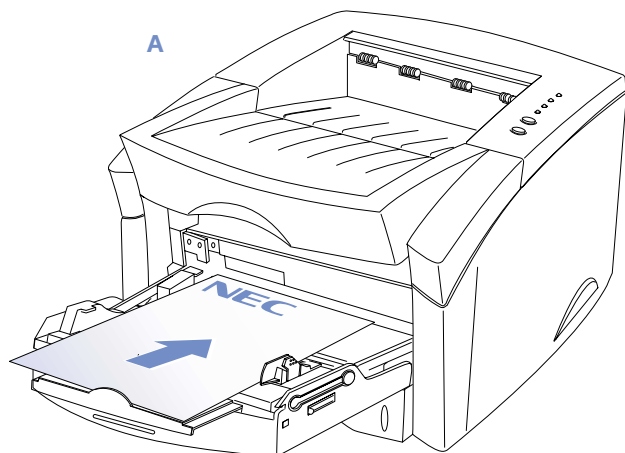
PRINTING ON LETTERHEAD

You can print on letterhead stationary or preprinted forms from any of the input trays. Keep the following considerations in mind:

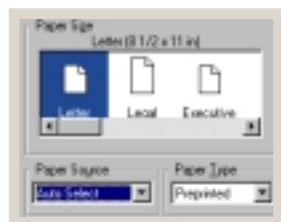
- Letterhead must be printed with heat-resistant inks which will not melt or vaporize when subjected to the printer's fusing temperature of 400°F for 0.1 seconds.
- Inks must be non-flammable.
- Paper and ink must both be dry.

Follow these directions:

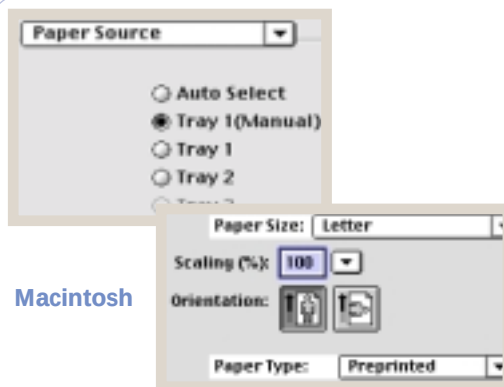
1. Load letterhead stationary or other preprinted paper into Tray 1 **printed side up (A)** one sheet at a time.
2. Or load into Tray 2 or 3 **printed side down (B)**. Adjust the Width Guide properly.
3. Configure the paper source, type, and size within your software application (C).
4. Print to the Main Output Tray (D).



C



Windows 98



Macintosh

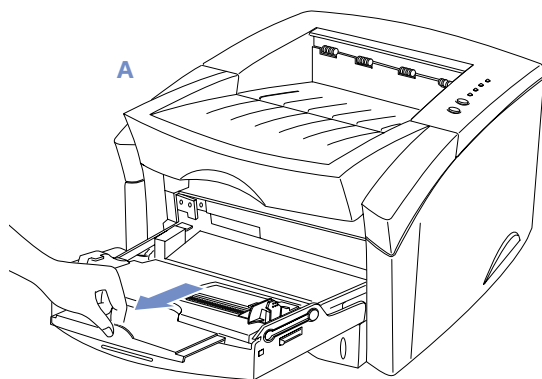
PRINTING ON CARD STOCK

You can print on card stock, postcards, index cards, or other custom sized media from the Tray 1 (Manual Feed Tray). See page 88 for specific sizes. **Do not load stock heavier than 65 lb. (cover) or 47 lbs (bond).** Keep the following considerations in mind:

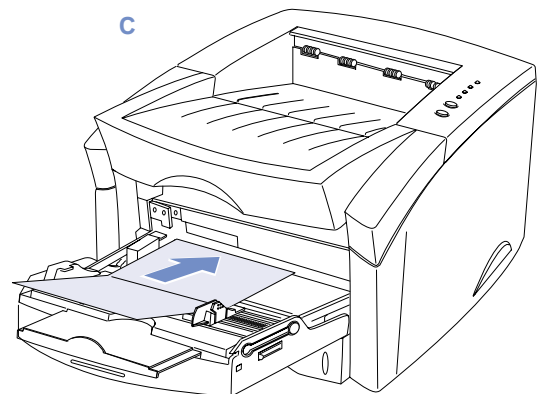
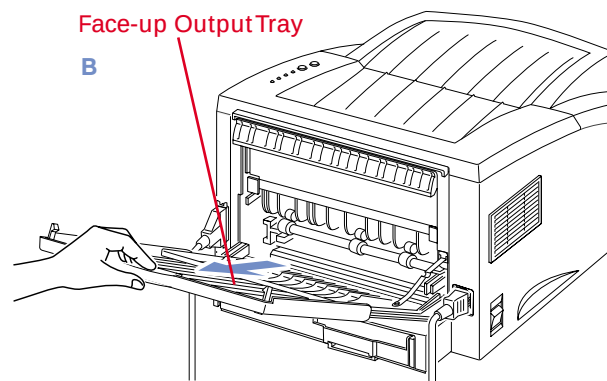
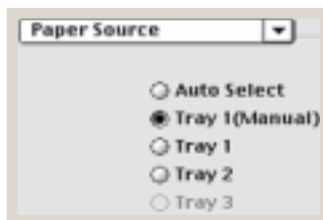
- Letterhead must be printed with heat-resistant inks that do not melt or vaporize when subjected to the printer's fusing temperature of 400°F for 0.1 seconds.
- Inks used on preprinted media must be non-flammable.
- Paper and ink must both be dry.

Follow these directions:

5. Open Tray 1 (Manual Feed Tray) (A).
6. Open Face-up Output Tray (B).
7. Load material into Tray 1 **with the side-to-be-printed facing up (C)** one sheet at a time.
8. Configure the paper source, type, and size within your software application (D).
9. Print to the Face-up Output Tray (E).
10. Close Face-up Output Tray.



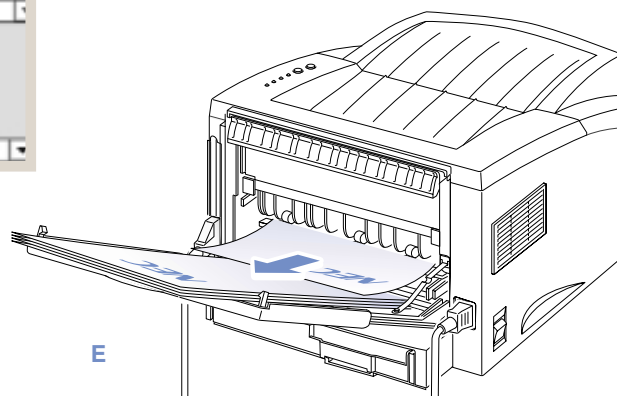
Macintosh



D



Windows 98



CHAPTER 6

PRINTER TASKS

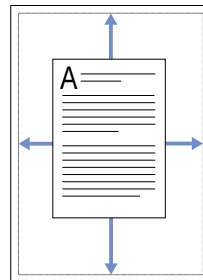
Take advantage of the SuperScript 1400 Series useful printer task features...

OVERVIEW

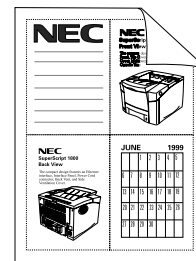
Learn to use the SuperScript 1400 Series printer to its full potential. This chapter shows you how to accomplish such tasks as:

- Basic document printing
- How to save toner
- Manual duplex printing
- N-up printing
- Booklet printing
- First page printing
- Fit to page printing
- Poster printing
- How to use watermarks
- How to use page overlays

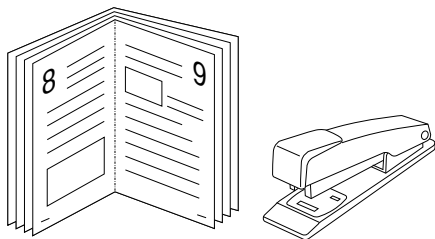
Fit to Page



N-up Printing



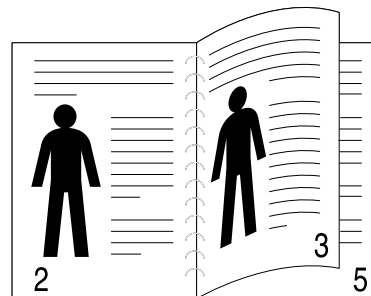
Booklet Printing



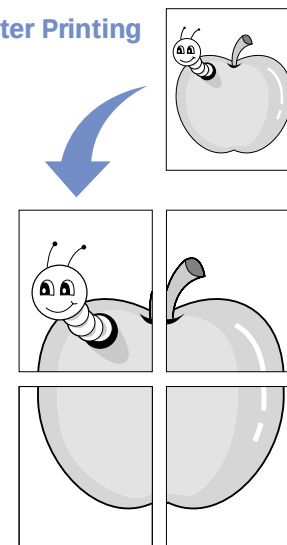
Watermark



Manual Duplexing



Poster Printing

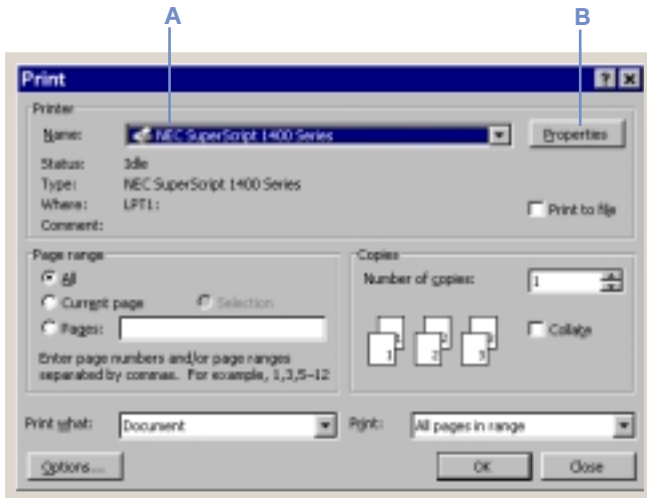


BASIC DOCUMENT PRINTING

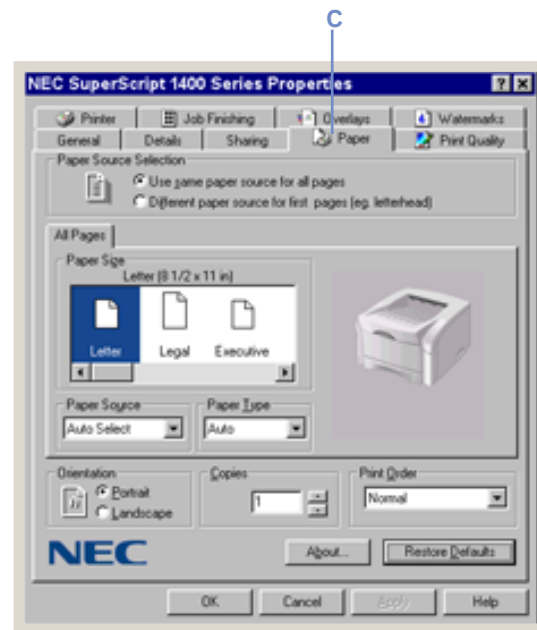
The following directions show general steps for printing from various Windows applications. The exact steps for printing a document may vary depending on the program you are using. Refer to your software application's documentation for the exact printing procedure.

1. Open the document you want to print.
2. Select Print from the **File** menu. The **Print** dialog box for your application appears showing basic print settings. Make sure your printer's name appears in the **Name** field (A).

note: If you do not see a Properties button, click on the **Setup**, **Printer**, or **Options** button. Then click **Properties** in the next screen.



3. Click on the **Properties** button (B).
4. The **Properties** window appears containing the various tabs for your SuperScript 1400 Series driver.
5. If necessary, click the **Paper** tab to display the screen below. This tab contains options for setting basic paper handling (C).
6. Set up your basic print job parameters on the **Paper** tab. Most of the choices are self-explanatory. Here are a few points to keep in mind:
 - Tray 1 (Manual) refers to the front Manual Feed Tray
 - Tray 2 refers to the standard paper cassette
 - Tray 3 refers to an added optional tray
 - Examples of **Landscape** and **Portrait**



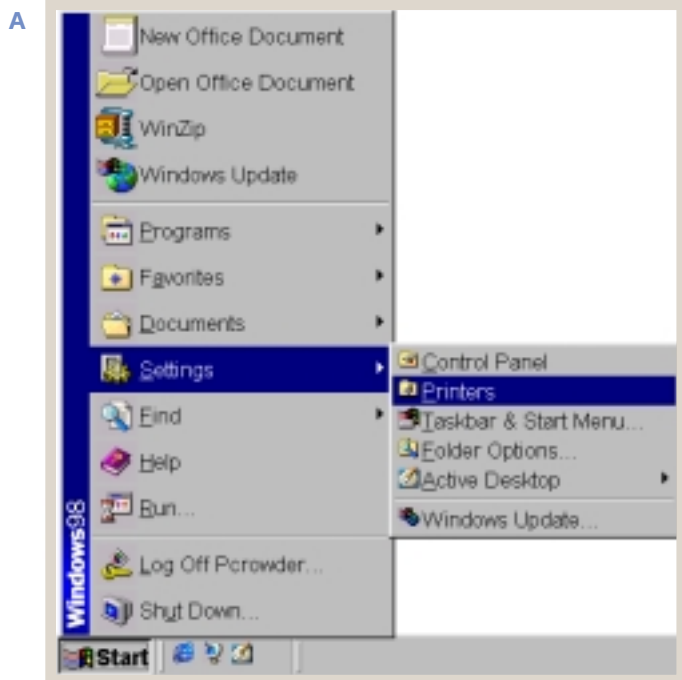
7. Click the other tabs to access other features. When you change a setting, click **OK** until you see the **Print** dialog box again.
8. Click **OK** in the **Print** dialog box to start printing. Most Windows applications will override settings specified in the printer driver.

note: Change all print settings available in the software application first. Then change any remaining settings in the printer driver accessed from the **Printer** folder. Be careful not to change the same print settings you changed in the application to a different setting in the printer driver.

ACCESSING PRINTER PROPERTIES

The settings you change from your application remain in effect while you are using the current application. To make permanent changes set them through the **Printer** folder. Use the following instructions:

1. Click the Windows **Start** button
2. Select **Settings**, then **Printers** to open the **Printers** window (A).
3. Select the **SuperScript 1400 Series (B)**.
4. Right-click the mouse button and select **Properties (C)**.



note: For Macintosh users, choose different options by selecting either **Print** or **Page Setup** under the **File** menu.



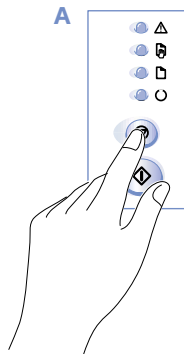
CANCELING A PRINT JOB

There are two ways to stop a SuperScript 1400 Series print job, either from the Operator Panel or from the **Printer** folder.

Canceling a Job From the Operator Panel

1. Press the **Cancel** button (A).
2. The printer will finish printing any pages already in the print path and delete the remainder of the print job.

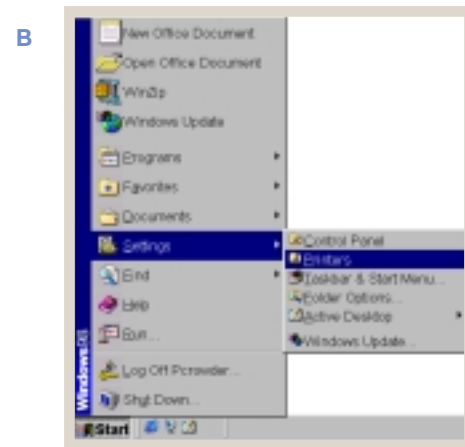
note: Pressing the **Cancel** button only cancels the current print job. If more than one print job is in printer memory, **Cancel** must be pressed once for each job.



note: For **Macintosh** users, push the command (Apple) and period keys at the same time.

Canceling a Job from the Printers Folder

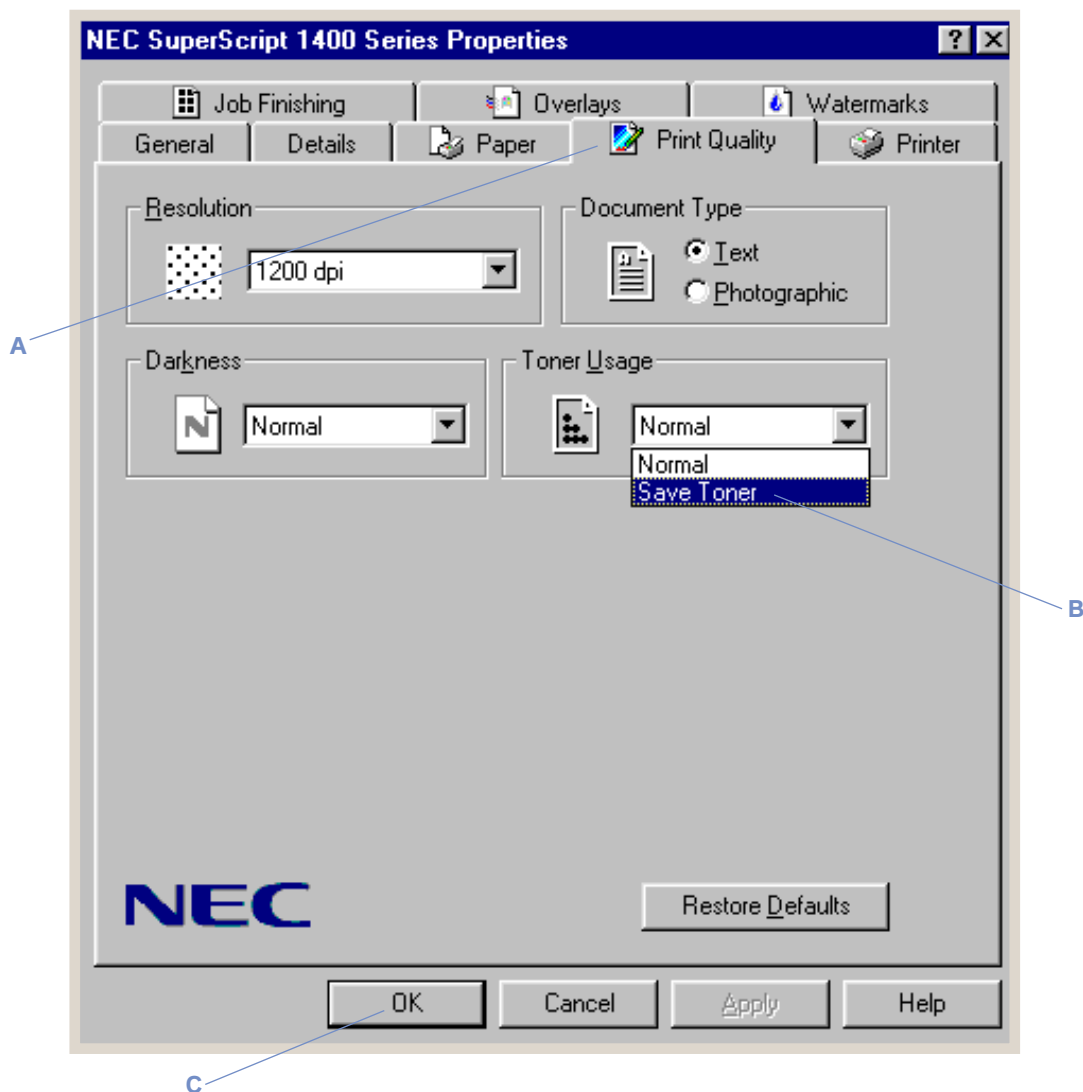
1. From the Windows **Start** button, select **Settings**, then **Printers (B)**.
2. The Printers window opens. Double-click **SuperScript 1400 Series**.
3. From the **Document** menu, select **Cancel Printing (C)**. (Select **Cancel** in Windows NT 4.0.)



