

TruPhoto™



Panasonic®
Digital Photo Printer



OPERATING INSTRUCTIONS **AL-TA10U**

The Panasonic TruPhoto Digital Photo Printer Operating Instructions

Owner's Record

The printer model number and serial numbers are located on the rear panel of your printer. Record the serial number in the space below. Refer to this information whenever you contact your Panasonic® customer service representative regarding this product.

Model Number AL-TA10U Serial Number _____

For More Information

Visit the Panasonic TruPhoto™ Web site at <http://www.truphoto.com>

**Please retain these operating instructions
and warranty card for future reference.**

**This warranty is extended only to the
original purchaser. A Purchase receipt
or other proof of date of original purchase
will be required before warranty service
is rendered.**

The Panasonic TruPhoto Digital Photo Printer

Operating Instructions

**Includes setup, troubleshooting, and maintenance
information for the AL-TA10U series digital photo printer.**

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Every effort has been made to ensure that the information in this manual is accurate.

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Communications Regulation Information

For Customers in the U.S.

Federal Communications Commission (FCC) Interference Statement

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 the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your warranty.

FCC Caution: To assure continued compliance, the user must use only shielded interface cable when connecting this device to a computer. Also, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Note for Customers in Canada

This apparatus complies with Class B limits for radio noise emissions set out in the Radio Interference Regulations. This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations.

Safety Notes

Cautions Regarding Power Supply

To use the printer safely and correctly and to prevent equipment problems, pay careful attention to the following:

- Use an AC 120V AC 50/60 Hz power supply.
- Use the correct power cord, according to power voltages.

Note: Use a power cord that complies with the safety standards of the United States. Observe minimum standards:

AC 120V plug, 5A rating, minimum insulation of SVT type, and more than AWG 16 in thickness. Lower numbers i.e. 14, indicate thicker wires.

- Use a grounded electrical outlet for the power supply.

Note: Ground the printer, with 100 watts grounding, in common with the other machines to which it is being connected (e.g., personal computer). Unless common grounding is established, ground loop will occur, causing electrical shock and static.

- Do not ground to a gas pipe or water pipe.
- Touch only the plug when plugging in or unplugging the power cord.

Safety Notes- Quick Reference Chart

To prevent injury to the user or other persons, and to prevent damage to the printer or to other objects, observe the safety warnings explained below.



WARNING

Alerts you to item that may cause death or serious injury.



ATTENTION

Alerts you to item that may cause personal injury or material damage.

Legend



The triangular icon indicates the item that requires attention.



The circle with the diagonal bar icon indicates that the action/item is prohibited.



The filled circle icon indicates that you must perform the action.



The filled circle with the exclamation mark indicates that an action must be performed.



Do not use this product if the power plug is not properly connected. A short circuit or heat discharge can cause a fire or an electric shock.

In the event of damage, unplug the printer, and call your Panasonic service center.



Do not damage or modify the power cord. Do not bend, twist, or pull the power cord. Doing so can damage the cord and cause a fire or electric shock.

In the event of damage, stop using the printer immediately, and contact your Panasonic service center.



To avoid fire or electric shock, do not place heavy objects on the power cord nor place the power cord on sharp edges. Do not run the power cord under floor coverings.

Do not use voltages other than 120V AC.



Always connect directly to a well-mounted grounding-type power outlet. Do not use a tabletop extension cord or multiple outlet; such devices may cause a fire or electric shock.



Do not place the power cord near heating appliances.



Do not place vessels containing liquids on or near the printer. If water enters the printer casing, a short circuit can cause a fire or electric shock.



If liquids or foreign objects enter the printer, turn the printer off immediately and unplug it from the power outlet. Continued use can result in a short circuit and can cause fire or electric shock.

Contact your Panasonic service center.



If the printer malfunctions, switch off the power and unplug the power cord from the outlet. Continued use can cause fire or electric shock.

Check that the printer is not producing smoke or unusual odors, and then call your Panasonic service center.



Do not plug in or unplug the power cord with wet hands. Doing so can cause electric shock.



Do not use the printer if it has been dropped or if the casing is damaged. Continued use of a damaged printer can cause internal damage and cause a fire or electric shock.

Switch off the printer, and unplug it from the power outlet.

Table of Warnings



Do not disassemble or modify the printer in any way. Doing so can impair printer performance or may cause fire or electric shock.



Do not use multiple-socket adapters, because doing so may cause fire or electric shock.

Do not place the printer in unstable locations. Avoid injury and damage to persons or property.



Do not obstruct the ventilation slits. Blocking the ventilation slits can cause the printer to overheat, causing a fire or other damage.



Always use the printer in a well-ventilated area.



Do not climb on the printer. The printer could tip over or fall and cause physical injury or property damage.



Do not place heavy objects on the printer. The object or the printer may overbalance and fall, causing physical injury or property damage.



Do not place the printer in humid or dusty locations. Doing so may cause fire or electric shock.



Do not expose printer to fumes or steam. Doing so may cause fire or electric shock.