SAVING TONER

You can choose to use less toner by adjusting **Toner Usage** from the printer driver. This feature is especially useful for printing drafts. To enable this feature:

1. From your software application, access the printer **Properties** window and select the **Print Quality** tab (A).
2. In the **Toner Usage** area, select **Save Toner** from the drop-down menu (B).
3. Click **OK** to save selection (C).

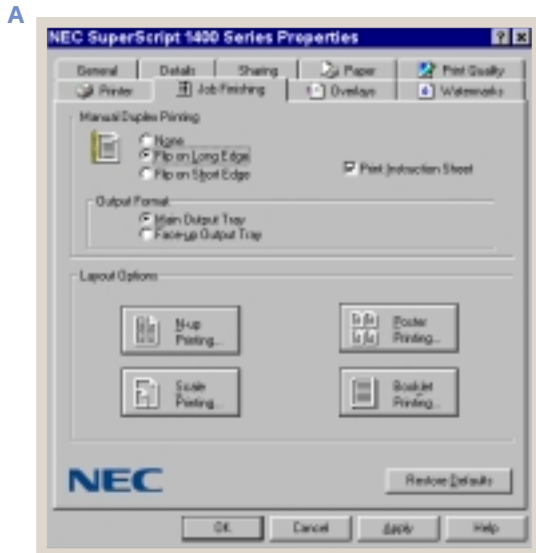


MANUAL DUPLEX PRINTING

You can print on both sides of the paper from the Tray 1 (Manual Feed Tray). The paper must go through the printer twice. You can either print to the Main Output Tray or the Face-up Output Tray (for heavier stock).

Follow these steps to set up manual duplex printing:

1. From the **Properties** window choose the **Paper** tab and set up your basic print parameters, see page 44. Choose any available tray in **Paper Source** for the first side of printing.
2. Then choose the **Job Finishing** tab (A).
3. In the **Manual Duplex Printing** area select Long or Short edge. Choose **Flip on Long Edge** if you want the binding



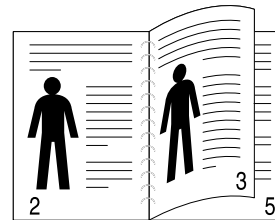
orientation along the left edge of the paper as in a magazine (B). Choose **Flip on Short Edge** if you want the binding orientation along the top edge of the paper as in a calendar (C).

4. Select the **Print Instruction Sheet** box.
5. Click the **OK** button
6. Start printing. The printer automatically prints only the odd numbered pages.

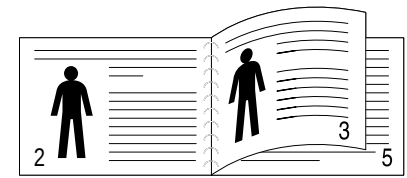
note: Once you get used to using manual duplex printing you probably will not need to print out the Print Instruction Sheet.

Instructions continued on next page.

B

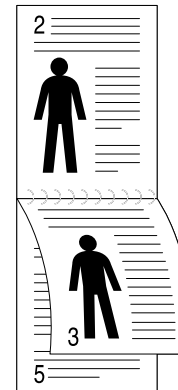


Long Edge in Portrait Orientation

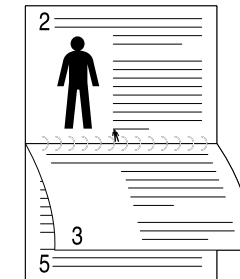


Short Edge in Portrait Orientation

C



Short Edge in Landscape Orientation



Long Edge in Landscape Orientation

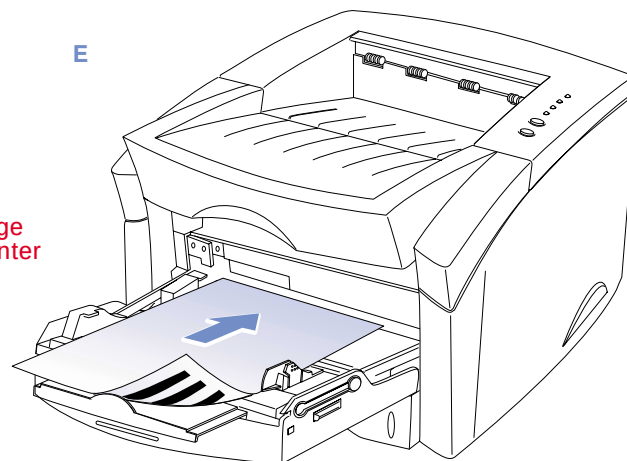
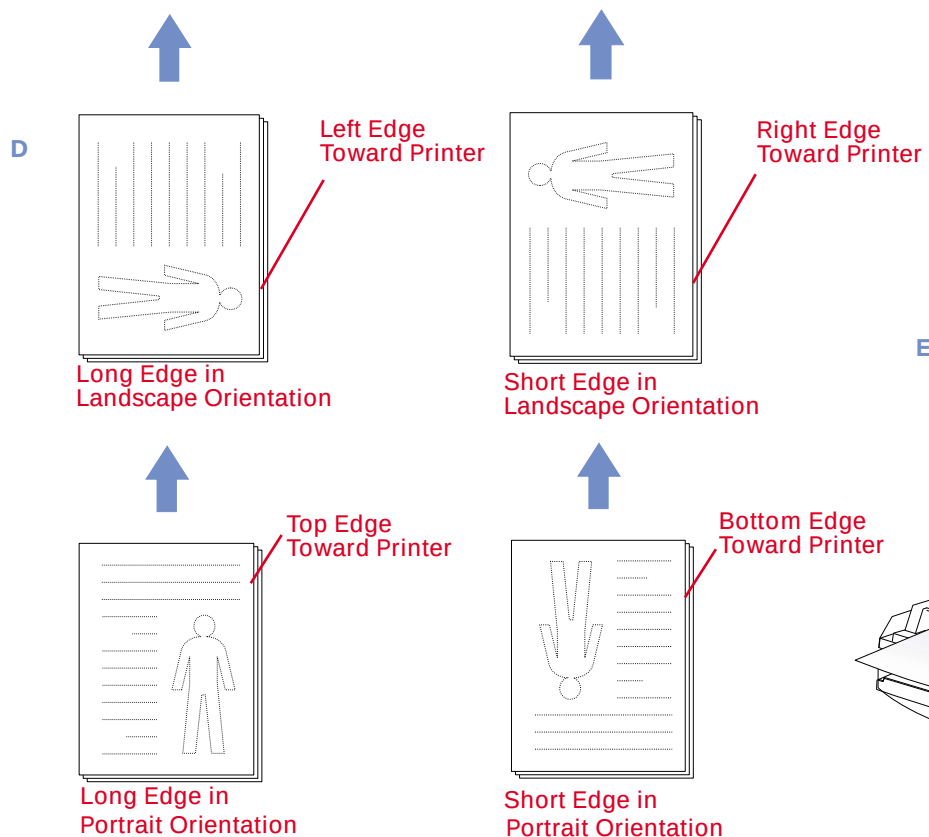
note: Manual duplex printing can cause the printer to get dirty more quickly and reduce print quality. See Chapter 7 for internal cleaning instructions.

Duplex Printing (Continued)

7. Collect the printed pages and straighten the stack.
8. Consult the Instruction Sheet that printed or use the directions below for how to reload Tray 1 **(D)**.
9. You are prompted to re-insert the paper one page at a time into Tray 1 **(E)**. You should wait until the **Manual Feed** light indicates that the printer is ready to accept the next sheet before you feed it in.

note: If you are printing to the Face-up Output Tray, the last page will be on top of the stack. Do not rearrange the pages. The printer knows the stacking order and will print the corresponding side for each page.

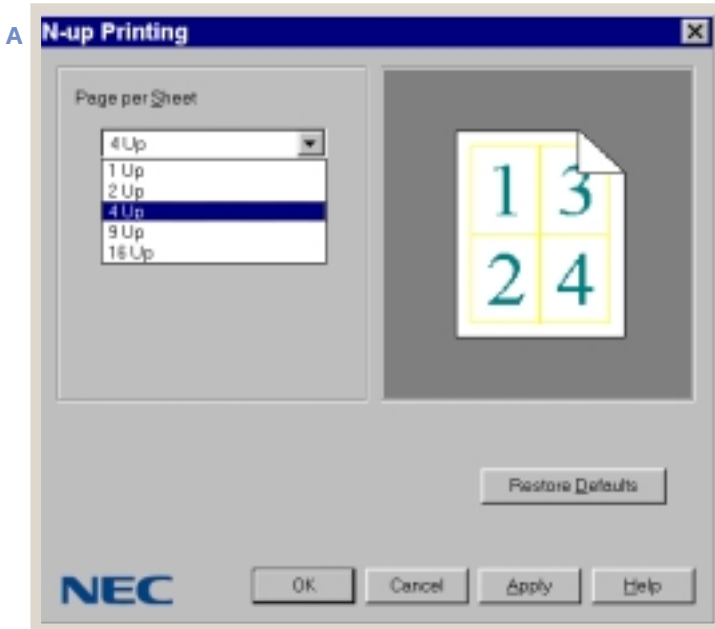
10. Click **OK** on the screen to start printing the second side. The printer automatically prints only the even-numbered pages.



N-UP PRINTING

The N-up printing (proof printing) feature allows you to print multiple reduced-size pages on one sheet of paper. You can choose to print 2,4,6,9, or 16 pages “up” (the number of reduced pages that will print on each sheet of paper). N-up printing is useful for drafts and presentation handout. It lets you quickly view multiple pages at a glance. You can also specify whether you want to print page borders around the reduced pages. There will be a preview area on the tab to show the effect of the settings you select.

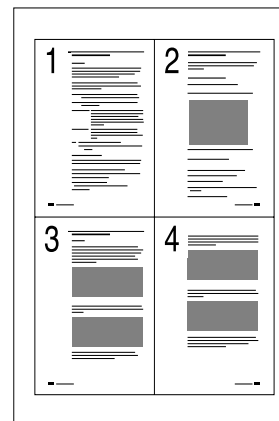
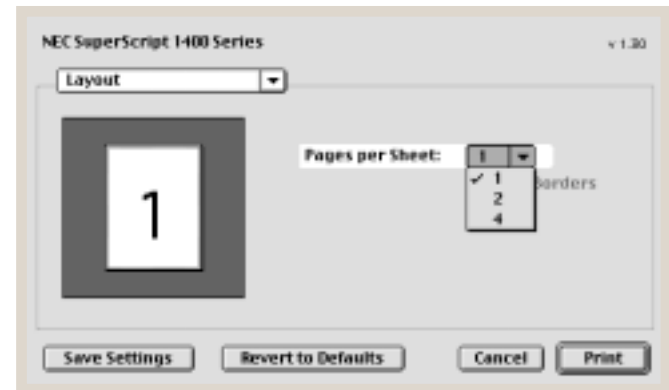
Windows 98



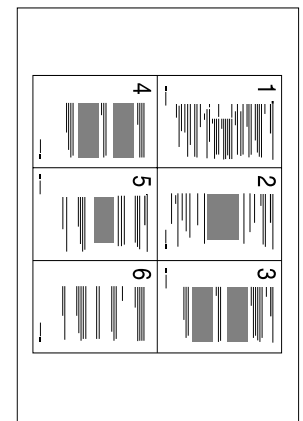
note: For Macintosh users, the N-up option is located on the **Print** dialog box under the **File** menu. Choose **Layout** in the drop-down menu.

1. Set up basic paper handling parameters such as paper orientation, source, and size from the **Paper** tab in the **Properties** window.
2. Select the **Job Finishing** tab and choose **N-up Printing...** in the **Layout Options** area.
3. Select the number of pages you want to print per sheet in the **Pages per Sheet** drop-down menu (A).
4. Click the **Print Page Borders** selection box if you want to print a border around each page on the sheet.
5. Click **OK** then start printing.

Macintosh



4 up - 4 pages per sheet



6 up - 6 pages per sheet

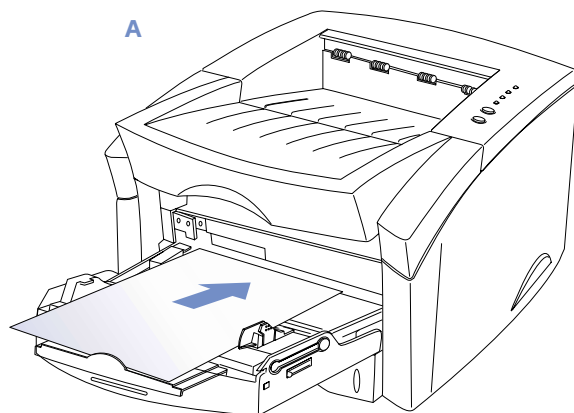
BOOKLET PRINTING

Booklet printing allows you to print a double-sided document and arrange the pages into a booklet. You can use Letter, Legal, A4, or Executive size paper. You can produce booklets in book or tablet form. Booklets have two reduced-sized pages on each side of the sheet. You fold these sheets to complete the booklet. When you use booklet printing, the SuperScript 1400 printer driver prints the pages in the correct order so that all you need to do is fold the printed pages in half and staple.

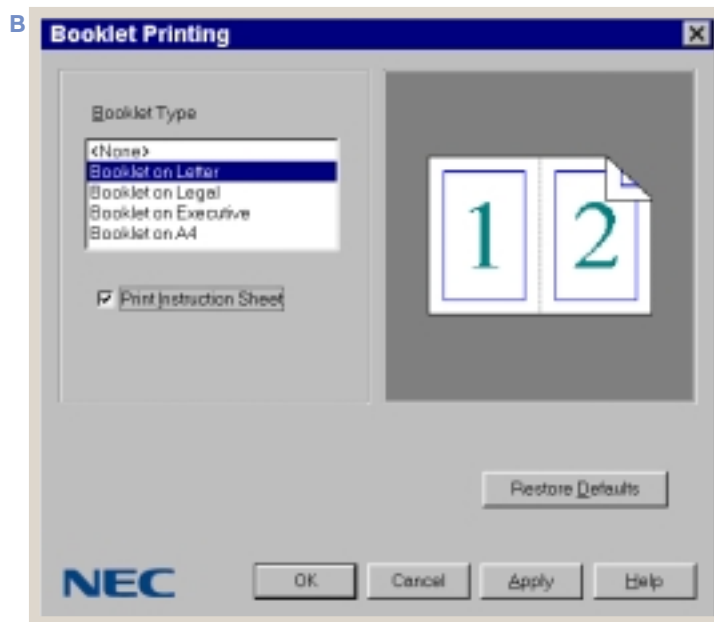
The printer driver will print the first side of the booklet pages, then pause for you to re-insert the pages into the printer. The driver can print an instruction sheet to help you re-insert the pages correctly. When you pick one of the booklet sizes in your Windows program, the driver will do

what is needed to print a booklet, including reducing the page size and activating 2-sided printing.

1. Choose any available tray in **Paper Source** for the first side of printing **(A)**. If you choose Tray 1 (Manual Feed Tray), feed media in one sheet at a time.
2. Click on the **Paper** tab from the **Properties** window and select paper orientation, source, size, and type, see page 44.
3. Click on the **Job Finishing** tab and select **Booklet Printing** from **Layout Options**.
4. Select the booklet paper size you want to use from the **Booklet Type** menu **(B)**.
5. For ease of use, select **Print Instruction Sheet**.



note: In some programs such as Microsoft PowerPoint, you cannot set paper size to booklet. Therefore, you cannot use these programs successfully for this booklet printing feature.



6. When your booklet printing setup is complete, click **OK**.

note: Although you can print a booklet simply by selecting a booklet paper size in your application, it is recommended that you select a booklet paper size in both the printer driver and the application.

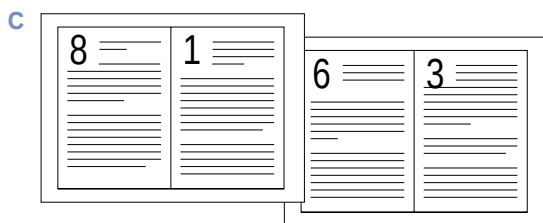
7. Make any adjustments to your fonts and margins from your Windows application, then print your document one page at a time.

note: The order of pages in the output tray will depend

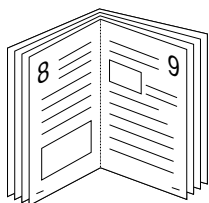
on whether you are printing to the Main OutputTray or the Face-up OutputTray.

8. The pages will look similar to the drawing below (C).
9. Flip, but do not rearrange, the stack of printed pages. Straighten them before loading them back into Tray 1 (Manual Feed Tray). The drawings here show how to put the pages back into the printer according to portrait orientation (D) or landscape orientation (E).

Instructions continued on next page.

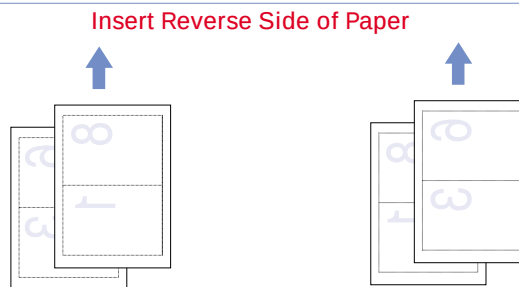


D



Portrait Orientation

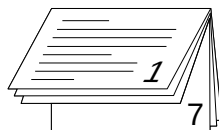
In portrait orientation, re-insert the pages in the Manual Feed Tray with the **left edge** toward the printer.



Printing to Face-up OutputTray

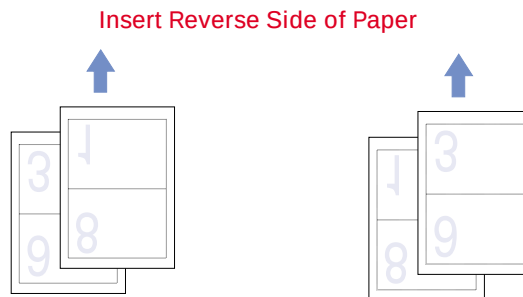
Printing to Main OutputTray

E



Landscape Orientation

In landscape orientation, re-insert the pages in the Manual Feed Tray with the **bottom edge** toward the printer.



Printing to Face-up OutputTray

Printing to Main OutputTray

Booklet Printing (Continued)

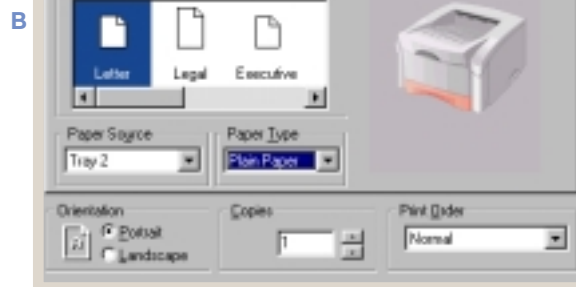
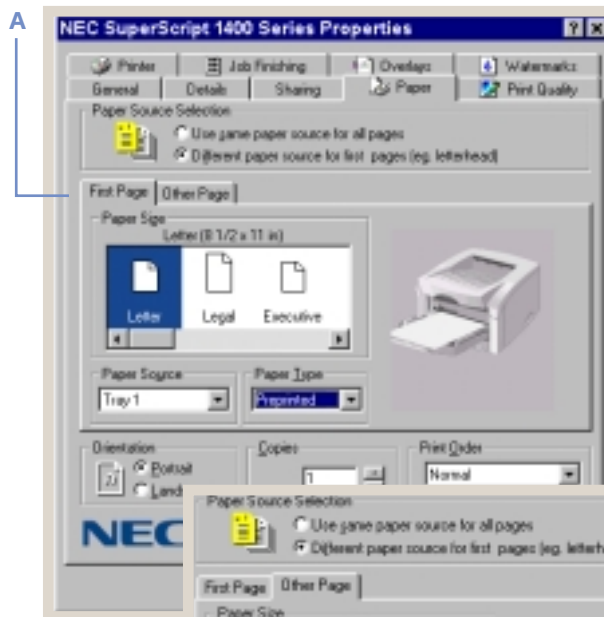
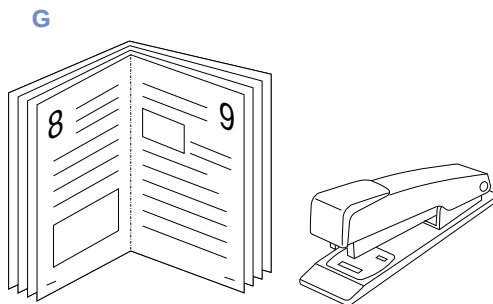
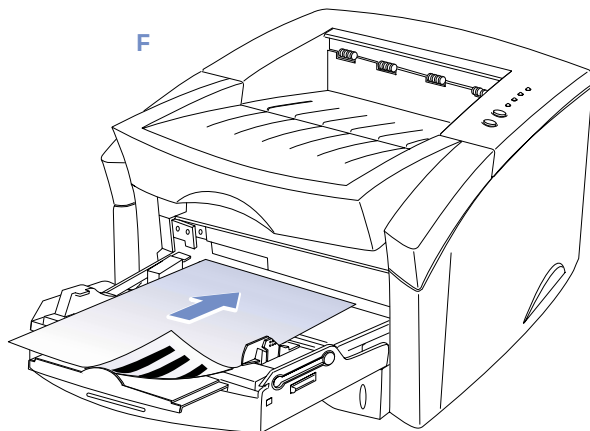
10. You will be prompted to re-insert the pages into Tray 1 (Manual Feed Tray) (F).