Do not use the printer while it is sitting on a carpet or blanket. Doing so may cause the printer to overheat and could cause a fire.



Do not pull on the power cord. Pulling could damage the cord and cause fire or electric shock.

Always grasp the plug when unplugging the printer.



Do not move the printer while it is plugged in. Doing so could damage the cord and cause fire or electric shock.

Check that all external connecting cords and cables are disconnected before moving printer.



Unplug the printer if it will not be used for a long period.



Unplug the printer when cleaning it. Failure to do so can result in electric shocks.



Do not use the printer if dust has built up inside. Dust build-up can cause fire or electric shock.

Check and clean the inside of the printer regularly. Contact your Panasonic service center to have the inside of your printer cleaned every three years.



Do not stare for very long at the light leaking from the printer. Doing so may cause impaired vision.

Product Specifications

Model	AL-TA10U Panasonic TruPhoto Digital Photo Printer
Compatible paper	Thermo-Autochrome paper, sold separately. No other paper can be used
Paper size	A-20; 3 ⁷ / ₈ " X 5 ⁷ / ₈ " , 100 X 148mm
Number of pixels printed	720 (w) x 480 (h) dots
Print size	3" X 5", 126.9 (w) x 84 (h)mm
Printing time	130 seconds per page (Approx.)
Print functions	Continuous printing, 10 pages maximum
Digital terminal	Parallel input: Centronics 36-pin connector (IEEE 1284) Serial Input: Mini-DIN, 8 Pin Connector (RS-422, RS-232C)
Power supply	120V AC, 60/50 Hz
Power consumption	Printing: approx. 100 watts max. Idle : approx. 15 watts max. Switched off: approx. 9 watts max.
External dimensions	10.3"X3.2"X12.2", 262mm x 82mm x 309 mm (WxHxD)
Weight	Approx. 6.6 Lbs., 3Kg
Operating temperature	41°F to 86°F (+5°C to +30°C), 15 % RH to 80% RH (so that condensation does not form) 86° F to 95° F(+30°C to +35°C), 15% RH to 60 % RH (so that condensation does not form)
Power cord length	6 feet, 1.95 meters

Preface

Introducing the Panasonic TruPhoto Digital Photo Printer

Congratulations! You've just purchased the Panasonic TruPhoto Digital Photo Printer—the intelligent darkroom for your desktop. No more waiting for your pictures to be developed—now you can easily print real photographs from your personal computer, in minutes!

This manual introduces you to the TruPhoto Digital Photo Printer, describes its components, and tells you how to connect your printer, install the printer driver software, and print photo images. This book also offers guidelines for printer care and maintenance, and gives you a section of troubleshooting tips.

If, after reading this guide, you have any other questions, please contact our customer service line at 408-653-1890.



1 Getting Started

Read this section for information about setting up your TruPhoto Digital Photo Printer.



Printer Accessories

Carefully unpack your printer, and save all the original packaging. Place your printer on a sturdy, flat surface near a grounded wall outlet.

Your TruPhoto Digital Photo Printer comes with the following accessories:

- Operating Instructions
- Head-cleaning paper (5 sheets)
- AL-TA10U printer driver for Windows (on CD-ROM)
- AL-TA10U printer driver for Macintosh (on CD-ROM)

If you do not have a CD-ROM drive you may download the drivers from the internet address <http://www.truphoto.com> or call Panasonic's customer service for a 3.5" floppy (408) 653-1890 or write:

TruPhoto Driver

Panasonic Interactive Media Company

4701 Patrick Henry Drive, Suite 1101

Santa Clara, CA 95054

- Intro Paper kit (10 sheets plus 1 protection sheet – 20-sheet packs available separately.)
- MGI Photosuite for TruPhoto image-editing software and user documentation (on CD-ROM)

If you do not have a CD-ROM drive please contact MGI Software Corp. for MGI Photosuite for TruPhoto on floppy discs.

Telephone: 888-MGI-SOFT (644-7638)

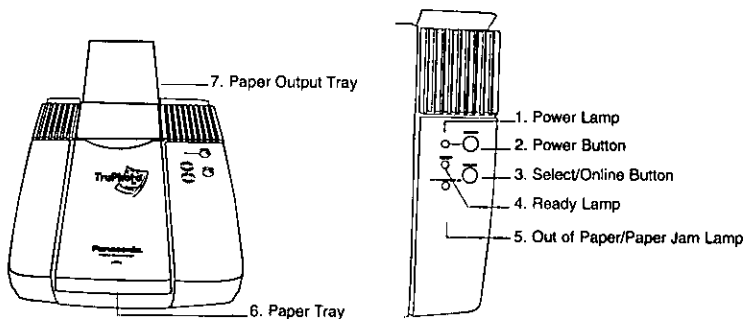
Fax: (905) 764-7110

www.mgisoft.com

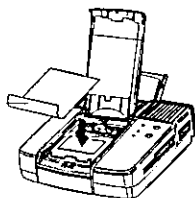
email: photosuite@mgisoft.com

Component Names and Functions

These diagrams show the front and back views of the TruPhoto Digital Photo Printer. Below are the printer component names and an explanation of each component's function.



- 1. Power Lamp** On is indicated by a green light.
Off is indicated by a yellow light.
- 2. Power Switch** Switch Printer On and Off.
- 3. Select/Online button** Pressing this button sets the printer to print-ready status.
- 4. Ready lamp** When lit, indicates that the printer is ready to print. When the ready lamp is flashing, printing is in progress.
- 5. Out of paper/paper jam lamp** Flashes when the printer is out of paper or when paper jams.
- 6. Paper tray** Holds the paper for printing. Load paper by inserting it underneath the cover. (See section 4, "Loading Paper.") This tray holds a maximum of 20 sheets of TA paper.

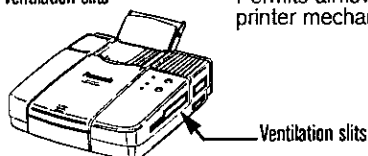


7. **Output paper tray** Printed papers exit the printer here. This tray must be open during printer operation.

Note: This tray holds a maximum of 10 sheets of paper. Allowing too much paper to accumulate in the output tray can cause a paper jam.

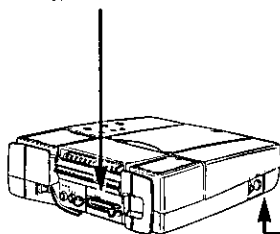
8. **Cooling fan** Operates when the interior of the printer reaches a predetermined temperature. Stops when the interior temperature drops below a certain point.

9. **Ventilation slits** Permits airflow around the printer mechanisms.



- 10a. **Parallel In terminal for IBM PC**

Terminal port for the cable that connects the printer to your IBM or compatible personal computer.



- 10b. **DIN8 terminal for Macintosh**

Terminal port for the cable that connects the printer to your Macintosh personal computer.



11. **Power cord**

Connects from the printer power socket to the electrical outlet.

System Requirements

Use the following recommended IBM PC/AT and Macintosh system configurations to connect with and run the TruPhoto Digital Photo Printer.

For IBM PC

Note: The printer driver software is optimized to run on Windows 3.1 and Windows 95.

Minimum System Configuration for Windows 3.1

- IBM PC or compatible with an i486™ SX CPU* running at 33 MHz or greater.
- At least 8 Mb of RAM available for operation; 12 Mb recommended for faster printing.

Minimum System Configuration for Windows 95

- IBM PC or compatible with i486 SX CPU running at 66 MHz.
- At least 8 Mb of RAM available for operation: 16 Mb recommended for faster printing.
- This software may not operate normally on a slower computer having an i386 CPU or less.

Minimum System Configuration for Macintosh

- Macintosh with MC68030 CPU running at 33 Mhz.
- At least 8 Mb of RAM available for operation: 16 Mb recommended.
- System Software Version 7.1.2, 7.5, 7.5.1, 7.5.2 or 7.5.3.

2 Getting Connected

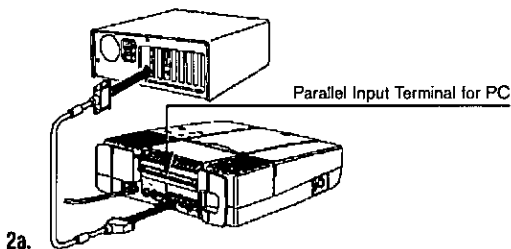
Connecting your TruPhoto printer with your computer system is easy. Follow the instructions below for setting up.

Connecting to Your IBM PC or Compatible

Note: You will need to buy a printer cable to connect your IBM PC to your TruPhoto printer. A standard parallel cable is available at your local retailer.

To connect your IBM PC to the TruPhoto Photo Digital Printer:

1. Connect the printer cable to the Parallel Output terminal on your IBM PC.
2. Connect the printer cable to the Parallel In terminal on the TruPhoto printer. (See Illustration 2a.)

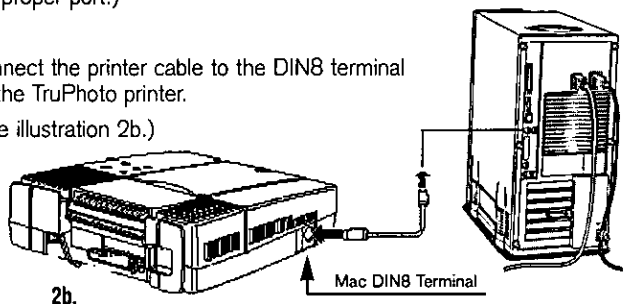


Connecting to your Macintosh

Note: You will need to buy a printer cable to connect your Macintosh to your TruPhoto printer. A standard Mini-DIN8 serial cable is available at your local retailer.

To connect your Macintosh to the TruPhoto Digital Photo Printer:

1. Connect the printer cable to either the printer or modem port on your Macintosh. (See Macintosh printer settings for selecting the proper port.)
2. Connect the printer cable to the DIN8 terminal on the TruPhoto printer. (See illustration 2b.)