11. Fold and staple the booklet (G).

FIRST PAGE PRINTING

There will be times when you may want to use a different paper, such as a company letterhead, as the first page of your document. To do that, follow these directions:

1. Open the **Properties** window and click on the **Paper** tab.
2. In the **Paper Source Selection** area select **Different paper source for first pages** and set up paper size, paper source, and paper type in the **First Page** tab (A). Don't forget to select **Preprinted** if your first page is commercially printed letterhead.
3. Select the **Other Page** tab and set up paper size, paper source, and paper type for all of the other pages (B).
4. Set up other parameters of the job such as orientation and then click **OK**.

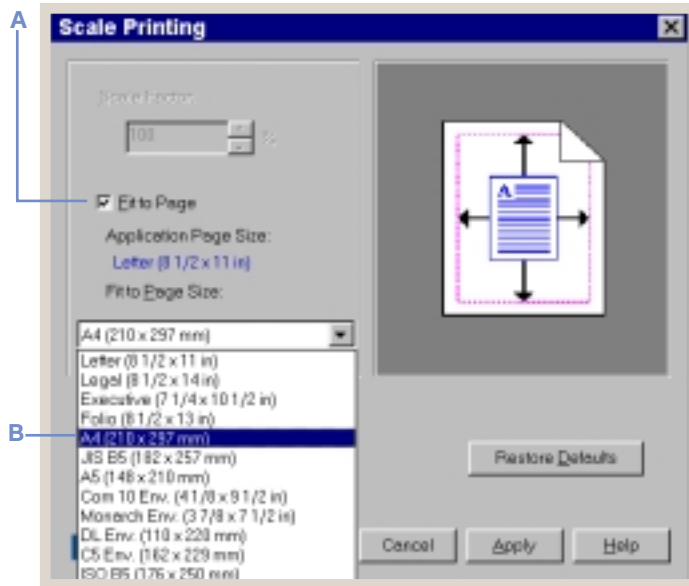


SCALE PRINTING

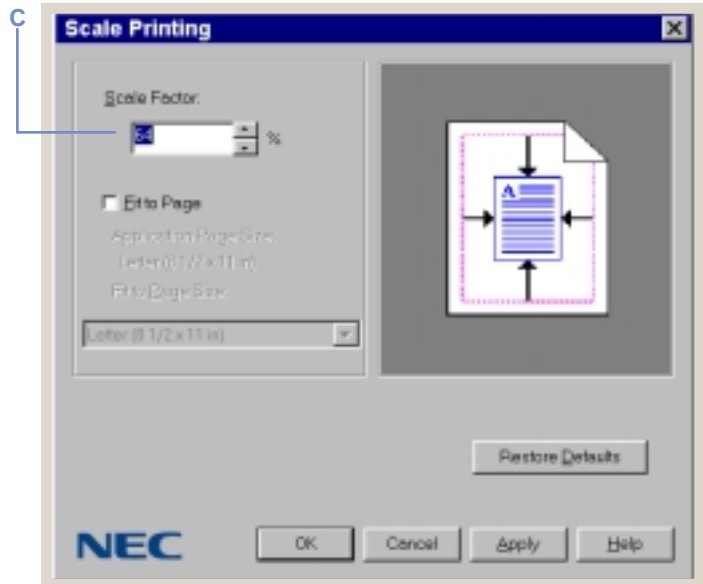
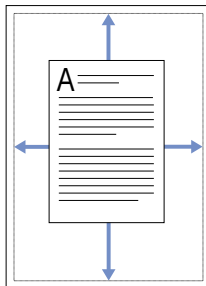
This feature allows you to scale your print job to any selected paper size regardless of the digital format of the document. This is especially useful when you want to check the detail in a small file. To enable this feature:

1. From your software application, access the printer **Properties** window.

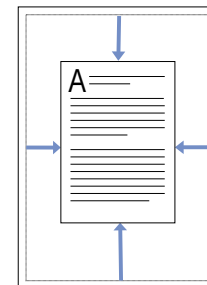
2. Click the **Job Finishing** tab and then **Scale Printing...** in the **Layout Options** area and select **Fit to Page** In the **Scale Printing** dialog box (A).
3. Select the paper size from the **Fit to Page Size** drop down menu and click **OK** (B).
4. Or fill in a percentage of the original format size in the **Scale Factor** box and click **OK** (C).



Fit to Page Icon



Scale Factor Icon



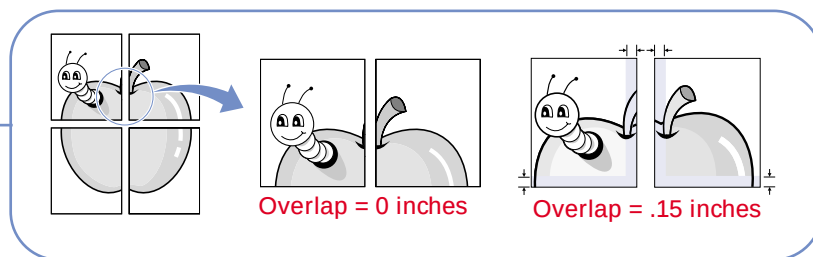
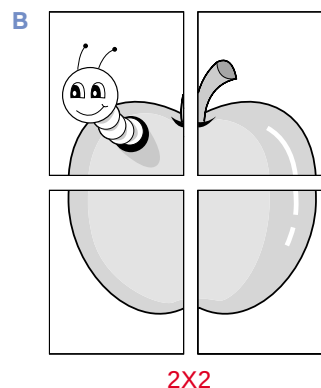
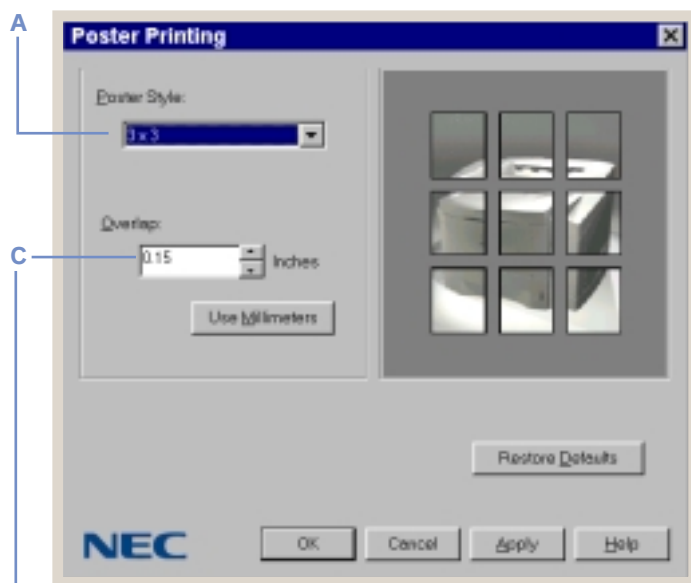
note: Clicking on the **OK** button saves all changes and leaves the tab. Clicking the **Apply** button saves changes before leaving the tab.

POSTER PRINTING

Poster printing allows you to print a single-page document onto 4, 9, 16, 25, or 36 sheets of paper, which can be taped together to form a poster-size document.

1. From the **Properties** window select the **Paper** tab and set up your basic document parameters such as paper source and orientation.
2. From the **Job Finishing** tab, select **Poster Printing** in the **Layout Options** area.
3. In the **Poster Printing** dialog box select your poster style and the desired overlap (A).

4. To determine the scaling factor (B), select 2X2, 3X3, 4X4, 5X5, or 6X6.
As an example, if you select 2X2, the output will automatically be distributed to completely cover four physical pages (B).
5. You can specify an overlap in inches or millimeters to make it easier to reconstruct the final poster (C).
6. Click **OK**, then print the poster pieces.

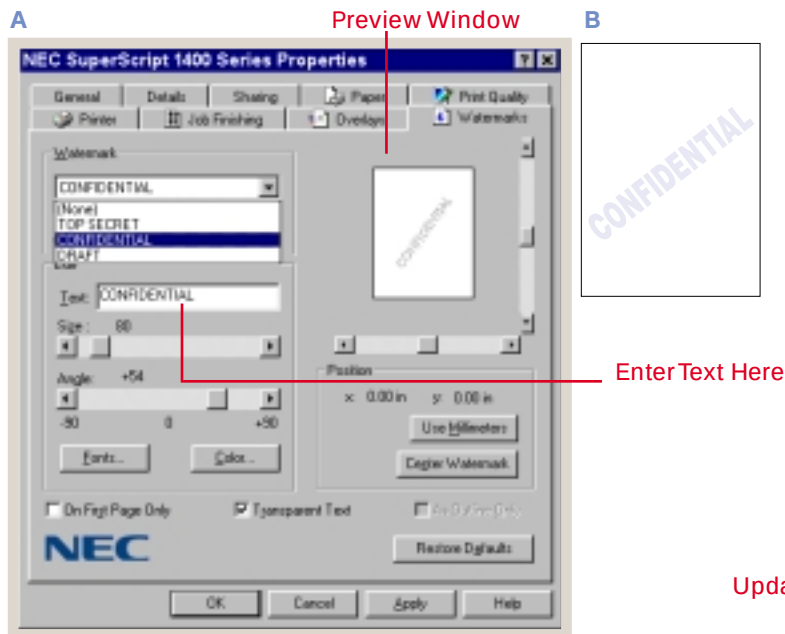


PRINTING WATERMARKS

The watermark feature allows you to print text “underneath” or in the background of a document. Examples of watermark text could be “Draft” or “Confidential” printed diagonally across the pages of a document. A few predefined watermarks come with the printer. You can either modify those or create more of your own.

note: Not all applications support the watermark feature.

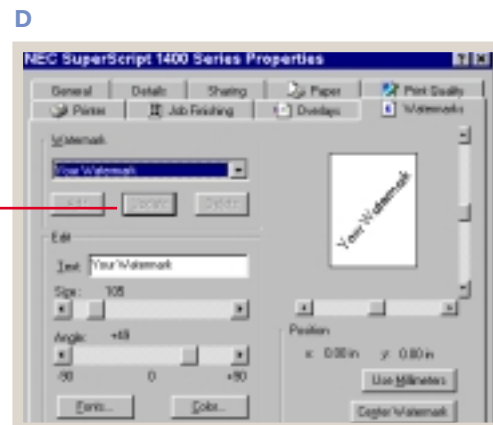
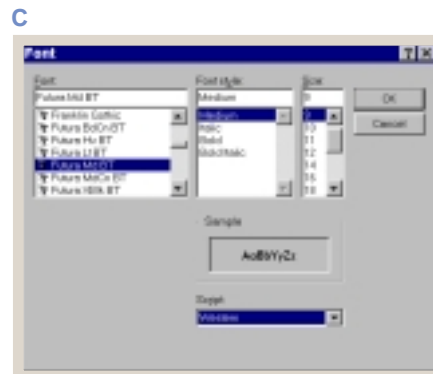
1. From the **Properties** window click on the **Watermarks** tab and select the desired watermark in the Message drop-down menu. The selected watermark will show in the preview window (A).
2. Click **OK** and print your document (B).



note: For Macintosh users, the watermark option is located on the **Page Settings** dialog box under the **File** menu.

note: To stop printing a watermark, choose **None** in the drop-down menu.

3. To create new watermark text, enter it in the **Text** field of the **Edit** section of the **Watermark** tab. Choose the font attributes by clicking the **Fonts...** button (C). The new watermark text will show in the preview window.
4. Select the desired watermark options such as font, transparency, and angle.
5. Click the **Add** button.
6. Click **OK**, then print with the watermark.
7. To edit an existing watermark, select the watermark from the list. Edit and then click the **Update** button (D).
8. Click **OK**, then print with the new watermark.

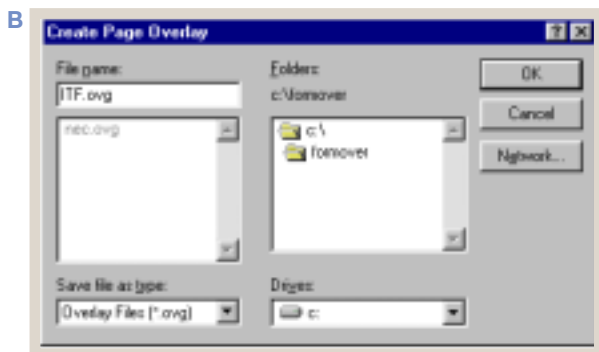
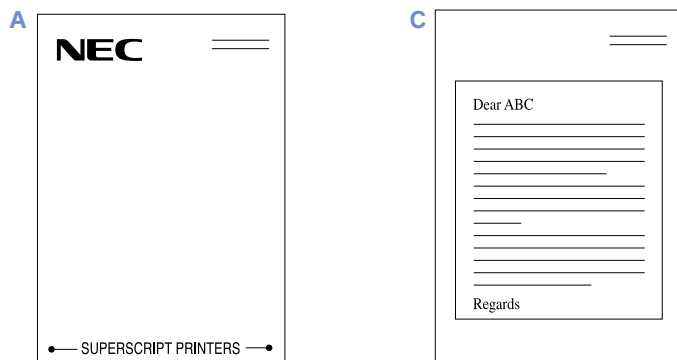


USING PAGE OVERLAYS

An overlay is text or graphics stored in your computer as a special file format that can be printed on any given document. Overlays are often used to take the place of preprinted or letterhead paper. When you want to print a letter, for example, you do not need to load the preprinted letterhead in the paper tray. You just tell the printer to print the letterhead overlay on your document.

Creating a New Overlay

1. Create or open a document containing the text and graphics you want on your page overlay (A).
2. Select **Print** from the **File** menu. Open the **Properties** window and click on the **Overlays** tab and click on **Create Overlay**.

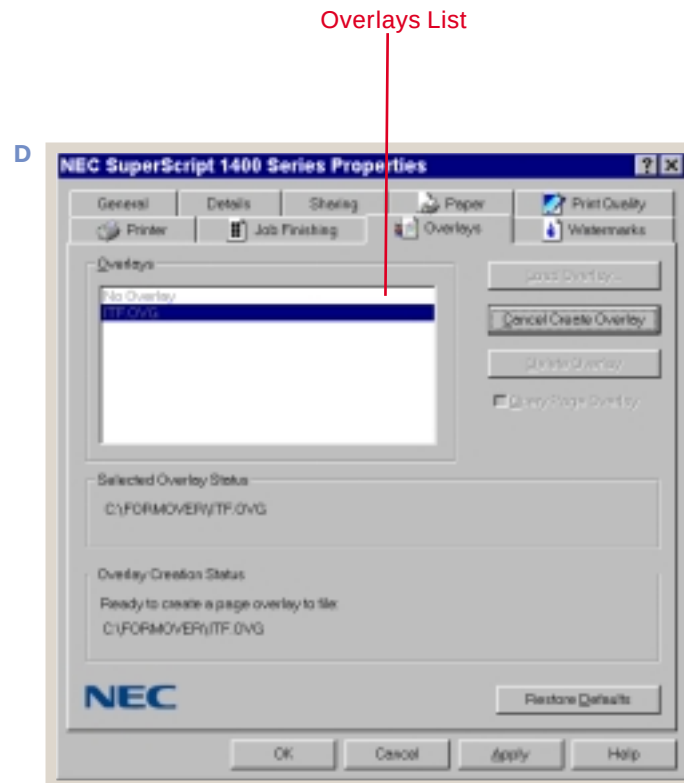


3. In the **Create Page Overlay** dialog box, type a name of up to eight letters in the file name box. Select the destination path if necessary (the default is C:\FORMOVER) (B).
4. Click **OK**. You will see the name in the **Overlays** list.
5. Click **OK** or **Yes** until you complete the creation. The file is not printed out. It is stored on your computer's hard disk.

Using a Page Overlay

1. Create or open the document you want to print (C).
2. Select **Print** from the application **File** menu, and open the **Properties** window. Click the **Overlays** tab.
3. Select the desired overlay from the **Overlays** list (D).

Instructions continued on next page.



Overlay Printing (Continued)

4. If the desired overlay file does not appear, click the **Load Overlay** button and select the overlay file (F).

If you have stored the overlay file you want to use into an external source, you can also load the file when you access this **Load Overlay** window.

note: To stop printing an overlay, highlight **No Overlay** in the **Overlays** box.

5. After you select the file, click **OK**. The file is now shown in the **Overlay List** box and is available for printing. Select the overlay from the **Overlay List** box (G).

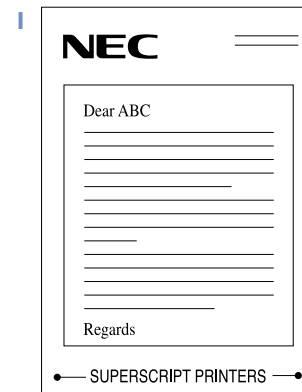
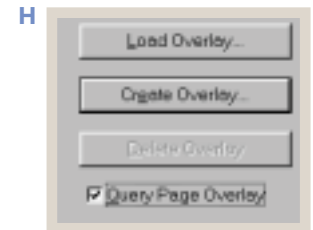
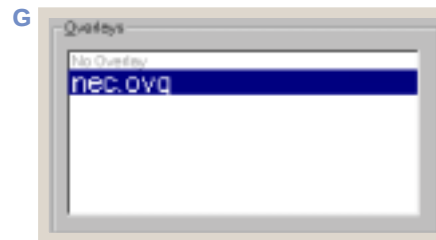
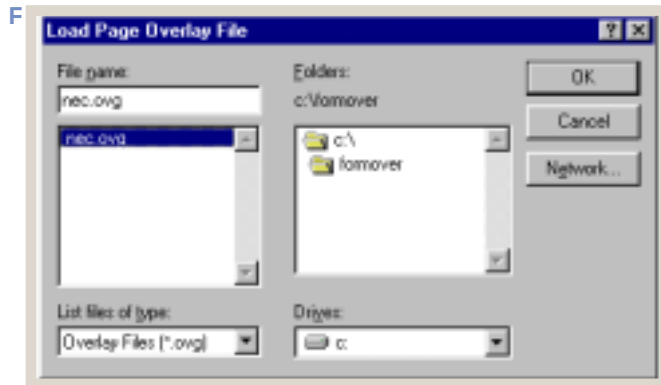
6. If necessary, click the **Query Page Overlay (H)**. If this box is checked, a message box will appear each time you submit a document for printing asking you to confirm your wish to print an overlay on your document.

Answering **Yes** to the message box means that the selected overlay will be printed with your document.

Answering **No** to the message box cancels overlay printing. Click **Yes** or **No**.

7. Click **OK** or **Yes** until the printing starts.

The selected overlay will be downloaded with your print job and printed underneath of your document (I).