3 Installing the TruPhoto Digital Photo Printer Driver

This section tells you how to install the TruPhoto printer driver on your system. Instructions are included for both Windows and Macintosh systems.

Windows Systems

The TruPhoto printer driver software for Windows is optimized for Windows 3.1 and Windows 95.

Installation

Before you begin installing the printer driver, quit any open applications.

To install the Windows 3.1 printer driver:

1. Insert the disc into the CD-ROM drive.
2. Open the Main window and double-click the Control Panel icon. The control panel opens.
3. Double-click the Printers icon. The Printers window opens.
4. Click the Add >> button. The Printers scrolling list appears.
5. Select Install Unlisted or Updated Printer in the List of Printers scrolling list.
6. Click Install. The Install Driver window opens.
7. Click OK. The Add Unlisted or Updated Printer window opens.
8. Click OK. After a few moments, "TruPhoto AL-TA10" appears on the list of installed printers.
9. Select TruPhoto AL-TA10 on the list of installed printers.
10. Click the Set as Default Printer button. TruPhoto AL-TA10 appears as the default printer.

To install the Windows 95 printer driver:

1. Insert the TruPhoto CD-ROM into the CD-ROM drive.
2. Launch Windows 95.
The Windows 95 startup screen appears.
Click on the START Button.
3. Highlight the Settings option.
The Settings scrolling list appears.
4. Highlight and click Printers on the scrolling list.
The Printers window opens.
5. Double-click the Add Printers icon.
The Add Printer Wizard appears. The Wizard prompts you through the process of installing the TruPhoto printer, named Panasonic AL-TA10 on the system.

Printer Settings (Win 3.1)

With the TruPhoto AL-TA10 selected as the default printer, return to the Printers window to specify printer settings.

To specify the printer settings:

1. In the Printers window, uncheck the Use Print Manager check box.
2. Click the Setup button.
The TruPhoto AL-TA10 window opens.
3. Specify the following settings:
 - Copies. Type in the number of copies, from 1 to 10. Or click the Up Arrow icon to increase the number of copies, and click the Down Arrow icon to decrease the number.
 - Paper Format. Select the print layout in the pop-up menu.
 - Print Direction. Click the check boxes to select either portrait (vertical) or landscape (horizontal) print orientation.
 - Check the Fast Printing Direct to Port check box.
Selecting this printing mode enables accelerated data-to-printer transfer speeds, without using the Print Manager. Note: When this mode is selected, interrupt operation is suspended. Consequently, operations during printing may seem sluggish and the system clock may appear to stop. However, do not cancel this mode; it is necessary for proper printing.
4. Click the Options button in the TruPhoto AL-TA10 window to specify additional printing preferences. The Options window opens.
5. Choose the following settings in the Options window.
 - Smoothing. Check the Smoothing check box to reduced jaggedness on image edges.
 - Sharpness. Check the Sharpness check box to emphasize outline edges.

- Contrast. Choose a value from -3 to +3 to decrease or increase the contrast of an image. The default setting is 0.
 - Brightness. Choose a value from -3 to +3 to decrease or increase the brightness of an image. The default setting is 0.
 - Gamma Correction. Choose a value from -.5 to +2 to decrease or increase the color densities of an image. The default setting is +1.
 - Color Signification. Select the Full Color or Mono Color options. For monochrome printing, select a color from the pop-up menu.
6. Click OK when you have finished specifying options.
 7. In the TruPhoto AL-TA10 window, click OK when you have finished specifying printer settings.

Printer Settings (WIN 95)

To specify the printer settings

1. Click on the START button.
2. Highlight the settings option. The settings scroll list appears.
3. Highlight and click printers on the scrolling list. The printer window opens.
4. Double click the Panasonic AL-TA10 icon. The Panasonic AL-TA10 window opens.
5. Click on Printer. The printer scrolling list appears.
6. Click on properties. The properties window appears.

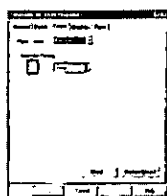
Windows Options

- General
 - change separator page
 - print test page
- Details
 - change port, add port, delete port
 - change driver, new driver
 - capture printer port, end capture
 - change timeout settings
 - change spool settings

You can select spool printing or print directly to the printer. Spool printing will use your system memory. Printing directly to the printer will use the printer memory (512Kb). Your system memory and the image file size will determine your best setting.

- Format
 - change paper format

AL-TA10 Format:



Printer Format

Separate Printing

About Printer

Displays the Version and the copyright information of the printer driver. You can read the README file by using Notepad.

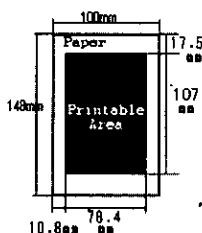
Printer Default Button

Default to Full size printing and separate: none.

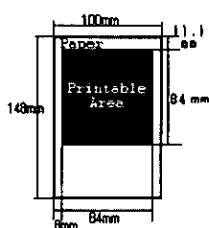
Paper Format

Select a paper format.