SETTING GRAPHIC PROPERTIES

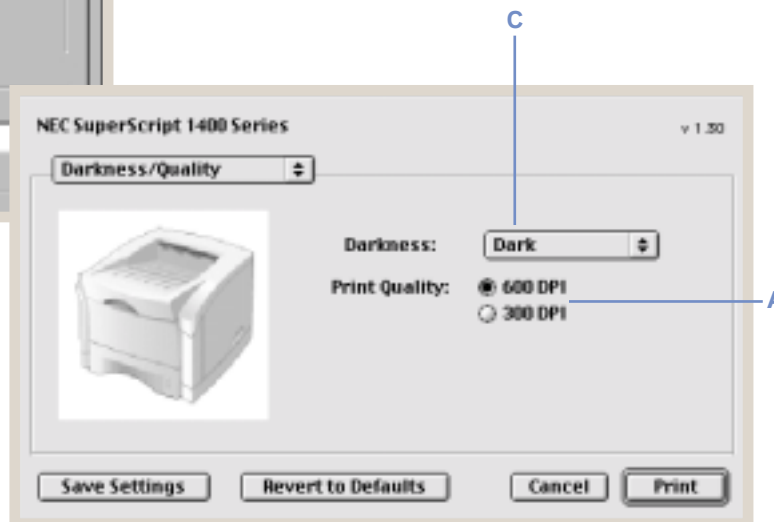
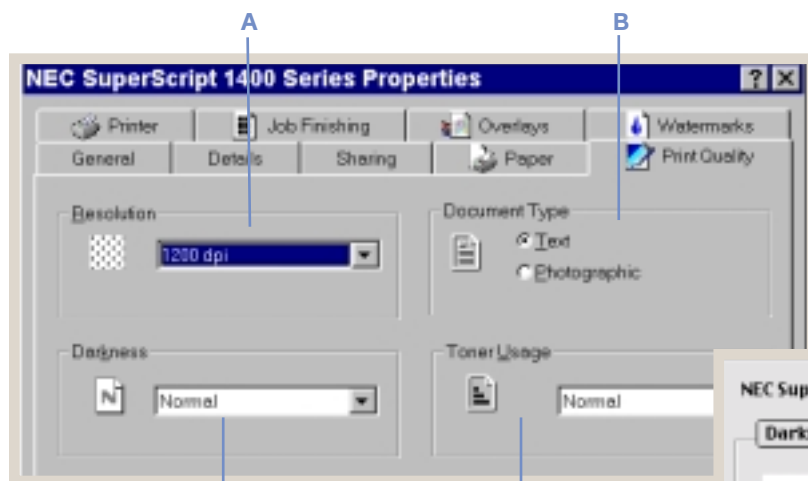
Use the following options to adjust the print quality for your specific printing projects.

1. From the Properties window, click on the **Print Quality** tab.
2. In the **Resolution** area of the tab (A), you can select the dpi (dots per inch) of your graphic output. You can use either 300 dpi, 600 dpi, or 1200 dpi. The higher dpi number will result in a sharper graphic image, but may increase your print time slightly. The default setting is 1200 dpi.
3. In the **Document Type** area (B), you can further enhance your 1200 dpi printouts. Select **Photographic** if your

print job contains photos, halftones, or bitmap images. The default selection is **Text**. This feature is grayed out when values other than 1200 dpi are selected.

4. In the **Darkness** area (C), you can adjust the toner density on the print output. Your choices are **Normal**, **Light**, and **Dark**. For example, if you print something that appears to be too light, you can choose **Dark** to make it print with more toner applied.
5. This is also where you find the drop-down menu for **Toner Usage** (D) where you can save toner when printing a draft version of a document. Choose either **Normal** to print the final document or **Save Toner** to print a draft of the document.

note: Macintosh users with the USB connection can choose 300 dpi or 600 dpi for printing.



CHAPTER 7

MAINTAINING YOUR PRINTER

OVERVIEW

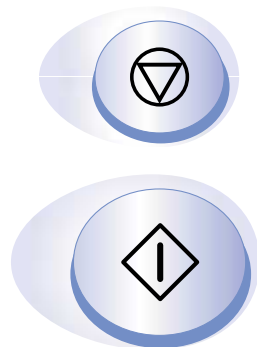
The SuperScript 1400 printer is designed for easy use and maintenance. This chapter explains basic maintenance and cleaning procedures that must be followed in order to maintain high print quality and efficient operation. Included are instructions for the following maintenance tasks:

- Internal maintenance
- Redistributing and replacing the Toner Cartridge
- Cleaning the printer
- Moving the printer

note: See page 82, for information about ordering a new Toner Cartridge. Use only NEC SuperScript 1400 Series Toner Cartridges in this printer. Other cartridges will not work!

Print a Internal Cleaning Sheet by pressing down and holding both buttons on the Operator Panel. Do this...

- Once a month
- If the backs of printouts show toner marks



PRECAUTIONS

Please take the following precautions when performing maintenance tasks:

- Do not work inside the Top or Back Covers of the printer until it has cooled.
- Do not use ammonia-based cleaners. They may react with the toner in the cartridge.
- Do not use alcohol-based cleaners on the printer exterior. They may damage the plastic case.
- Do not expose the Toner Cartridge to direct sunlight or bright room light.
- Do not spill any liquid inside the printer or in the power cord connector.
- Turn off and unplug the printer while working inside the covers.
- Follow all directions carefully. Save this user's guide for future reference.
- Do not attempt to service the printer yourself since opening some internal parts may expose you to high voltage or other hazards. Refer all servicing not explained in this user's guide to qualified technicians. Call NEC Technical Support at 800-632-4650 for help.

INTERNAL MAINTENANCE

It is recommended that you print a Internal Cleaning Sheet every month. Also do this if toner marks appear on the backs of your printouts.

Press and hold down the **Go/Continue** and **Cancel** buttons simultaneously. All four lights will blink and the Internal Cleaning Sheet will print.

REPLACING THE TONER CARTRIDGE

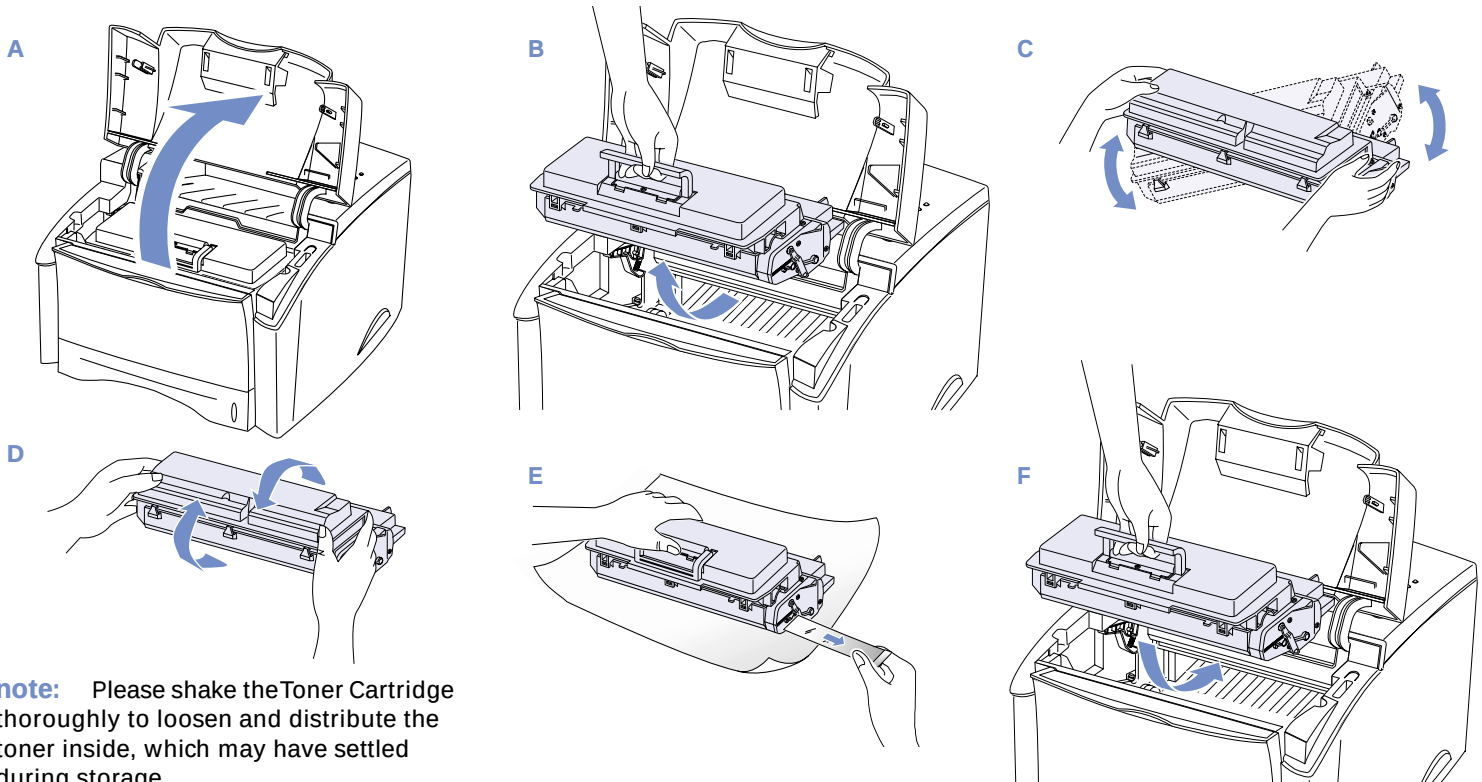
Order #20-152

Replace the Toner Cartridge when you start seeing print quality problems such as light images or white streaks across the page. You can redistribute the Toner Cartridge to temporarily restore print quality.

The SuperScript 1400 Toner Cartridge that came with your printer will print approximately 3,000 pages (5% page coverage, letter size) before it needs to be replaced. The high capacity replacement Toner Cartridge will print approximately 6,000 pages (5% page coverage, letter size). To order the high capacity Toner Cartridge, contact your NEC printer dealer or contact NEC at 800-632-2326 or www.nectech.com.

Follow these directions to replace the Toner Cartridge

1. Open the Top Cover (A).
2. Pull out and discard the used Toner Cartridge (B).
3. Shake Toner Cartridge thoroughly, as shown (C), then rock Toner Cartridge forward and back several times (D).
4. Remove the new Toner Cartridge from its bag and put it on a level surface. Pull the tape tab straight out (E).
5. Insert the new Toner Cartridge (F).
6. Close the Top Cover.
7. To redistribute toner between replacements, shake as directed above.



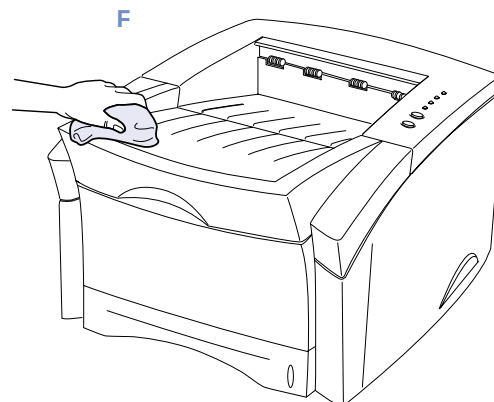
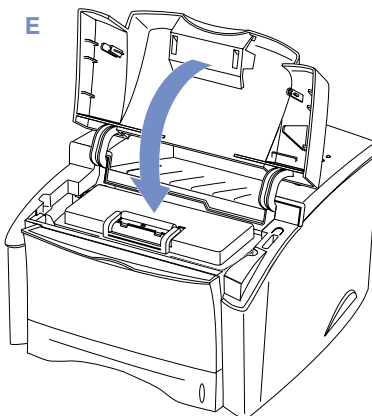
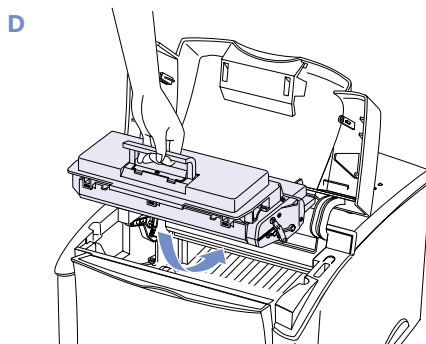
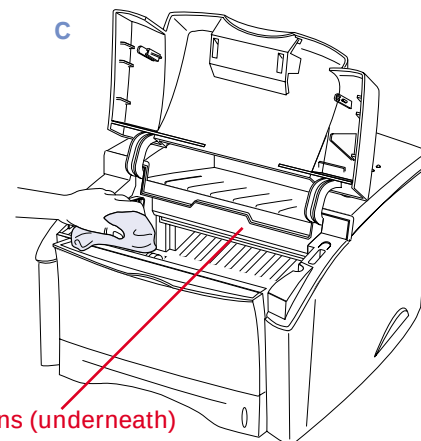
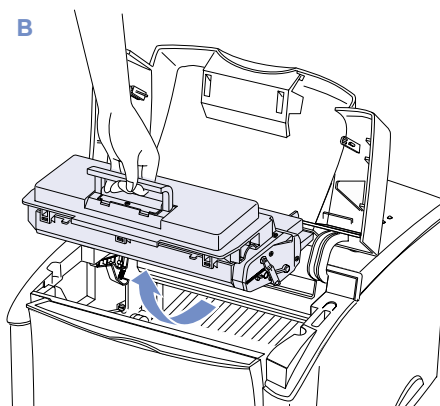
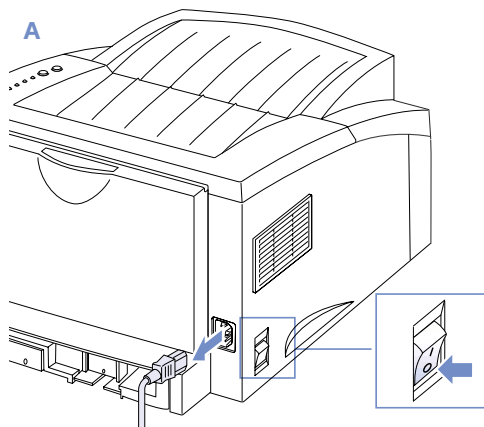
note: Please shake the Toner Cartridge thoroughly to loosen and distribute the toner inside, which may have settled during storage.

CLEANING THE PRINTER

Clean the printer about every month. A thorough cleaning consists of wiping out the inside Toner Cartridge area and cleaning the outside of the printer.

Carefully follow these directions.

1. Turn off and unplug the printer (A).
2. Open the Top Cover and remove the Toner Cartridge (B).
Do not expose Toner Cartridge to light for more than a few minutes. Cover with a dark cloth if it will be out of the printer for any length of time!

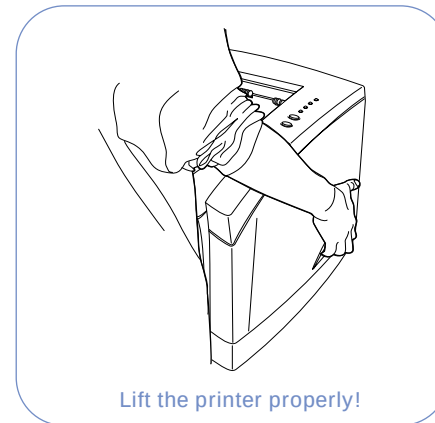
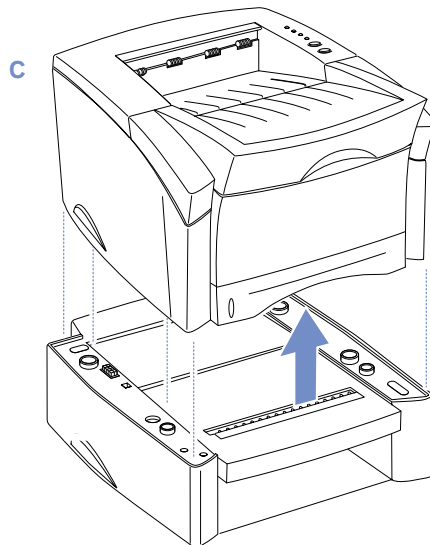
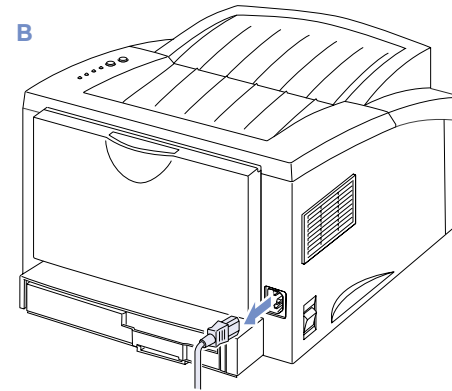
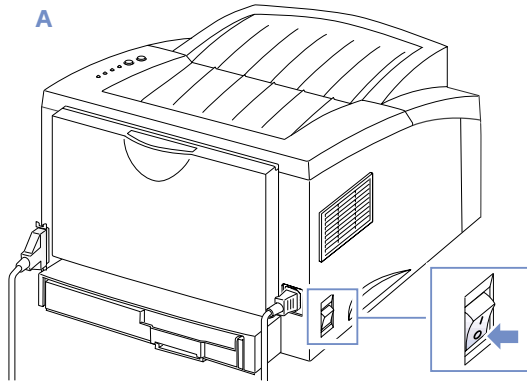


3. Using a soft lint-free cloth, gently wipe the internal toner cartridge area and lens (C).
 4. Re-insert the Toner Cartridge (D).
 5. Close the Top Cover (E).
 6. Using a clean soft cloth, wipe off any stains or dust from the printer's exterior (F).
- note:** Do not use strong solvents or abrasive cleansers on plastic parts of the printer.
7. If toner marks have been appearing on the back of your printouts you should also print out an Internal Cleaning Sheet (see page 61).

MOVING THE PRINTER

Follow the procedure below when moving the printer.

1. Turn off the printer (A).
2. Unplug the Power Cord and any connecting cables from the printer (B).



3. If applicable, remove the printer from the 550-sheet 2nd Cassette and place it on a sturdy surface or cart (C). Refer to page 91 and reverse directions.
4. If you are shipping your printer, repack it in its original packaging and box.

CHAPTER 8

TROUBLESHOOTING

OVERVIEW

This chapter tells you how to solve common problems with your printer's operation. The following subjects are explained:

- General printing problems
- Operator Panel error messages
- Print quality problems
- Paper jam problems
- Common Windows problems
- Common Macintosh problems

GENERAL PRINTING PROBLEMS

If you have any problems with the operation of your printer, refer to the following table for suggested solutions.

If the printer does not print	
Possible Cause	Solution
The printer is not receiving power. The LEDs are not lit.	Check the power cord and cable connections. Check the power switch and the power source.
The printer is not selected as the default printer.	Select the NEC SuperScript 1400 Series icon as your default printer.
Check to see if:	• A cover is open. • Paper is jammed. • No paper is loaded. • Toner Cartridge is not installed. • If there is a printer system error indicated on the Operator Panel, contact a service representative.

If the printer does not print	
Possible Cause	Solution
The printer may be in manual feed mode and out of paper. (The manual and the Data lights are blinking.)	Feed paper to the Manual Feed Tray one sheet at a time. Wait for the Manual Feed LED to light before feeding subsequent pages.
The connection cable between the computer and the printer is not connected properly.	Disconnect the printer cable and then reconnect it.
The connection cable between the computer and the printer is not connected properly.	If possible, attach the cable to another computer and print a job you know works. You may also try using a different printer cable.
The port setting is incorrect.	Check the Windows printer setting to make sure that the print job is sent to the correct port (for example, LPT1). If the computer has more than one port, make sure the printer is attached to the correct one.
The printer may be configured incorrectly.	Check the printer properties to make sure that all print settings are correct.
The printer driver may be incorrectly installed.	Uninstall, then reinstall the printer driver. Try printing a Test Page from the General Tab in the driver (through Printer's folder).
The printer is malfunctioning.	Check the Operator Panel LED messages for errors, see page 28 for explanation.