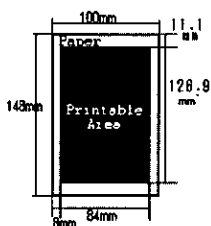
- Normal Size



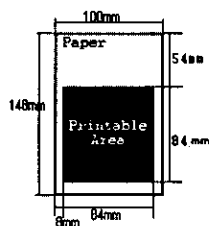
- Half Size (Top)



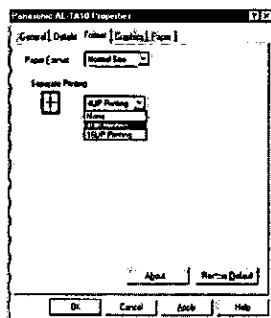
- Full Size



- Half Size (Bottom)



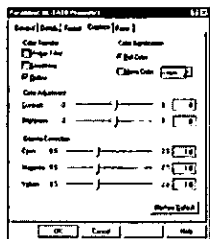
Separate printing



You can print images reduced to 1/2 or 1/4 of the paper divided by 4 or 16.

• Graphics

AL-TA10 Printer Graphics Help



Median Filter

Smoothing

Outlines

Contrast

Brightness

Color signification

Gamma correction

Restore Default Button
Reset a default setting.

Contrast

Select contrast on the color image.
[+ plus] Emphasis to the image contrast.
[- minus] Weak to the image contrast.
The Default setting is 0.

Brightness

Select brightness on the color image.
[+ plus] Lighter to the image.
[- minus] Darker to the image.
The Default setting is 0.

Gamma correction

Gamma Correction reduces or increases the amount of Cyan, Magenta, Yellow in each color on a page.
The Default setting is 1.0.

Median Filter

Images compressed by JPEG format etc. sometimes have characteristic noises or notched edges. In this case, Median Filter may make these images look better. Median Filter may have an effect on an image from the Internet.
The Default setting is invalid for Medium Filtering.

Smoothing

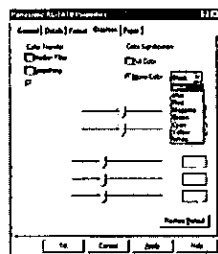
When the document has text, this function can be printed smooth text.
The Default setting is invalid for text smoothing.

NOTE: This function needs memory. If you can not print correctly please install additional memory.

Outline

Emphasis on the edge of the color image.
The Default setting is valid for sharpness.

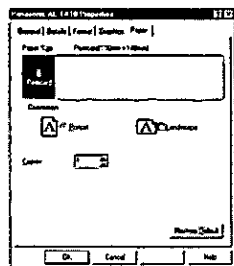
Color signification



[Full Color] Prints 16 M colors.
[Mono Color] Prints a color among the following elementary 8 colors.
White, Cyan, Green, Magenta, Red, Blue, Black

• Paper

AL-TA10 Printer Paper



Orientation

Copies

Restore Default Button
Defaults to portrait orientation and 1 copy

Copies

Select the number of copies you want.
You can select 1 - 10 copies.
NOTE: If an application program has a Copies function, this function is invalid.

Print Direction

Select the Print Direction.

- Portrait



- Landscape



NOTE: If an application program has a Print Direction function, this function is invalid.

Macintosh Systems

Follow these instructions to install the TruPhoto printer driver on your Macintosh.

Installation

Before you begin installing the printer driver, quit any open applications.

To install the Macintosh printer driver:

1. Insert the TruPhoto CD into the CD-ROM drive.
2. Double-click the CD-ROM Icon on your Desktop and then double-click the Mac Drivers Folder.
3. Find the System Folder on your hard drive—but do not open it.
4. Drag the two files TruPhoto and SerialDMA on top of the System Folder.
5. Click OK when the message appears telling you these files should go into certain folders. The files will be copied into the Extensions Folder.
6. Restart your Macintosh.

To select the TruPhoto Digital Photo Printer for printing:

1. Select Chooser from the Apple Menu in the upper-left corner of your screen.
2. Select the TruPhoto Icon in the Chooser Menu.
3. Click the Port in the Chooser Menu—either Printer or Modem—to which you have connected the printer.

Printer Settings

After you have selected TruPhoto in your Chooser Menu, select Page Setup under the File Menu in the application from which you'll be printing.

Page Setup Menu

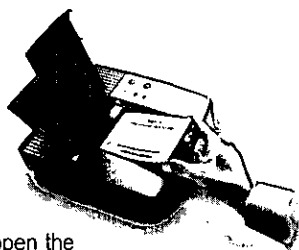
At the Page Setup Menu you'll find the following options (possibly among others, depending on your application):

- **Orientation.** MAKE SURE you select the correct orientation—either Portrait (tall) or Landscape (wide)—for each image you are printing.
- **Text Anti-Aliasing.** Check this option if you are using text in your image.
- **Sharpening.** This option heightens edges in your image and should usually be selected for most images. Not checking this option will result in a softer image.
- **Median Filter.** This option helps balance images that have both dark/saturated areas as well as bright/unsaturated areas in them.