If the printer selects from the wrong paper source	
Possible Cause	Solution
The paper source selection in the printer properties may be incorrect.	In most software applications the paper source selection is found under the Paper tab inside printer properties. Select the correct paper source.

If paper is not feeding properly	
Possible Cause	Solution
Paper has been incorrectly loaded.	Remove paper from the paper tray and reload the paper correctly.
There is too much paper in the paper tray.	Remove excess paper from the tray.
Too thick a paper was used.	Use only paper that meets the specifications required by the printer.

If the print job is running slow	
Possible Cause	Solution
The job may be very complex. The maximum speed of 12 pages per minute cannot be exceeded.	Reduce the complexity of the page or try adjusting the print quality settings.
If using Windows 95, the Spooling Setting may be set incorrectly.	- From the Start menu, select Settings, and then Printers. - Right-click the NEC SuperScript 1400 Series printer icon - Choose Properties and click on the Details tab. - Choose the Spool Settings button. - Select the desired spool setting from the available choices.
The computer may have insufficient random-access memory (RAM).	Reduce the complexity of the page or try adjusting the print quality settings.

If half the page is blank	
Possible Cause	Solution
The page layout is too complex.	Simplify the page layout and remove any unnecessary graphics from the document, if possible.
The page orientation setting may be incorrect.	Change the page orientation in your application.
The paper size and the paper size settings do not match.	Make sure that the paper size in the print settings matches the paper in the paper tray.

If the paper keeps jamming	
Possible Cause	Solution
There is too much paper in the paper tray.	Remove excess paper from the tray. If printing special media, use the Manual Feed Tray.
An incorrect type of paper is being used.	Use only paper that meets the specifications required by the printer.
An incorrect output method is being used.	Media such as thick paper should not be printed to the Main Output Tray. Use the Face-up Output Tray instead.
There may be obstacles inside the printer.	Open the top cover and remove the obstacles.

If the text is garbled or incomplete	
Possible Cause	Solution
The printer cable is loose or defective.	- Disconnect the printer cable and then reconnect it. - Try a print job you know works. - If possible, attach the cable and printer to another computer and try a print job that you know works. - Finally, try a new printer cable.
The wrong printer driver was selected.	Check the application's printer selection menu to make sure that your printer is selected.
The software application is malfunctioning.	Try printing a job from another application.

If the text is garbled or incomplete

Possible Cause	Solution
Your computer's operating system is malfunctioning.	If printing from Windows 95/98, exit to a DOS prompt and verify functionality with the following command: - At a C:\ prompt, type Dir LPT1, then press Enter. (This assumes you are connected to LPT1.) - Exit Windows and reboot the computer. - Turn the printer off and then back on again.

Pages print, but are totally blank

Possible Cause	Solution
The Toner Cartridge is defective or out of toner.	Replace with a new NEC SuperScript 1400 Series Toner Cartridge.
The sealing tape may still be in the Toner Cartridge.	- Remove the Toner Cartridge and pull out the sealing tape. - Reinstall the Toner Cartridge, and check the printer by printing a Configuration Sheet.
The file may have blank pages.	Check the file to make sure that it does not contain blank pages.
Some parts, such as the Controller Board, may be defective.	Contact a service representative.

ERROR MESSAGES

Operator Panel Error Messages

When the printer experiences an error, the Operator Panel will indicate the error messages by the LEDs. Find the light pattern below that matches the printer light pattern and follow the solutions to clear the error.

Light Status Legend



Light off

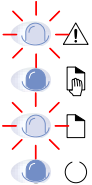


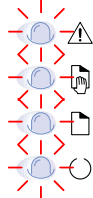
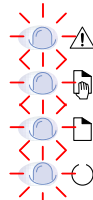
Light On



Light blinking

Mode	Message
       	Power Off If all of the Operator Panel LEDs are not lit: - Make sure the power cord is plugged in. - Make sure the power switch is turned on. - Make sure the printer is powered with the specified AC voltage.
       	Paper Out If the amber Paper LED is blinking: - The paper tray is empty and must be refilled with paper. The Paper LED blinks until paper is added. - Loading paper into the tray will clear this message and allow you to continue printing.

Mode	Message
	Paper Out-Manual Feed - The Manual Feed Tray (Tray 1) is empty. You must feed paper to it one sheet at a time. - Load the correct paper into Tray 1 and press the Go/Continue button to print each page.
	Paper Jam There is a paper jam somewhere in the printer. Clear the paper jam and open and close the Top Cover. Refer to the paper jam section of this chapter.
	Paper Size Error The engine detected a paper size mismatch between the paper loaded and the size specified in the driver or application.
	Memory Overflow Error The document is too complex, and printer does not have enough memory to print the job. - Try to free some printer memory by removing any unnecessary fonts, macros, or any data currently in printer memory. - For a temporary solution, simplify the image or print at a lower resolution.

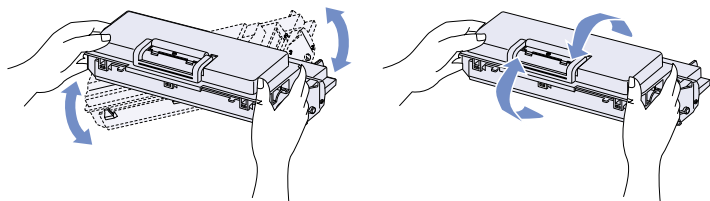
Mode	Message
	Cover Open/No Toner Cartridge The printer's Top Cover is open or there is no Toner Cartridge. - Close the Top Cover. - Make sure that the Toner Cartridge is correctly installed in the printer.
	Internal Error The printer detects an internal error. All four LEDs blink rapidly and sequentially. - Reset the printer by turning the printer off and on. - If the message persists, contact a service representative.
	Engine Error The printer detects an engine error (LSU or Fuser). All four LEDs blink at the same time. - Reset the printer by turning the printer off and on. - If the message persists, contact the service representative.

PRINT QUALITY PROBLEMS

This section discusses potential print quality problems, what causes them, and how to resolve them.

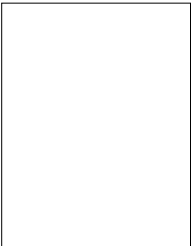
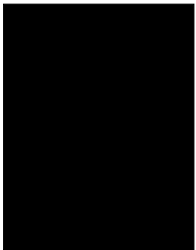
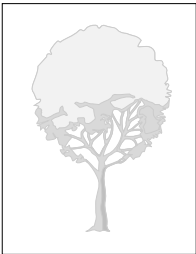
Here are some suggestions for maintaining the highest print quality from your NEC SuperScript 1400 laser printer.

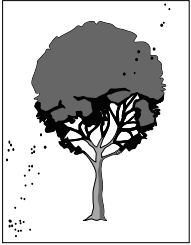
- Replace the Toner Cartridge as soon as the printer displays that replacement is necessary.
- Follow the cleaning procedures described on page 63.
- When the print output becomes light, redistribute the toner. If the light printouts persist, replace the Toner Cartridge.

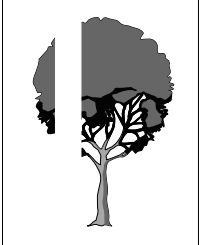
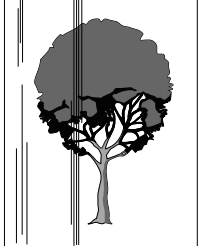


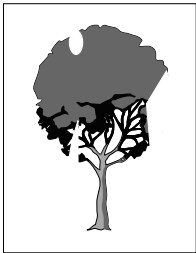
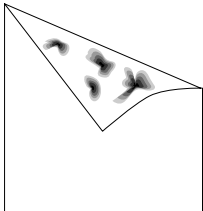
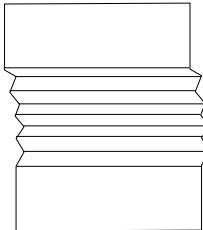
- Check to make sure Toner Save is not specified in the Print Quality tab of the printer driver. For best print quality, normal toner usage should be selected.
- Try different adjustments on the Print Quality to see which selections work the best for your particular file. For example, if your file contains photos, select Photographic in the Document Type area of the Print Quality tab.
- Use high-quality paper or transparencies to obtain the sharp, crisp characters and maximum contrast.

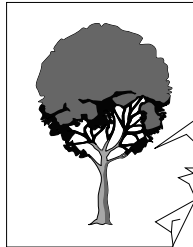
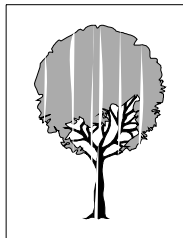
Solving Print Quality Problems

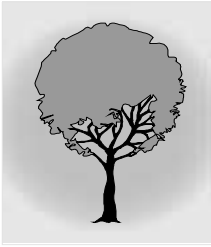
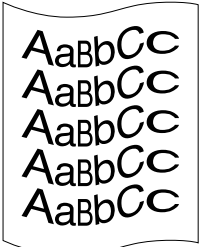
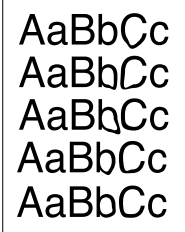
Problem	Solution
Solid White 	If the whole page is blank: • The Toner Cartridge may be out of toner. Replace the Toner Cartridge if necessary. • The Toner Cartridge may be defective. Remove the Toner Cartridge and check for damage. Replace it if necessary.
Solid Black 	If the whole page is black: • The Toner Cartridge may not be installed properly. Remove the cartridge and reinsert it. • The Toner Cartridge may be defective. Remove the Toner Cartridge and check it for damage. Replace the Toner Cartridge if necessary.
Light Printout 	If the whole page is faded or light: • The print resolution setting is too light or Toner Save Mode may be on. Adjust the print resolution and Toner Save Mode within the printer properties. • Clean the inside of the printer (See page 63.) • Redistribute the toner in the Toner Cartridge. • The Toner Cartridge may need replacing.

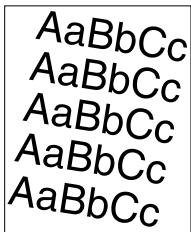
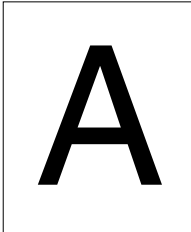
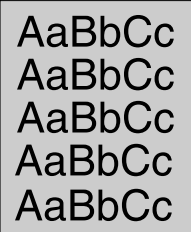
Problem	Solution
Blurred Image 	If the print appears blurred: • Make sure only recommended paper is used. • Make sure only fresh, dry paper is being used. • Make sure the printer was not bumped during printing and the surface it is placed on is not wobbly. • There may be a problem with the paper feeding mechanism.
Toner Spots 	If toner spots appear on the page: • Make sure the paper meets required specifications. • A recent paper jam may have contaminated the paper path. Print several sheets of paper through the printer to help clear the paper path. • The Toner Cartridge may be damaged and need replacing.
Repeating Marks 	If marks repeatedly appear on the printed side of the page at even intervals: • The paper path may be contaminated. Open the Top Cover and remove the Toner Cartridge. • Check for loose pieces of paper jammed in the paper path. • Print several blank sheets of paper to help clear out the contamination.

Problem	Solution
Smeared Image 	If the page is easily smeared: • Clean the inside of the printer. • Check the paper type and quality. • The toner may be unevenly distributed inside the Toner Cartridge. Remove the Toner Cartridge and redistribute the toner. • Check the Toner Cartridge for damage.
White Streak 	If a vertical white streak appears on the page: • The toner supply may be low. You may be able to temporarily extend the Toner Cartridge life by redistributing the toner. • The Toner Cartridge may be defective. Remove the cartridge and check for damage. • Replace the Toner Cartridge if it is worn or has reached the end of its expected life. • If the whole page is light, the print resolution setting is too light or Toner Save Mode may be on. Adjust the print resolution and Toner Save Mode with the printer properties. • A combination of faded and smeared defects may indicate that the Toner Cartridge needs cleaning.
Black Lines 	If black or white vertical streaks appear on the page: • Try wiping inside the Toner Cartridge area and laser scanner unit lens. See page 63. • The photosensitive drum inside the Toner Cartridge has probably been scratched. Install new Toner Cartridge. • The Toner Cartridge may be defective. Remove the cartridge and check for damage. • Replace the Toner Cartridge if it is worn or has reached the end of its expected life.

Problem	Solution
Blank Areas 	If blank or faded areas appear randomly on the page: • The Toner Cartridge may be defective. Remove the cartridge and check for damage. • Replace the Toner Cartridge if it is worn or has reached the end of its expected life.
Smeared Back 	If the back of the page is smeared with toner or dirty: • Run an Internal Cleaning page from the Operator Panel. See page 61. • If the problem persists, call a service representative to check the printer.
Corrugated Paper 	If the page is corrugated: • Check the paper type and quality. • Make sure you are using only new undamaged paper. • Check for contamination along the paper path. • Make sure the paper is not damp. • Make sure the paper is properly loaded. • Open the Face-Up Output Tray and print to this tray. • Turn over the stack of paper in the paper tray.

Problem	Solution
Damaged Print 	If the page is torn: • Check the paper type and quality. • Make sure you are using only new undamaged paper. • Check for contamination along the paper path. • Make sure the paper is not damp. • Make sure the paper is properly loaded. • Open the Face-Up Output Tray and print to this tray. • Turn over the stack of paper in the paper tray.
Wrinkled Paper 	If the page is wrinkled: • Check the paper type and quality. • Make sure you are using only new undamaged paper. • Check for contamination along the paper path. • Make sure the paper is not damp. • Make sure the paper is properly loaded. • Open the Face-Up Output Tray and print to this tray. • Turn over the stack of paper in the paper tray.
Scratched Transparency 	If scratches occur on transparencies: • Try printing to the Face-up Output Tray instead of the Main Output Tray. See page 30.

Problem	Solution
Fogged Transparency 	If fogging occurs on transparencies: • Select Transparency in the printer driver. See page 40.
Curl or Wave 	If the print and the paper have waves or curls: • Check the paper type and quality. Both high temperature and humidity will cause paper curl. • Turn over the stack of paper in the paper tray. Also try rotating the paper 180° in the paper tray. • Open the Face-up Output Tray and try printing to this tray.
Misformed Characters 	If the text characters are improperly formed and produce: • A hollow image, the paper stock may be too slick. Try a different paper. • A wavy effect, the scanner unit may need service. Verify that it occurs by printing a demo page.

Problem	Solution
Page Skew 	If the page prints at an unplanned angle: • Check the paper type and quality. • Make sure that the paper or other media is loaded correctly and the guides are not too tight or too loose against the paper stack.
Character Voids 	Character voids are white areas within the characters that should be solid black: • If you are using transparencies when you experience this problem, try another type of transparency. • Because of the composition of transparency media, some character voids are normal. • The paper may not meet paper specifications.
Gray Background 	If the amount of background toner shading becomes unacceptable, the procedures below may help to clear the condition: • Change the paper to a lighter basis weight. See page 87 for acceptable paper weights. • Check the printer's environment, very low or high humidity conditions can increase the amount of background shading. • Install a new Toner Cartridge.

PAPER JAM PROBLEMS

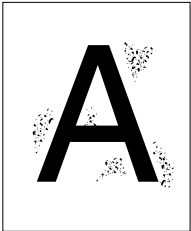
This section explains how to prevent and remove paper jams. There are several things you can do to prevent paper jams.

Tips for Avoiding Paper Jams

By carefully selecting paper types and loading them properly, you should be able to avoid most paper jams. Make sure you are following these tips to avoid jams.

Follow the procedures in Chapter 2 to load the paper properly. Make sure the adjustable guides are positioned correctly.

- Do not overload the paper tray. Make sure the paper is under the paper capacity mark on the inside of the paper tray.
- Do not remove the paper tray while print jobs are in process.
- Flex, fan, and straighten the paper before loading it.
- Do not load stacks of labels or transparencies in the 270-sheet Cassette Tray. Labels or transparencies must be fed from the Manual Feed Tray (Tray 1).
- Do not load wrinkled, creased, damp, or highly curled paper.
- Do not mix paper types in any of the paper tray.
- Use only recommended print media. See Appendix A, “Printer Specifications.”
- Make sure you load the paper print side down into Tray 2 or optional Tray 3. Load paper print side up into the Manual Feed Tray (Tray 1).
- Keep print media stored in an acceptable environment.

Problem	Solution
Background Scatter 	Background scatter results from bits of toner distributed on the printed page: • The paper may be too damp. Try printing on a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture from the air. • If background scatter occurs on an envelope, change your printing layout to avoid printing over areas that have overlapping seams on the reverse side. Printing on seams can cause this problem. • If background scatter covers the entire surface of a printed page, adjust the print resolution through your software application or the printer properties.

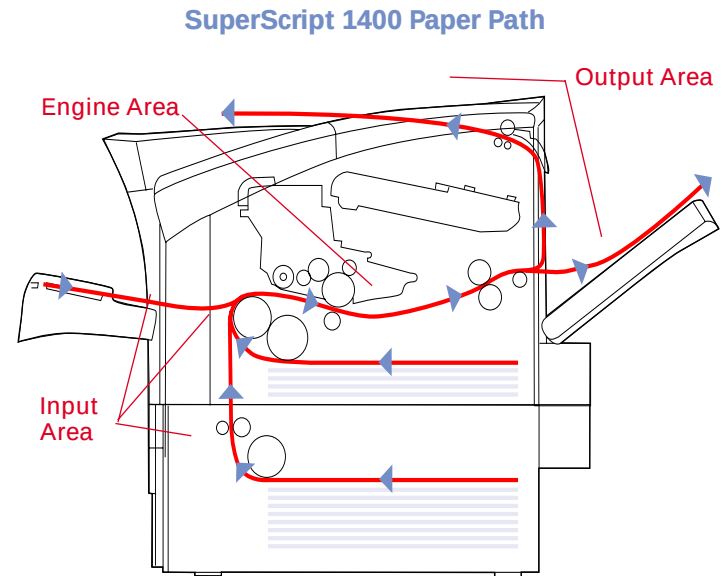
Understanding the Paper Path

The following illustration shows the printer's various paper paths. Understanding this path will help you locate paper jams. The paper is picked up from the Manual Feed Tray (Tray 1), the 270-sheet Cassette Tray (Tray 2), or the optional 550-sheet 2nd Cassette Tray (Tray 3), and then passed under the Transfer Drum. It then is passed through the Fuser Unit and delivered to either the Main Output Tray (on the top of the printer) or to the Face-up Output Tray (at the back of the printer).

Paper jams occur in the following three areas:

1. The Input Area.
2. The Engine Area.
3. The Output Area.

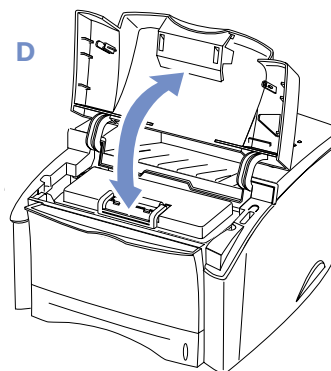
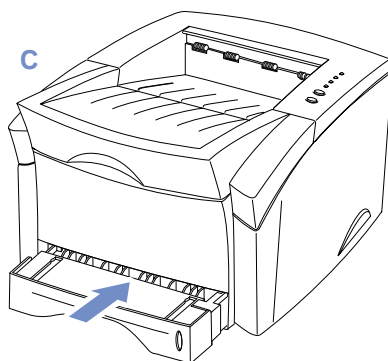
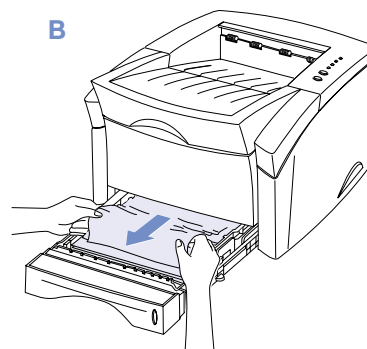
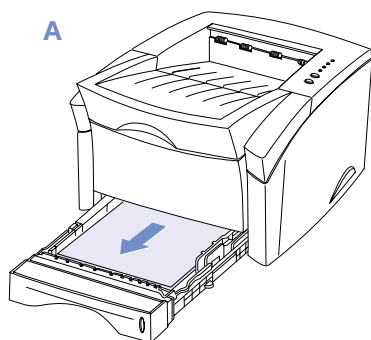
note: Frequent jams occurring in a specific area indicate that the area should be checked, repaired, or cleaned.