- **Color.** The Color Correction Menu allows you to adjust the following settings for your images:
 - **Contrast.** Choose a value from -45 to +45 to decrease or increase the contrast of an image. The default setting is 0.
 - **Brightness.** Choose a value from -45 to +45 to decrease or increase the brightness of an image. The default setting is 0.
 - **Gamma Correction.** Choose a value from +.5 to +2.0 to decrease or increase the color densities of an image. The default setting is +1.

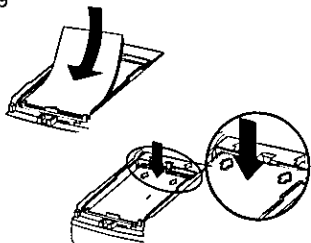
4 Loading Paper

The TruPhoto Digital Photo Printer uses a Thermo-Autochrome paper, sold separately in 20 sheet packs at your local dealer, or by calling toll free 888-PANAPIM (888-726-2746). Your TruPhoto printer kit includes 10 sheets of this paper and 1 protection sheet.



To load the paper tray:

1. Press the "PUSH" on the paper tray cover to open the printer paper tray.
2. Open the package of paper.
 - Try not to touch or damage the paper surface, because this may prevent normal printing. Dirt, dust or fingerprints on the paper can cause uneven or patchy printing.
 - Do not expose the paper to direct sunlight when it is removed from its packaging. Exposure to direct sunlight or high temperatures can cause discoloration.
 - Do not bend or fold the paper.
 - Use the paper as quickly as possible once it has been removed from the packaging. Print quality may deteriorate when the paper passes its use-by date indicated on the foil wrap.
3. Stack the paper in the paper tray with the printing surface upwards (sensor marks  downwards) and all sheets facing the same direction, and then place the protection sheet on top of the stack with the arrow marks pointing to the back of the printer.



Be sure to first insert the paper stack under the three retaining flanges at the front of the tray; then push the paper under the two retaining flanges at the back of the tray.

Note: Stack no more than 20 sheets of paper (including the protection sheet) in the paper tray at one time.

4. Close the paper tray cover. The cover clicks shut when closed completely.

Do not load additional paper into the paper tray until all the paper is used.

When you are finished printing, remove any unused paper from the paper tray. Store it in the waterproof wrapper in which it was originally packaged to preserve its quality.

5 Printing

This section describes how to print an image from your personal computer.

The examples here describe, in general, how to print from the MGI PhotoSuite for TruPhoto image-editing application. However, you can generate images in most image-editing applications and then print them on the TruPhoto Digital Photo Printer.

Set up your printer, load the paper, select printer settings, and then follow the instructions below to print.

Note: The complete user documentation for the MGI Photosuite for TruPhoto is available on the CD-Rom disc included with your printer.

Preparing to Print

To prepare to print:

1. Open the paper output tray.
2. Plug the printer into a power outlet.
The orange power lamp lights up.
3. Press the power switch to turn the printer on.
The Power lamp turns green. After a short time, the green ready lamp lights up, indicating that the printer is ready to print.

Note: If the ready lamp does not light up, press the Select/Online button.

4. Open your image-editing application on your computer and select the image you want to print.

Printing the Image

To print the image:

1. Choose File>Print.
The Print window appears.
2. Specify settings in the Print window.

Note: The specific options in the Print window will vary, depending on the image-editing application you use.

3. Click OK or Print.
The printer ready lamp begins to flash. After approximately two minutes, the printer deposits the printed image into the output paper tray.

Note: If you cancel printing in progress, it may be 10 seconds before printing is interrupted. If you open the paper tray while the printer is printing it may stop printing, produce an underdeveloped print or cause a paper jam. If you have a paper jam, remove the paper from the printer and any prints from the paper output tray. Close the paper tray door and select the on-line button if it is not lit.

See also: Chapter 8 Troubleshooting/Paper Jams.

4. Retrieve your print from the output paper tray.
Clear your output tray often. The tray holds a maximum of 10 sheets; too many stacked sheets can cause a printer paper jam.

During printing, applications such as screen savers and clocks are temporarily suspended. However, these temporary interruptions will not necessitate clock resetting.

Note: The printing process will slide the paper in and out of the output tray several times before outputting the image. Please wait until the image is complete before pulling the paper from the output tray.

Shutting Down

To shut down the printer:

1. Close the output paper tray.

Note: Do not switch off the printer during printing. Shutting off the printer erases the information held in printer memory.

2. Press the power switch to turn off the printer.
The power lamp changes from green to orange.

Note: If you will not be using the printer for a long period, unplug the printer power cord from the power outlet.

6 Prints

The TruPhoto Digital Photo Printer uses the patented Thermo-Autochrome process to give you sharp, high-resolution digital prints. Here are some guidelines for handling your prints.

Storing Your Prints

To safely store your prints and preserve their quality:

- Avoid stacking printed sheets so that printed surfaces are in contact.
- Don't store printed images in direct contact with soft PVC or rubber.
- Store the paper in a cool, dry place.
- Avoid exposing the print to direct sunlight for lengthy periods.