Clearing Paper Jams

Follow these suggestions when attempting to clear paper jams.

- To avoid damage to rollers, always remove jammed paper gently.
- Try to remove jammed paper without tearing it. Any pieces of paper left in the printer, whether large or small, can obstruct the paper path and cause further jams.
- Open and close the Top Cover after you have cleared any paper jam.



Paper Jams in the Input Area

1. Slide out the paper tray to expose the jammed paper (**A**).
2. Remove the jammed paper from the tray (**B**). If the paper is jammed in the paper feed area and cannot be easily removed, remove the paper tray from the printer and carefully pull the jammed paper from the printer.
3. Make sure that the rest of the paper is stacked neatly in the tray and slide the tray back into the printer (**C**).
4. Open the Top Cover and then close again to resume printing (**D**).
5. If the **Paper** and the **Error** lights do not go out, there is still jammed paper inside the printer. Turn the printer off and then on again. This will move the rollers slightly and should loosen any small pieces of paper still left inside the printer.

Paper Jams in the Engine Area

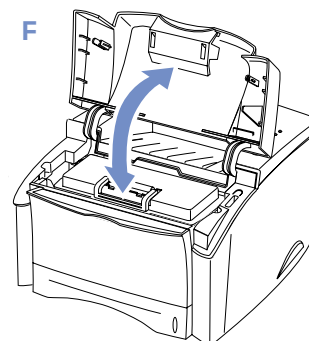
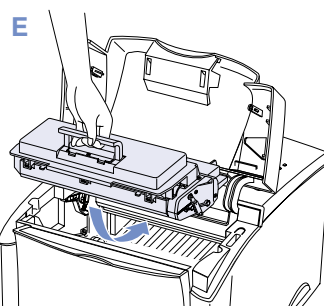
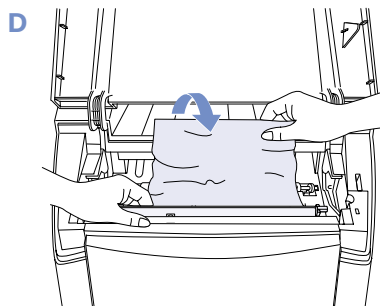
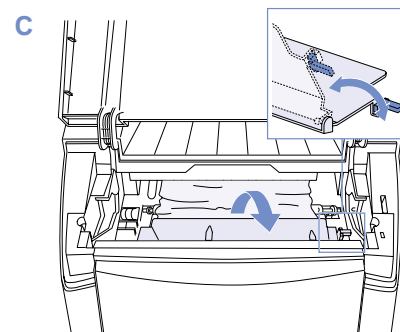
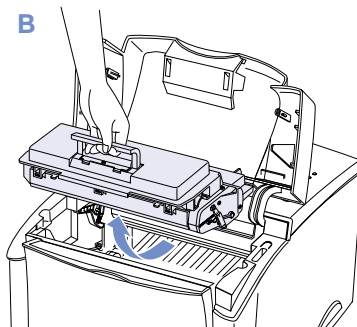
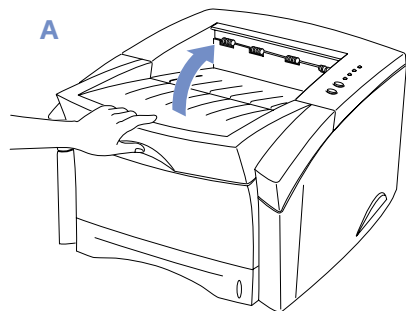
1. Open the Top Cover (A).
2. Remove the Toner Cartridge (B). If you need to leave the Toner Cartridge out for longer than a few minutes, cover it with a dark cloth.
3. Lift up the Feed Guide with one hand and gently pull the paper toward you (C, D).
4. If a small piece of paper gets lodged on the side, turn the printer off and then on. The rollers will turn slightly and this should release the paper.

5. Re-install the Toner Cartridge (E).

note: If the Toner Cartridge is difficult to re-install, make sure the Feed Guide has been flipped back down into position.

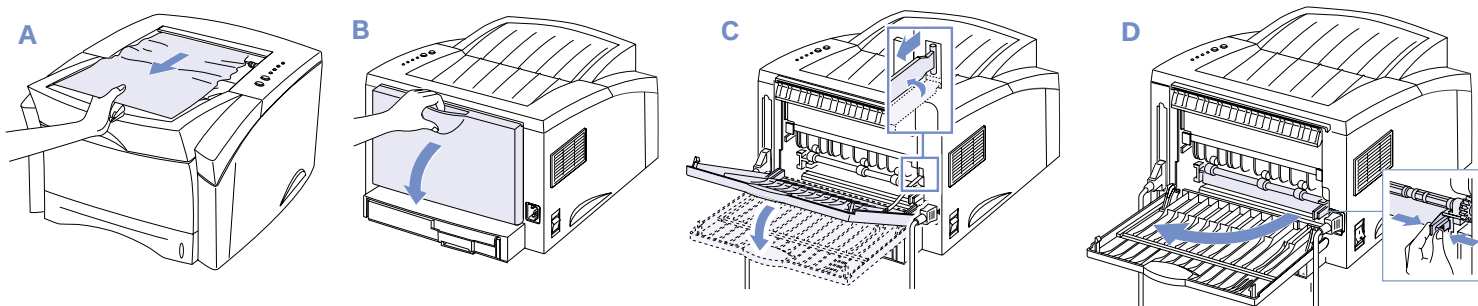
6. Close the Top Cover to resume printing (F).

note: If the **Paper** and the **Error** lights do not go out, there is still jammed paper inside the printer. Check the input area and the inside of the printer.

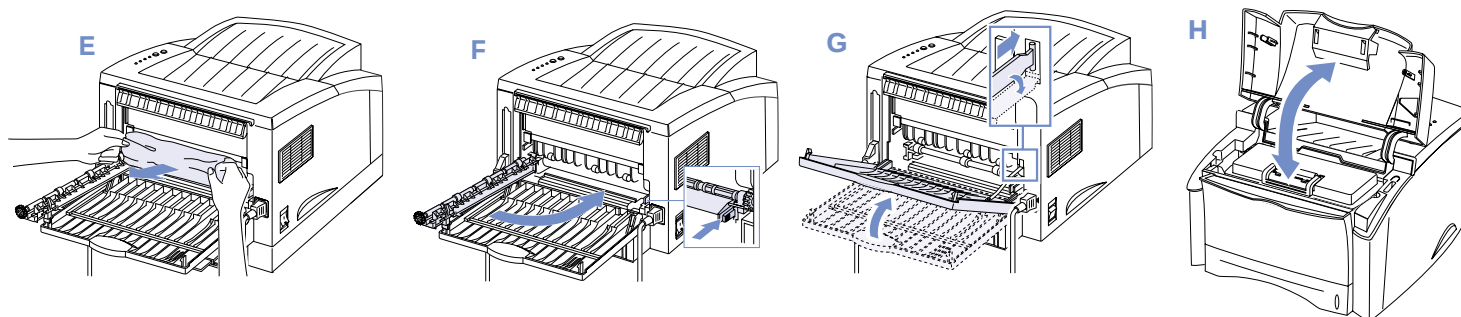


Paper Jams in the Output Area.

1. If the paper is visible from the Main Output Tray, carefully pull it (A).
2. If the jammed paper is not visible or there is resistance when you pull the paper, open the Face-up Output Tray (B).
3. Remove the strap and open the tray down so that it opens at a 90 degree angle (C).
4. If there is resistance when you pull the paper, squeeze the handle on the right end of the exit roller, and swing the roller open in the direction of the arrow shown (D).
5. Remove the jammed paper (E).
6. Replace the exit roller (F). Make sure the right end of the roller clicks in place. If the handle is not closed completely, the printer will indicate a cover open or fuser error with the red **Error** light on the Operator Panel.
7. Re-attach the strap and close the Face-up Output Tray (G).
8. Open and close the Top Cover to clear the error message and resume printing (H).

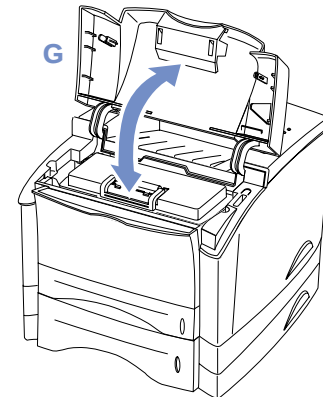
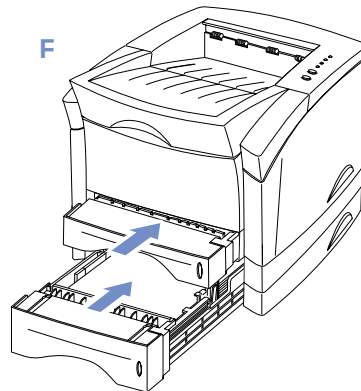
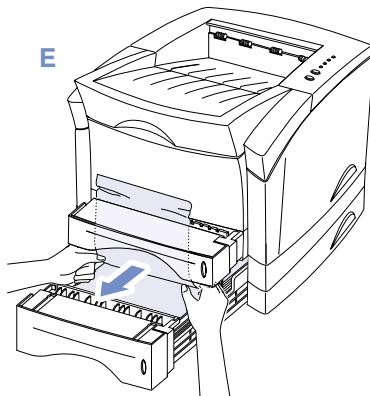
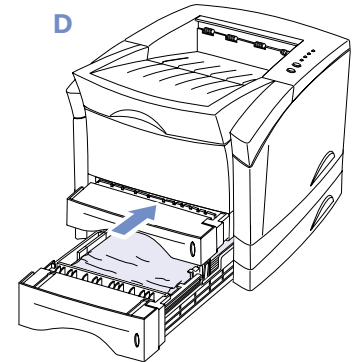
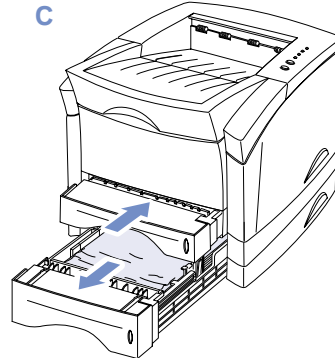
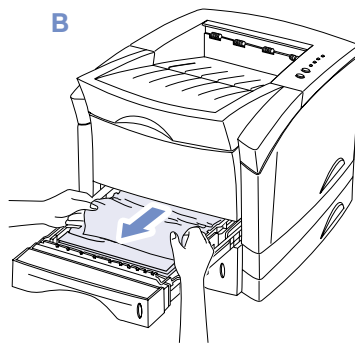
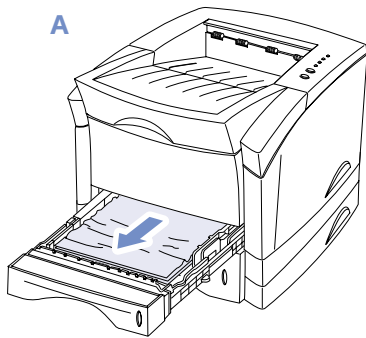


note: If the **Paper** and the **Error** lights do not go out, there may still be jammed paper inside the printer. Check the input area and the inside of the printer.



Paper Jams in the 550-sheet 2nd Cassette (Tray 3)

1. Carefully pull Tray 2 half way out of the printer (A).
2. If you see the jammed paper, gently remove it from the tray (B).
3. Slide Tray 2 slightly back into the printer and pull Tray 3 out of the printer (C).
4. If you see the jammed paper in Tray 3, gently pull the paper out (D).
5. Gently remove any jammed paper from the front of Tray 3 (E).
6. Slide the trays back into the printer (F).
7. Open and reclose the Top Cover to resume printing (G).



COMMON WINDOWS PROBLEMS

note: Refer to the Microsoft Windows documentation that came with your PC for further information on Windows error messages.

Problem	Possible Cause and Solution
"File in Use." message appears during installation.	- Quit all software applications. - Remove all software from the Startup Group, then restart Windows. - Reinstall the printer driver.
"Error Writing to LPT1" message appears.	Make sure the cables are connected correctly, the printer is on, and the Ready light on the Operator Panel is on. If bi-directional communication is not turned on in the driver, it will also cause this message. - From the Start menu, select Settings, and Printers. - Right-click on the NEC SuperScript 1400 Series printer icon and select Properties. - From the Details tab, click on Port Settings. - Remove check from Port State before Printing box and click OK. - From Spool Settings, select Print Directly to Printer and click OK. - Try printing again.
"General Protection Fault", "Exception OE", "Spool32", or "Illegal Operation" messages appear.	Close all other applications, reboot Windows, and try printing again. Delete all temp files from the Temp sub-directory. You can determine the name of the directory by editing the AUTOEXEC.BAT file and looking for the statement Set Temp =. The name after this statement is the temp directory. It is usually C:\temp by default, but can be redefined.

COMMON MACINTOSH PROBLEMS

This section explains some of the more common problems that might be encountered

Problems in the Chooser	
Problem	Possible Cause and Solution
The printer driver icon does not appear in the Chooser .	The software was not installed correctly. - The driver should be present as a part of the Mac OS. Make sure the driver is in the Extensions folder within the System Folder. If not, reinstall the driver component from the installation CD. - Make sure that you are using a high-quality cable. - If the printer driver icon does not appear, make sure the printer is connected to your mac with a USB cable.* *If your Mac does not have a USB port, third-party USB add-in cards are available. These cards may need additional software to run. Go to http://asu.info.apple.com for details.
The printer driver does not automatically set up your selected printer even though you clicked Auto Setup in the Chooser .	Reinstall the printer software.
Printing Errors	
Problem	Possible Cause and Solution
You cannot use the computer while the printer is printing.	Background Printing has been deselected. - Select Print from any application. - In the pop-up menu select Background Printing. - Click on Background. - Click on Save Settings. - Click Cancel.

CHAPTER 9

CUSTOMER SERVICE

OVERVIEW

This chapter provides information about different resources for information and technical support, including

- How to reach NEC Technical Support for assistance
- How to order supplies and printer options
- How to obtain NEC service contracts
- SuperScript 1400 Series Printer limited warranty

ASSISTANCE NEARBY

Often, the best source for assistance is closer than you think. Before calling NEC, check out the options below.

Help From Within Your Company

If your organization is large and has purchased many NEC printers, the best source of assistance may be within your own company. Your company may have designated central support personnel that you can go to when you have any problems or when you need supplies such as paper or toner cartridges. These central support personnel can then contact the appropriate dealer or NEC support staff.

Help From Your Dealer

The dealer from whom you purchased your printer is backed by complete support resources and programs within NEC. Your dealer can provide you with details on all available support options.

NEC TECHNICAL SUPPORT

NEC Technical Support is available to answer your questions, Monday through Friday, 8:30 a.m. to 8:00 p.m., Eastern Standard Time.

Please have the following printer information ready when you contact NEC:

- Model number
- Serial number

- Page count (shown on the Printer Settings page)
- Date and place of purchase
- NEC Maintenance agreement number (if printer is already under agreement)

NEC Technical Support can help you with the initial installation of this product. Please contact your operating system or network software vendor if you require assistance in optimizing or customizing your system.

How to Contact NEC

There are a number of ways to contact NEC or receive information about technical issues, products, and services.

Contacting NEC Technical Support or Customer Service by Telephone

In North America, call 800-632-4650 or 800-632-2326 to speak to a representative about technical support, extended warranties, repairs, or customer service.

Reaching NEC on the World Wide Web

NEC's web site provides up-to-date product information and includes links to NEC's FTP site and e-mail address. Using your Web browser, open this URL:

<http://www.nectech.com>

This URL is available 24 hours-a-day.

- Search the Knowledge Base for compatibility charts, specifications, white papers, technical drawings, and various other helpful documents.
- Explore the FAQ pages for common problems and solutions.
- Visit the Message Board to post your technical questions or to search a vast library of previous technical support solutions.
- Browse Service Programs to learn about ways to extend or enhance your existing warranty.
- Use the Dealer Locator to find a NEC Technologies' sales or service center near you.

Sending Internet Electronic Mail

You can e-mail your questions to NEC. NEC will respond within three business days. Send e-mail messages to: tech-support@nectech.com.

Sending a Facsimile Transmission

You can fax questions or comments to NEC at 978-742-7049.

Be sure to indicate the number where NEC can telephone or fax a response.

Using FastFacts—NEC's Information Retrieval System

NEC's technical support staff have created technical notes and tips for using NEC products. You can order these documents by touchtone menu and have these automatically sent to your fax machine.

To use NEC FastFacts in the US, call 630-467-4363.

To use NEC FastFacts in Canada, call 630-775-7999.

Follow instructions for ordering documents and include your return fax number.

Writing NEC

You can mail your questions and comments to NEC Technical Support at the following address:

Printer Technical Support, Dept. #3390
NEC Technologies, Inc.
305 Foster Street
Littleton, MA 01460-2004

ORDERING SUPPLIES

To order printing supplies, contact your SuperScript 1400 Series dealer. You can also call 800-632-2326 to locate the NEC supplies dealer nearest you or purchase supplies directly from NEC at www.nectech.com. The tables below list available parts and part numbers. The print media listed have been tested to produce high quality color output on the SuperScript 1400 Series.

Table 9-1: Printer Options

Part	Order #
550-sheet 2 nd Cassette	1401

Table 9-2: Printer Supplies

Part	Order #
SuperScript 1400 Series Toner Cartridge	20-150
SuperScript 1400 Series High Capacity Toner Cartridge	20-152

When you register your new printer within 30 days of purchase, you will receive a second year warranty free. You can register by phone at 1-800-632-4650 or on the Internet at WWW.NECTECH.COM.

NEC WARRANTY AND SERVICE

Your SuperScript 1400 Series printer comes with a one-year exchange warranty. The complete warranty is provided below. All repair requests must be prequalified by calling NEC Product Support at 800-632-4650.

NEC Service Contracts

The initial one-year warranty period comes with two options. The first one is where you must return your product for repair or replacement. The second one, is where NEC will ship a replacement product without receiving the original one first, if you guarantee return of your original product with a major credit card. Warranty extension and warranty upgrade up to 3 years is available through NEC's ServiceXpress (SM) brochure. NEC Customer Service and its dealers offer a complete range of services, including onsite repairs and maintenance. Several maintenance agreement programs are available to meet your needs and budget, including:

- Onsite agreements on a yearly or multi-yearly basis which ensure priority response from NEC Customer Service and Support
- Per-incident repair services for scheduled maintenance.
- Extended exchange warranties with pre-paid shipping.

To discuss an extended warranty or a service contract, contact NEC Technical Support and Service at 800-632-4650.

note: This product requires specific computer hardware and software configurations to operate as specified by NEC. It is the owner's responsibility to supply these supporting items, and where necessary, to reconfigure and/or furnish additional hardware and/or software as required or specified by NEC to assure normal product operation. NEC incurs no obligation to furnish or install said items. NEC reserves the right to modify or update SuperScript software as it deems necessary and to determine distribution policies for such changes to existing owners.

SUPERSCRIPT 1400 SERIES PRINTER LIMITED WARRANTY

NEC TECHNOLOGIES, INC. (hereinafter NECTECH) warrants this Product to be free from defects in material and workmanship and agrees to repair or replace any part of the enclosed unit which proves defective under these terms and conditions.

Warranty Period

Labor is warranted for one (1) year from the date of the first consumer purchase. Parts are warranted for one (1) year from the date of the first consumer purchase. The Toner Cartridge is warranted until it runs out of toner or until its usable life expires, whichever occurs first.

Warranty Coverage

This warranty may be enforced only by the first consumer purchaser and it is not transferable.