Lamination

Lamination can discolor your prints. If you want to laminate a print produced by your TruPhoto Digital Photo Printer, set the temperature of the laminator to as low a setting as possible.

7 Caring For Your Printer

This section describes how to best use and store your TruPhoto Digital Photo Printer. Proper use and regular maintenance ensure that your printer will function well for a long time.

When You Are Using the Printer

When setting up your printer for use:

- Place the printer on a flat horizontal surface. Do not use the printer on an incline or place it standing on its end.
- Do not use the printer.
 - In direct sunlight.
 - In extremely hot or cold places.
 - In places subject to strong vibrations.
 - In places affected by strong magnetic fields.
- Do not allow the printer or its surroundings to become too hot. Leaving the printer in extremely hot places, such as close to a heating appliance or inside a closed car, can cause the printer casing to buckle and will damage the printer. Use the printer in locations where the temperature is between 41 to 95 degrees Fahrenheit or 5 to 35 degrees Celsius.
- If you use a radio near your printer, a humming sound may distort radio broadcasts. Likewise, using the printer near a VCR may cause distortion on the television screen. If this occurs, relocate the printer away from the appliance.

When You Are Not Using the Printer

Follow these guidelines when you are not using your printer.

- Switch off your printer when it is not in use.
- If you will not be printing for an extended period of time, such as during a vacation, unplug the printer from the power outlet.

Note: If the printer is left plugged in, it consumes a slight amount of power (approximately 9 watts), even when switched off.

Moving the Printer

You may need to move the printer, from time to time.

When relocating your printer,

- Always unplug the printer from the power outlet.
- Do not drop the printer or knock it against other objects.
- Repack the printer in its original packaging or wrap it in a soft blanket if moving the printer long distances.

Cleaning the Printer

Clean the printer casing and the control panel by wiping the surfaces gently with a soft cloth. For heavy dirt, wipe the casing with a cloth dampened with a solution of neutral detergent and water. Wipe away any excess moisture with a dry cloth.

Cleaning the Thermal Head

Because dust accumulates during normal use, cleaning the printer's thermal head helps to maintain the integrity of your prints.

When the thermal head is soiled by dust, the printed images may become fuzzy and thin vertical scratches may appear, running down the image surface. When this occurs, clean the thermal head.

To clean the thermal head:

1. Remove the paper from the paper tray.
2. Load one sheet of head cleaning paper, with the black square face down toward the front of the paper tray.
3. Switch the printer off. Hold down the on-line button and while holding press the power button, then release both buttons. The head cleaning begins and the ready lamp flashes. When the head cleaning is completed, the paper is ejected into the output paper tray.
4. If the cleaning paper comes out right away and the ready lamp does not flash, repeat steps 2 and 3.

The thermal head will eventually wear out in the course of normal use.

Consistently deteriorated print quality suggests a worn thermal head.

When this occurs, the thermal head must be replaced. Contact Panasonic at 800-545-2672 to locate an authorized service center near you, or refer to your warranty card.

Removing Condensation

Sometimes you may find condensation forming in your printer.

Condensation may be caused by:

- Placing the printer in a steam-filled location.
- Transferring the printer from a cold area to a warm area.
- Transferring the printer from an air-conditioned room to a warm or humid location.

Using the printer when condensation has formed in the interior can cause errors or abnormal operation, including impaired image quality, uneven color distribution, and paper jams.

To remove condensation, plug the printer into the main power outlet. Once the power is on, the interior of the printer warms up, and in approximately two hours, the condensation evaporates.

8 Troubleshooting

Your TruPhoto printer has been designed to be easy to use and problem-free. However, you may occasionally experience some difficulty with printing. If that happens, refer to this chapter; you'll probably find your answer. If you still have questions after checking here, please contact Panasonic at 408-653-1890.

Paper Jams

The paper jam lamp may flash, and the printer may not operate when:

- The paper tray door was opened during printing.
- Too much paper is loaded.
- The output paper tray is full or needs to be cleared.
- Paper is crumpled, torn, or wet.
- Paper is not correctly loaded under the flanges in the paper tray.

If the paper jams during printing, remove the jammed paper from the printer, as described below.

To clear a paper jam when the paper jams just after printing begins:

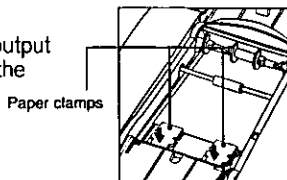
1. Check the paper in the paper tray.
 - Is the paper inserted under the retaining flanges of the tray?
 - Is the paper folded or badly curved?
 - Did the paper jam as it was being fed into the printer?
2. Reload the paper into the paper tray.

To clear a paper jam when the paper jams during printing:

1. Switch the printer off.
Press the power switch. The power lamp changes from green to orange.
2. Unplug the printer from the power outlet.
3. Open the paper tray.
4. Pull out the paper tray.

Note: Some of the printer's metal components may become hot during printing. Let the printer cool down before you try to remove jammed paper.