Except as specified below, this warranty covers all defects in material or workmanship and agrees to repair or replace (at Nectechs option) any part of the enclosed unit. The following are not covered by this warranty:

1. Any Product which is not distributed in the U.S.A. or Canada by NECTECH or which is not purchased in the U.S.A. or Canada by the first consumer purchaser.
2. Any Product on which the serial number has been defaced, modified, or removed.
3. Damage, deterioration, or malfunction resulting from:
 - a. Accident, misuse, abuse, neglect, fire, water, lightning, or other acts of nature, improper storage, unauthorized product modification, or failure to follow instructions supplied with the Product.
 - b. Alteration, repair, or attempted repair by anyone not authorized by NECTECH.
 - c. Any shipment of the Product (claims must be presented to the carrier).
 - d. Removal or installation of the Product.
 - e. Any other cause which does not relate to a Product defect.

4. Cartons, carrying cases, batteries, external cabinets, magnetic tapes, or any accessories used in connection with the Product.
5. This warranty covers only NECTECH-supplied components. Service required as a result of third party components is not covered under this warranty.

Warranty Support

NECTECH will pay labor and material expenses for covered items, but we will not pay for the following:

1. Removal or installation charges.
2. Costs of initial technical adjustments (set-up), including adjustment of user controls.
3. Payment of shipping and related charges incurred in returning the Product for warranty repair or exchange.

Obtaining Warranty Service

All service calls must be qualified by a NECTECH technical support specialist. A service request can be made by calling 800-632-4650.

NECTECH may send a replacement printer which will be, at NECTECH's option, new or like new, and will meet all of the specifications of the replaced printer. The replacement printer will be shipped for delivery within 3 business days at NECTECH's expense within the United States or Canada upon receipt of your defective printer, or upon receipt of a major credit card number to guarantee receipt of the defective printer. The warranty period on any replacement printer shall be either 1) the remaining balance of the original one (1) year term, or 2) ninety (90) days, whichever is longer. With the exception of the duration, the terms and conditions of this warranty shall apply to any replacement printer. No service will be provided outside of the United States or Canada.

NECTECH requires that you provide the original bill of sale or receipt as proof of purchase in order to obtain warranty service. Please retain such proof of purchase with your records.

You can contact Technical Support and Service by dialing 800-632-4650.

Limitation of Damages and Implied Warranties

NECTECH's sole liability for any defective product is limited to the repair or replacement of the product at our option.

NECTECH shall not be liable for:

1. Damage to other property caused by any defects in this product, damages based upon inconvenience, loss of use of the product, loss of time or data, commercial loss; or
2. Any other damages, whether incidental, consequential, or otherwise.

This warranty is exclusive and is in lieu of all other warranties, express or implied, including but not limited to, the implied warranties of merchantability or fitness for a particular purpose. Some states do not allow the exclusion of implied warranties or the limitation or exclusion of liability for incidental or consequential damages. Therefore, the above exclusions or limitations may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For information, telephone 800-632-4650.

Note: All Products returned to NECTECH for service **MUST** have prior approval; this may be obtained by calling the above number. Any unit shipped to NECTECH without authorization may be returned freight collect.

This Product is warranted in accordance with the terms of this limited warranty. Consumers are cautioned that Product performance is affected by system configuration, software, the application, customer data, and operator control of the system, among other factors. While NECTECHNOLOGIES, INC. Products are considered to be compatible with many systems, the specific functional implementation by the customers of the Product may vary. Therefore, the suitability of a Product for a specific purpose or application must be determined by the customer and is not warranted by NECTECH.

APPENDIX A

PRINTER SPECIFICATIONS

OPERATING SPECIFICATIONS

Print speed

Letter: 12 sheets / minute

Print method

Electrophotographic

Warming-up Time

30 seconds (at ambient temperature of 23°C / 115VAC)

First Printout Time

15 seconds

note: The printing speed listed above is the value when the paper is fed from the standard 270-sheet Cassette. The time is measured from when the print signal is received at standby state to the time when the paper is ejected.

Recommended Duty Cycle

15,000 pages per month maximum

Processor

66MHz PowerPC RISC

Random Access Memory (RAM)

4 MB

Resolution

1200 dpi Class

Printer Language Emulations

SuperScript 1400 Series Printer Driver

Automatic Jam Recovery

Automatically reprints jammed pages when enabled

Interface Ports

- IEEE 1284-compliant parallel
- USB

Power Requirements

100 - 127VAC, 50/60Hz $\pm$ 3Hz

Power Consumption

Operating average: 300 watts (W) average during operation

In Power-save mode: Less than 12 watts (W)

Temperature

Operating: 50°F to 86°F (10°C to 30°C)

Non-operating in packed condition:
-4°F to -104°F (-20°C to 40°C)

Humidity

Operating: 20-80% RH (non-condensing)

Non-operating: 10-90% RH (non-condensing)

Dimensions (without options)

Width: 15.1" (383.4 mm)

Depth: 17.8" (453.3 mm)

Height: 10.2" (260.0 mm)

Weight

With Toner Cartridge (no packing): 21.3 lb (9.7 kg)

Toner Cartridge: about 3.1 lb / 1.4 kg

550-sheet 2nd Cassette: 12.6 lb (5.7 kg)

Administrative Compliance

- UL 1950D3
- CSA C22.2 950D3
- FCC part 15, subpart B, Class B
- Laser Safety CDRH Class 1
- ENERGY STAR Compliant

Toner Cartridge life expectancy

Life expectancy of the high capacity replacement SuperScript 1400 Series Toner Cartridge is 6,000 pages (5% page coverage, letter size).

Life expectancy of the Toner Cartridge that shipped with your printer is 3,000 pages (5% page coverage, letter size).

Printable Area

Paper: Inside a 4 mm border around the edge of the paper

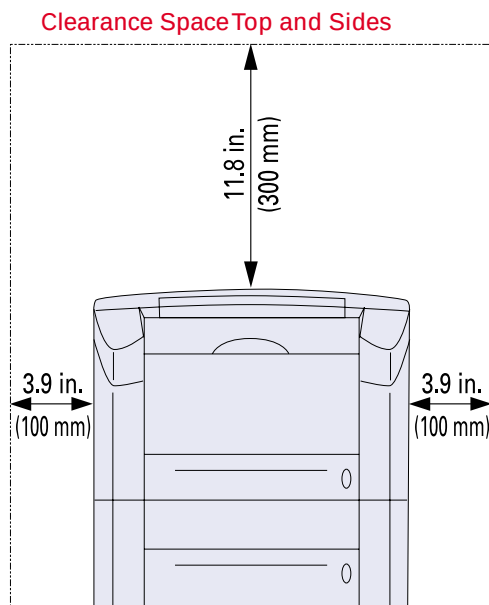
Envelope: Inside a 10 mm border around the edge of an envelope

Noise Level

Operating: 48 dBA or less

Standby: 35 dBA or less

Sleep: Background Noise



Clearance Space

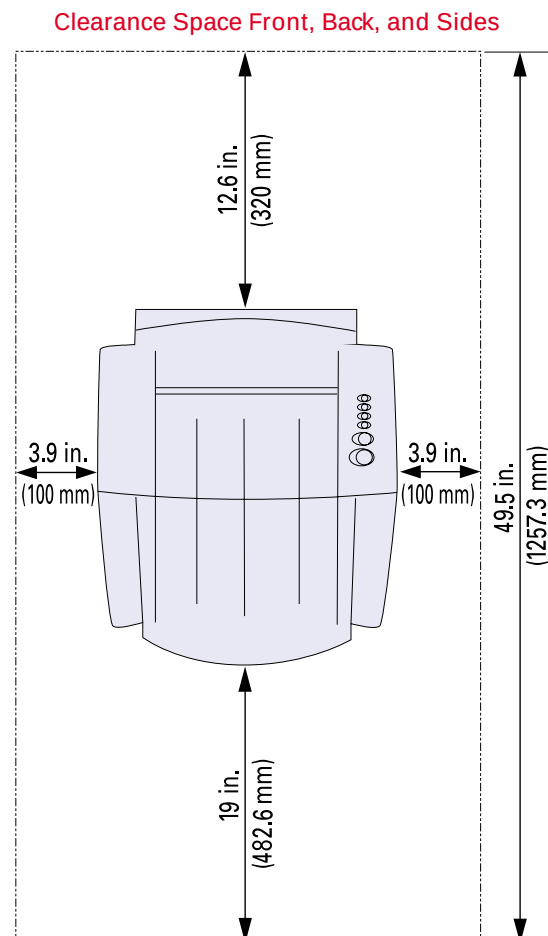
Front: 19" (482.6mm—enough space so that trays can be removed)

Back: 12.6" (320mm—enough space to allow opening of the Back Cover)

Right: 3.9" (100mm)

Left: 3.9" (200mm—enough space for ventilation)

Top: 11.8" (300mm—enough space for opening the Top Cover and replacing the Toner Cartridge)



MEDIA SPECIFICATIONS

Guidelines

Use the following general guidelines for purchasing paper and other media for your NEC SuperScript 1400 Series printer. Your printer supports a wide variety of print media, including

- Plain paper
- Transparencies
- Glossy papers
- Laser-quality labels
- Heavy or thick paper stock
- Envelopes

Recommended Paper Weights

Plain Paper: 16 to 24 lb. bond (60 to 90 g / m² bond)

Thick Paper: Up to 47 lb. bond (176 g / m² bond). Up to 65 lb. cover or 97 lb. index.

The correct paper thickness should be specified in the printer driver. For a more thorough discussion on how the Operator Panel works see Chapter 4.

Paper Handling Considerations

Transparency Film: When you are printing on transparency film, only load a maximum of 1 transparency to the Tray 1 (Manual Feed Tray). Be sure to designate Transparency as the paper type in your printer driver. Use transparencies that are recommended for use only in laser printers and can withstand temperatures of up to 400°F (205°C), the printers maximum temperature.

Envelopes: You can print envelopes from the Tray 1 (Manual Feed Tray) or the optional 550-sheet 2nd Cassette (Tray 3). Load no more than 1 envelope in the Manual Feed Tray or 40 envelopes in the 550-sheet 2nd Cassette at a time. The leading edge of an envelope that feeds into the printer must be straight. The fold must be firmly creased and be no thicker than two paper thicknesses. As a rule, the larger the envelope is, the more difficult it is to feed properly. The way you load envelopes in Tray 1 and Tray 3 are different. (See Chapter

6 for instructions.)

Designate Thick paper in the printer driver when printing envelopes made from paper heavier than 24 lb.

Adhesive Labels: Only use adhesive labels that are recommended for use in laser printers. You can use letter or A4 sizes. You can print label sheets only from the Tray 1 (Manual Feed Tray).

Heavy Print Stock: Excessive use of heavy stocks may cause premature wear in addition to causing excessive wear of print mechanisms.

Preprinted Forms: During the print operation, heat applied to preprinted forms can remove ink from the form and leave residue (called offset) inside the printer. In addition to offset residue problems, ink residues may generate harmful gases and emissions. Tell the commercial printer who will be printing your forms that you will be using them in a laser printer. Forms should be printed with heat-resistant inks that do not vaporize or generate harmful emissions at temperatures greater than 400°F (205°C) for 0.1 second. Do not use paper printed with low-temperature inks, flammable inks, or inks that are affected by the resin components found in toner.

Care must be taken to avoid changing the moisture content of paper being preprinted or using materials that change the electrical or handling properties of the paper. Forms should be sealed in moisture-proof wrapping after pre-printing to prevent moisture changes during storage.

Paper Sizes and Capacity

The standard 270-Sheet Cassette (Tray 2) holds 270 sheets of 20 pound paper. It can also hold various amounts of 16 to 28-pound (105 g / m²) paper. The Manual Feed Tray (Tray 1) can be fed single sheets or envelopes.

The **minimum size** that the Manual Feed Tray supports is 3.8 inches by 5.8 inches. The **maximum size** it supports is 8.5 inches by 14 inches.

Table A -1: Manual Feed Tray (Tray 1)

Paper Type	Size
U.S. Letter	8.5" x 11" (215.9 mm x 279.4 mm)
Executive	7.25" x 10.5" (184 mm x 267 mm)
Folio	8.5" x 13" (215.9 mm x 330 mm)
U.S. Legal	8.5" x 14" (215.9 mm x 355 mm)
Statement	5.5" x 8.5" (140 mm x 216 mm)
A4	8.27" x 11.69" (210 mm x 297 mm)
A5	5.84" x 8.26" (148 mm x 210 mm)
ISO B5	6.93" x 9.84" (176 mm x 250 mm)
JIS B5	7.17" x 10.12" (182 mm x 257 mm)
COM10	4.125" x 9.5" (104.8 mm x 241.3 mm)
Monarch	3.875" x 7.5" (98.4 mm x 190.5 mm)
DL	4.33" x 8.66" (110 mm x 220mm)
C5	6.38" x 9.02" (162 mm x 229 mm)

Table A -2: Standard 270-Sheet Cassette (Tray 2)

Paper Type	Size
U.S. Letter	8.5" x 11" (215.9 mm x 279.4 mm)
U.S. Legal	8.5" x 14" (215.9 mm x 355.6 mm)
Executive	10.5" x 7.25" (266.7 mm x 184.2 mm)
Folio	8.5" x 13" (215.9 mm x 330 mm)
A4	8.27" x 11.69" (210 mm x 297 mm)
ISO B5	6.93" x 9.84"(176 mm x 250 mm)
JIS B5	7.17" x 10.12"(182 mm x 257 mm)

Table A -3: Optional 550-Sheet 2ndCassette (Tray 3)

Paper Type	Size
U.S. Letter	8.5" x 11" (215.9 mm x 279.4 mm)
U.S. Legal	8.5" x 14" (215.9 mm x 355.6 mm)
Executive	10.5" x 7.25" (266.7 mm x 184.2 mm)
Folio	8.5" x 13" (215.9 mm x 330 mm)
A4	8.27" x 11.69" (210 mm x 297 mm)
ISO B5	6.93" x 9.84"(176 mm x 250 mm)
JIS B5	7.17" x 10.12"(182 mm x 257 mm)
COM10	4.125" x 9.5"(104.8 mm x 241.3 mm)
Monarch	3.875" x 7.5" (98.4 mm x 190.5 mm)
DL	4.33" x 8.66" (110 mm x 220mm)
C5	6.38"x 9.02"(162 mm x 229 mm)

Table A -4: Envelopes to Use in the Manual Feed Tray (Tray 1) and 550-sheet 2nd Cassette (Tray 3) Only

Envelope	Weight	Size
COM 10	20—28 lb	4 1/8" x 9 1/2" (104.8 mm x 241.3 mm)
Monarch	20—28 lb	3 7/8" x 7 1/2" (98.4 mm x 190.5 mm)
DL	80 g/m ²	110 mm x 220 mm
C5	90 g/m ²	162 mm x 229 mm

note: The exact number of envelopes or other media supported in the trays depends upon the thickness of the paper.

Appendix B

THE 550-SHEET 2ND CASSETTE

OVERVIEW

Increase the productivity of your printer with the addition of the SuperScript 1400 Series 550-sheet 2nd Cassette (order No. 1401).

The 550-sheet 2nd Cassette or Tray 3 accommodates 550 sheets of medium weight paper or 40 envelopes. It can also accommodate legal size paper. See page 89 for other paper types and sizes.

note: For information about ordering SuperScript 1400 Series options, see page 82.

INSTALLING THE 550-SHEET 2ND CASSETTE (TRAY 3)

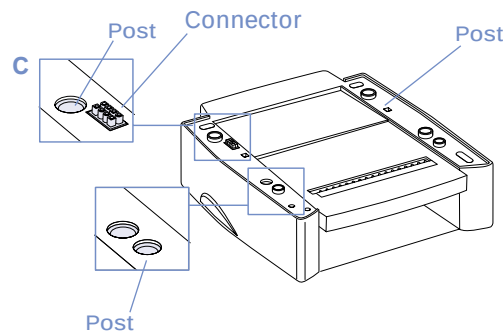
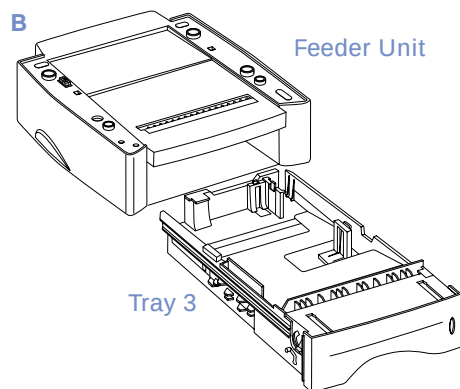
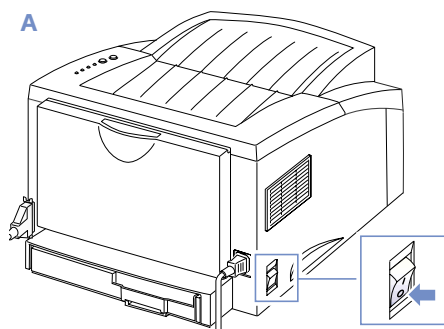
(Order No.1401)

Follow these directions for installing the optional 550-sheet 2nd Cassette:

1. Turn the printer OFF and unplug all cables from the printer **(A)**.
2. Make sure there is plenty of room around and above the printer to work. Remove the 550-sheet 2nd Cassette from its packaging and remove the Tray 3 from the Feeder Unit **(B)**.
3. Put the 550-sheet 2nd Cassette next to the printer and observe the location of the Feeder Unit's connector and tabs **(C)**.

Directions continued on next page.

Installing the 550-sheet 2nd Cassette

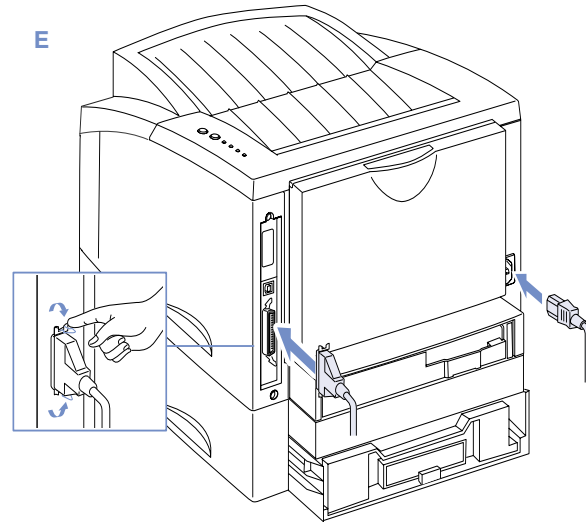
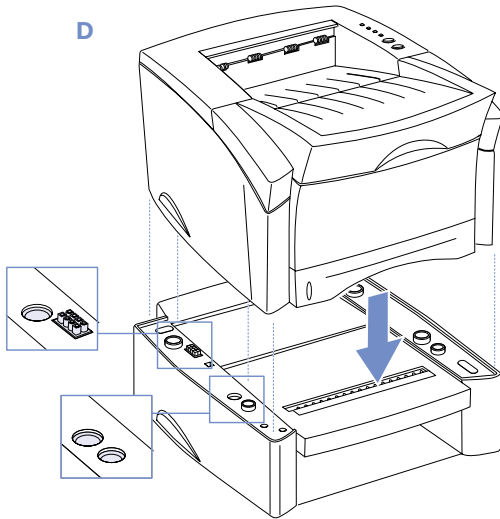


note: The Remote Control Panel, Status Monitor, and Properties Window for each printer driver refers to the 550-sheet 2nd Cassette as Tray 3.

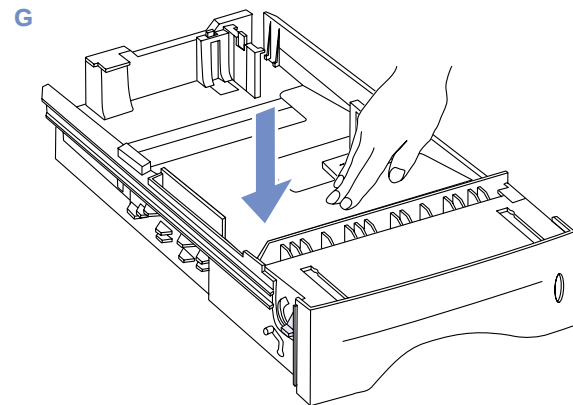
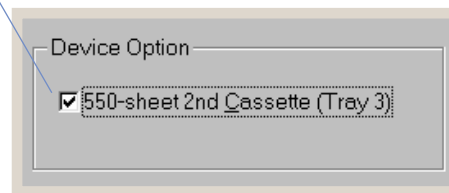
4. Lift the printer up and align it over the Feeder Unit. Keeping it level, lower it into place on the tabs and connector **(D)**.
5. Re-connect all cables, then turn the printer ON **(E)**.
6. Open the **Properties** window for the driver. In the **Device Option** field on the **Printer** tab, select 550-sheet 2nd Cassette (Tray 3) **(F)**.

7. Push down the metal plate in the bottom of Tray 3 **(G)**.

Directions continued on next page.



- F** Check this box in the Printer tab so that Tray 3 is selectable from the Paper Source drop-down list.



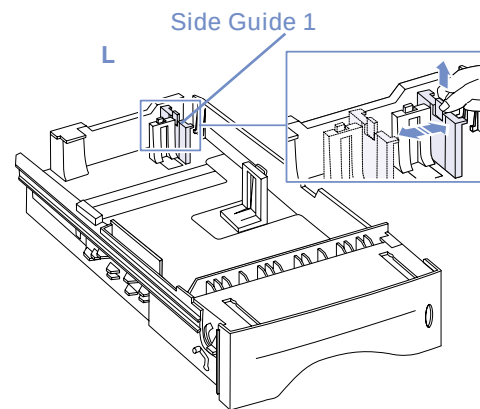
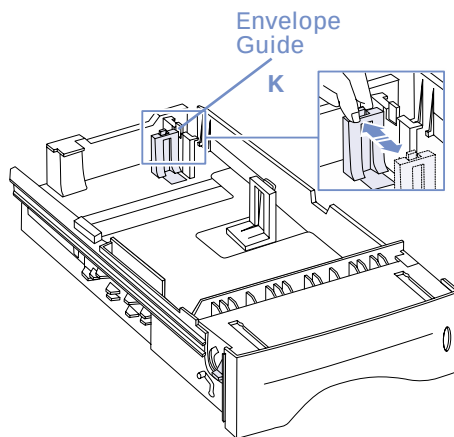
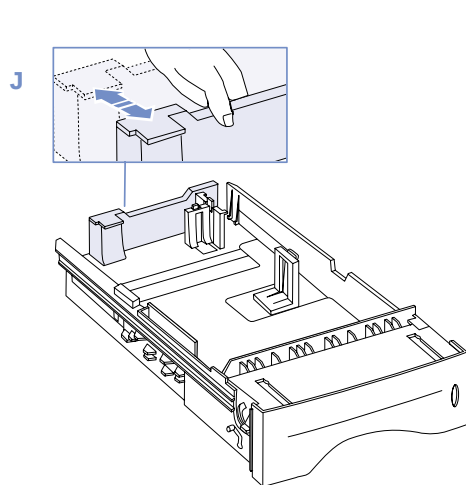
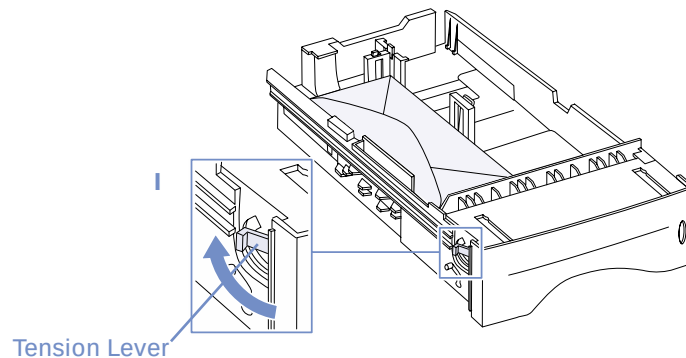
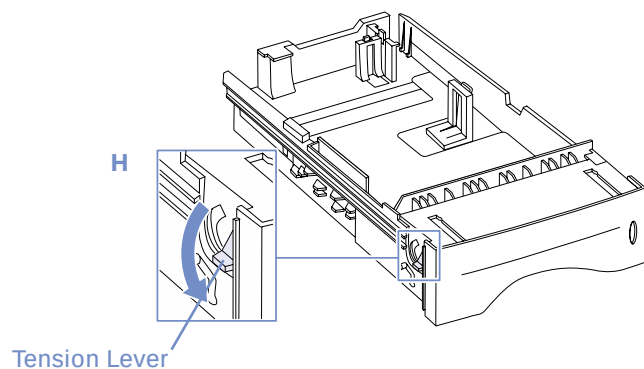
8. If loading **paper** make sure the **Tension Lever** on the left front of the cassette tray is released into the hole under the slot (**H**).

If loading **envelopes** release the lever into the slot (**I**).

9. Squeeze and adjust the **Back Paper Guide** to the desired paper length embossed on the inside tray bottom (**J**).
10. If you are loading paper adjust the **Envelope Guide** to its back position (**K**).

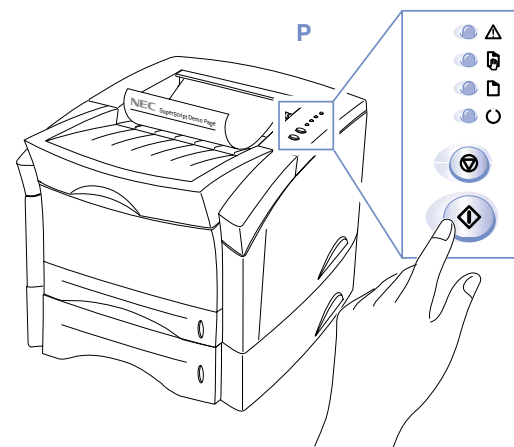
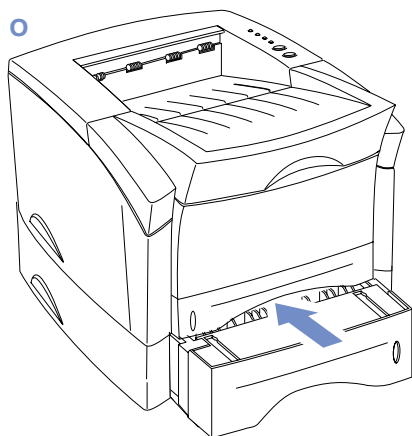
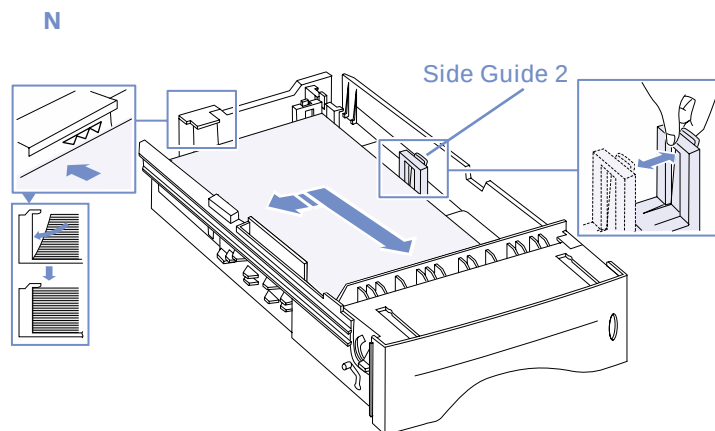
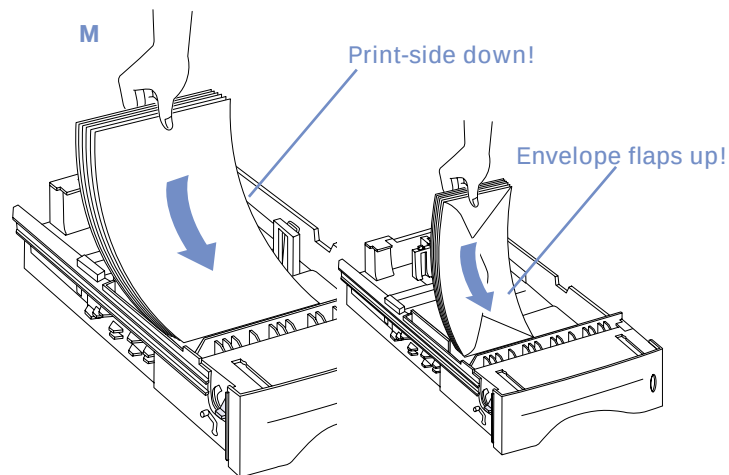
11. Lift the tab on the top of **Side Guide 1** and slide it to the paper size indicated on the tray bottom (**L**). Match the left side of **Side Guide 1** to the paper size markings on the bottom of the tray.

Directions continued on next page.



12. Load paper or envelopes into Tray 3 (M). Do not exceed the paper limit mark on the inside of the tray.
13. Move **Side Guide 2** to fit against the paper stack (N).
14. Re-insert the tray into the 550-sheet 2nd Cassette unit (O).

15. Confirm the installation by printing a Configuration Sheet. From the **Ready** state, press and hold the **Go/Continue** button for 4 seconds (P).



APPENDIX C

THE STATUS MONITOR

Computers running Windows 95, 98, or Windows 2000 can receive printer status on their screen with the SuperScript 1400 Status Monitor. The Status Monitor is automatically loaded to your pc when you select Easy Install during your initial installation. But it can be loaded anytime from the *SuperScript 1400 Series Solutions CD*.

note: The Status Monitor cannot be used to monitor printers connected through a network or serial connection.

You can choose to have the Status Monitor displayed in maximized view (A) or in minimized view (B).

Use the Preferences tab to choose between Status Monitor views.



Maximized Status Monitor View



Minimized Status Monitor View on Windows Taskbar

The Status Monitor first comes up in minimized view. To maximize the view, left-click on the Status Monitor icon (found on Windows task bar). For options, right-click on the icon.

The table below explains messages that can appear in the maximized Status Monitor.

Displayed Image	Status Message	Corrective Action
	Ready	None
	Warming Up	Wait until the Ready message appears. The printer will process print jobs after reaching operating temperature.
	Energy Saving	None
	Printing	None
	Requesting Manual Feed	The Printer is in Manual Feed mode and waiting for the selected paper to be loaded in Tray 1. Press the Go/Continue button to resume printing.

Displayed Image	Status Message	Corrective Action
	Paper Needed in Tray 1	Fill Tray 1 (Multipurpose Tray) with paper.
	Paper Needed in Tray 2	Fill Tray 2 (standard 270-sheet Cassette) with paper.
	Paper Needed in Tray 3	Fill Tray 3 (550-sheet 2nd Cassette).
	Paper Jam - Clear the Paper Path	Open the input tray and remove any jammed paper. If necessary, open the Top Cover and clear any jammed paper. After clearing the jam, open and close the Top Cover to remove the error message.
	Paper Size Error in Tray 1	Feed the specified paper size into Tray 1 (Manual Feed Tray).

Displayed Image	Status Message	Corrective Action
	Paper Size Error in Tray 2	Refill Tray 2 (270-sheet Cassette) with the specified paper.
	Paper Size Error in Tray 3	Refill Tray 3 (550-sheet 2nd Cassette) with the specified paper.
	Page Too Complex	Simplify your document or lower the resolution of the document.
	Cover Open or No Toner Cartridge	Make sure the Top Cover is completely closed and that the Toner Cartridge is properly installed.
	Printing Error	Visually inspect the printer for anything unusual and/or re-send the print job.
	Hardware Error	There is a problem with the printer's electronics. Have a qualified technician inspect the printer.

Displayed Image	Status Message	Corrective Action
	Check Printer Cable or Power	There is miscommunication between the computer and the printer. Possible causes: • Printer is not powered on • Incorrect cabling • Printer's parallel cable does not support bi-directional communication

APPENDIX D

SAFETY INFORMATION

This chapter provides safety information and product specifications for the SuperScript 1400 printer. As you operate your printer, please be aware of the following safety considerations.

Laser Safety

This printer is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This means that the printer does not produce hazardous laser radiation.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.

CDRH Regulations

The Center of Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. These regulations apply to laser products manufactured after August 1, 1976. Compliance is mandatory for products marketed in the United States. The area under the printer's Top Cover indicates compliance with the CDRH regulations that must be attached to laser products marketed in the United States.

Caution! Use of controls, adjustments, or performance of procedures other than those specified in this user's guide may result in hazardous radiation exposure.

Ozone Emission

The corona assemblies found in laser printers and photocopiers generate ozone gas (O₃) as a by-product of the electrophotographic process. Ozone is only generated while the printer is printing (while the coronas are energized).

UL Standards for Ozone

The only existing standard for ozone emissions has been established by Underwriters Laboratory (UL). All SuperScript family printers meet this standard when shipped from the factory to our customers.

Employer Responsibilities

Because ozone can be an irritant, various regulatory agencies have established limits to the amount of ozone to which employees may be exposed. The employer is responsible for providing a safe work environment that meets the agency's standards.

Recommendations for Minimizing Ozone Exposure

Almost all ozone concerns arise from abnormal site or operating conditions. The following conditions may generate an ozone complaint:

- Installation of multiple laser printers in a confined area
- Extremely low relative humidity
- Poor room ventilation
- The exhaust port of the printer is directed towards the face of personnel
- Long, continuous printing combined with any of the above

Inspect your work environment for the operating conditions listed above if you believe ozone emissions are a problem in your area. Some people may be ultra-sensitive to ozone odor. If these situations are encountered, it is advisable to position the printer away from the sensitive user.

FCC Statement

(For United States Use Only)

Federal Communications Commission Radio Frequency Interference Statement.

WARNING! Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from the one to which the receiver is connected.
- Consult the dealer or an experienced radio or TV technician for help.

Use a shielded and properly grounded I/O cable to ensure compliance of this unit to the specified limits of the rules.

(For Canadian Use Only)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B présentes dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.

Declaration of Conformity

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

U.S. Responsible Party: NEC Technologies, Inc.

Address: 1250 N. Arlington Heights Road,
Itasca, Illinois 60143

Telephone Number: 630-467-5000

Type of product: Laser Printer

Equipment Classification: Class B Peripheral

Model: SuperScript 1400



We hereby declare that the equipment specified above conforms to the technical standards as specified in the FCC rules.

INDEX

Numerics

- 270-sheet cassette 6
- 270-sheet cassette
 - adjusting the 14
 - loading paper 12
 - paper sizes 12
- 550-sheet 2nd cassette 1, 91

B

- back feed roller 8
- basic document printing 44
- booklet printing 51
- box contents 7

C

- cancel button 25
- cancelling a print job 46
- card stock 42
- CD, SuperScript 1400 Series Solutions 19
- CDRH regulations 99
- cleaning the printer 63
- cleaning, internal 61
- clearance space 5, 86
- configuration sheet 25
 - printing a 18
- connecting printer
 - locally 16
 - USB 17

D

- darkness 59
- document printing, basic 44
- document type 59
- dpi 1
- duplex printing
 - about 2
- duplex printing, manual 2
- duty cycle 85

E

- energy saving 27
 - Energy Star compliance 3
 - EPA 3
- energy saving message 27
- engine error 28
- engine error message 28
- envelopes 37, 87
- error light 26
- error messages 28

F

- factory default reset 26
- FCC 100
- feeding properly, paper 66
- first page printing 54
- fuser unit 8

G

- general printing problems 65, 66
- go/continue button 25
- graphic properties
 - darkness 59
 - document type 59
 - resolution 59
 - toner usage 59

H

- hardware requirements 2
- heavy paper 87
- humidity 85

I

- IEEE 1284 bidirectional parallel cable 16
- installing
 - software for Macintosh 22
 - software for Windows 95/98/2000 21
 - software for Windows NT 4.0 21
- interface panel 8
- interface ports 85
- internal cleaning sheet 26, 61

- internal error 28
- internal error message 28

J

- jam problems, paper 73

L

- labels 39, 87
- LEDs 27
- legal paper 15
- letterhead stationary 41
- lifting the printer 6

M

- Macintosh
 - system requirements 2
- Macintosh printer software 22
- Macintosh problems, common 79
- main output tray 8
- manual duplex printing 2
- manual duplexing 48
- manual feed light 26
- manual feed tray 8
- manual printing 35, 49
- media
 - adhesive labels 87
 - envelopes 87
 - preprinted forms 87
 - transparencies 87
- media specifications 87
- memory overflow 28
- moving the printer 64

N

- noise level 86
- n-up printing 50

O

- online 27
- online message 27
- operator panel 8
 - factory default reset 26
 - internal cleaning sheet 26
- operator panel buttons 25

- operator panel messages 27
- optional tray 1
- options
 - 550-sheet 2nd Cassette 91
- output trays 30
- overlays
 - creating 57
 - using 57
- ozone 99
- P**
- paper
 - choosing 29
 - printable area 86
- paper jam message 28
- Paper jam problems 73
- paper level indicator 8
- paper light 26
- paper not feeding properly 66
- paper out message 27
- paper path 74
- paper path 30
- paper size error 28
- paper sizes and capacity 88
 - envelope sizes and weights 90
 - Multipurpose Tray 88
 - Optional 550-Sheet 2nd Cassette 89
 - standard 500-sheet cassette 88
- Paper Tray 1, loading 12
- paper weights 87
- parallel port 1
- parallel printer cable 2, 16
- port, parallel 1
- port, USB 1
- poster printing 55
- power consumption 85
- power requirements 85
- power switch 8
- precautions 61
- preprinted forms 87

- print job, cancelling 46
- print quality problems 69
- print speed 1, 85
- printable area 86
- printer
 - capacity 1
 - cleaning inside 63
 - clearance space 5
 - dimensions 85
 - location 5
 - moving 64
 - repair 83
 - safety 5
 - settings 2
 - system requirements 2
 - unpacking 6
- printer dimensions 85
- printer does not print 65
- printer operating specifications 85
- printer parts 8
- printer processor 85
- printer properties, accessing 45
- printer supplies 82
- printing
 - booklet 51
 - card stock 42
 - document 44
 - envelopes 37
 - first page 53
 - labels 39
 - letterhead stationary 41
 - manual duplexing 48
 - manually 35
 - n-up 50
 - poster 55
 - scale 54
 - transparencies 40
 - watermarks 56
- proof sheets 2
- properties
 - graphic 59

- printer 45

- Q**
- quality problems, print 69
- QuickStart Guide 7
- R**
- RAM 85
 - standard 1
- ready light 26
- relocating the printer 64
- removing Windows 95/98 printer
 - software 21
- resolution 59
- RISC processor 1
- S**
- safety information 99
 - laser safety 99
 - ozone emission 99
- scale printing 54
- scaling the print size 3
- SCSI 85
- serial number 8
- service contracts 83
- shipping the printer 64
- software
 - Windows 19
 - Windows95/98 21
- specifications 85
- startup message 27
- startup mode 27
- status monitor 95
- status monitor messages 95
- SuperScript 1400
 - highlights 1
- SuperScript 1400 Series Solutions
 - CD 19
- supplies
 - ordering 82
- system requirements 2

T

- technical support 81
 - service contracts 83
- toner cartridge
 - distributing the toner 62
 - installing 10
 - replacing 62
- toner usage 59
- toner, saving 47
- top cover 8
- transparencies 40
- Tray 1 8
- Tray 2 8
- troubleshooting 65, 66, 79

U

- UL 99
- unpacking 6
- USB
 - Windows 2000 support 21
 - Windows 98 printer software 21, 22
- USB cable 2
- USB port 1

W

- warranty 83
- watermarks 3, 56
- weight 6, 85
- Window problems, common 79
- Windows
 - system requirements 2
- Windows 95/98 printer software
 - installing 21
 - removing 21
- Windows 95/98/2000 printer software 21
- Windows NT 4.0 printer software support 21
- Windows problems 79
- Windows software 19