5. Remove the paper.
 - If the paper is in the printer, close the output paper tray and remove the paper from the back of the printer.
 - If the paper is caught in the paper clamps, press the two paper clamps at the same time and remove the paper.



Note: do not use excessive force to pull out the paper. Pulling too hard could cause the paper to tear, which might leave part of the paper inside the printer.

Troubleshooting-Printer Lamp Indicators

The printer lamp indicators alert you to the state of your printer. This chart lists some indicators and their significance, and tells you what action, if any, is required.

Indicator	Significance	Response
Power lamp flashes green	Power switch was pressed during printing	<ul style="list-style-type: none">•Printer switches off when printing is completed (power lamp changes to orange).•Press the power switch again while the power lamp is flashing to resume normal printing (power lamp turns green)
Green ready lamp flashes rapidly (every half second)	<ul style="list-style-type: none">•Printer is being initialized•Thermal head temperature is too high (overheating) or too low	<p>Wait approximately three minutes. When printer is initialized or thermal head temperature is normal, the ready lamp will light.</p> <p>Note: With continuous printing, the thermal head's protective circuit may be activated. Wait until the lamp stops flashing, and then begin or resume print jobs. Interrupted print jobs (multiple copies) will resume automatically.</p>
Green ready lamp flashes slowly (every 1.6 seconds)	Printing is in progress	
Red out-of-paper/paper jam lamp lights	<ul style="list-style-type: none">•Paper tray is empty•Paper is loaded incorrectly•Paper tray cover is not closed securely	Check the paper in the paper tray and close the paper tray cover securely (See the chapter "Loading the Paper")
Red out-of-paper/paper jam lamp flashes slowly	<ul style="list-style-type: none">•Too much paper in output paper tray•Paper is not feeding correctly into printer•Paper is not feeding correctly out of printer	<ul style="list-style-type: none">•Remove paper from the output paper tray•Remove the paper from the printer and reload the paper tray (See "Loading the Paper," and "Troubleshooting, Paper Jams")
All printer lamps flash at the same time	Printer is not operating normally	Unplug the printer, wait a few minutes, and then plug it back in. If all lamps continue to flash, contact your Panasonic service center.

General Troubleshooting

This table gives you a checklist of solutions to common printing problems.

Indicator	Items to Check
No power	Is the printer plugged into a power outlet?
Power is on, but printer will not print	<ul style="list-style-type: none">•Check the error indicators.•A safety device may be operating. Unplug the printer from the power outlet, wait a few minutes, and then plug in the printer again.
Paper is ejected with no image printed	<ul style="list-style-type: none">•Are you using the correct paper?•Is the paper loaded correctly, in the right direction, with the printing surface up?
Image will not print	<ul style="list-style-type: none">•Is the ready lamp lit? If the Ready lamp is flashing, wait until it stops flashing.•If the ready lamp is not lit, press the select/online button.•Is the out of paper/paper jam lamp lit?•Is the paper tray cover closed securely?
Printer appears to be printing, but no paper is ejected from printer.	<ul style="list-style-type: none">•Was the paper tray open before printing started?•Is the output paper tray full? (10 sheets maximum.)
Paper tray cover was opened during printing	Close the paper tray cover and press the select/online button. The interrupted print will be ejected, and printing can resume.
Printer was unplugged during printing	Plug the printer back in and press the Power switch to turn the printer back on. After the printer initialization is done, continue printing or switch the printer off. Note: Switching off the power during printing erases the images stored in memory.

Image Quality Troubleshooting

If you experience problems with print quality, please refer to this checklist of solutions.

Problem	Items to Check
Horizontal scratches on prints	<ul style="list-style-type: none">•Is the Print Manager on? (Windows 3.1) If yes, switch it off.•Is the Fast Printing Direct to Port check box checked? (See page 16 for selecting this option.)•Do you have at least 8 MB of memory installed? (Windows)•Have you allocated at least 10 MB of swap space? (Windows)
Colors are incorrect	Set display driver to VGA
"Memory Allocation Failed" message appears	Quit any other open applications and try again

Accessories

- Operating Instructions
- Head-cleaning paper (5 sheets)
- AL-TA10U printer driver for Windows (on CD-ROM)
- AL-TA10U printer driver for Macintosh (on CD-ROM)

If you do not have a CD-ROM drive you may download the drivers from the internet address <http://www.truphoto.com> or call Panasonic's customer service for a 3.5" floppy (408) 653-1890 or write:

TruPhoto Driver

Panasonic Interactive Media Company

4701 Patrick Henry Drive, Suite 1101

Santa Clara, CA 95054

- Intro Paper kit (10 sheets plus 1 protection sheet – 20-sheet packs available separately.)
- MGI Photosuite for TruPhoto image-editing software and user documentation (on CD-ROM)

If you do not have a CD-ROM drive please contact MGI Software Corp. for MGI Photosuite for TruPhoto on floppy discs.

Telephone: 888-MGI-SOFT (644-7638)

Fax: (905) 764-7110

www.mgisoft.com

email: photosuite@mgisoft.com

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