

FORMAX[®]

ColorMax9
Digital Color Printer

SAFETY PRECAUTIONS

THIS EQUIPMENT PRESENTS NO PROBLEM WHEN USED PROPERLY. OBSERVE SAFETY RULES WHEN OPERATING THE COLORMAX9 PRINTER.

BEFORE USING PRINTER, READ THIS MANUAL CAREFULLY AND FOLLOW RECOMMENDED PROCEDURES, SAFETY WARNINGS, AND INSTRUCTIONS:

- ✓ Keep hands, hair, jewelry and clothing clear of rollers and other moving parts.
- ✓ Avoid touching moving parts or materials while machine is in use. Before clearing a jam, be sure machine mechanisms come to a stop.
- ✓ Always power-down and turn off machine before making adjustments, cleaning the machine, or performing any maintenance covered in this manual.
- ✓ Power cord supplied with machine. Plug it into a properly grounded, easily accessible wall outlet near machine. Failure to properly ground machine can result in severe personal injury and/or fire.
- ✓ Power cord and wall plug are primary means of disconnecting machine from power supply.
- ✓ **DO NOT:** use an adapter plug on power cord or wall outlet.
- ✓ **DO NOT:** remove ground pin from power cord.
- ✓ **DO NOT:** route power cord over sharp edges or trap it between furniture.
- ✓ Avoid using wall outlets that are controlled by wall switches or shared with other equipment.
- ✓ Make sure there is no strain on power cord caused by jamming it between equipment, walls or furniture.
- ✓ **DO NOT:** remove covers. Covers enclose hazardous parts that should only be accessed by a qualified service representative. Report any cover damage to your service representative.
- ✓ This machine requires periodic maintenance. Contact your authorized service representative for required service schedules.
- ✓ To prevent overheating, do not cover vent openings.
- ✓ Use this equipment only for its intended purpose.
- ✓ In addition, follow any specific occupational safety and health standards for your workplace or area.

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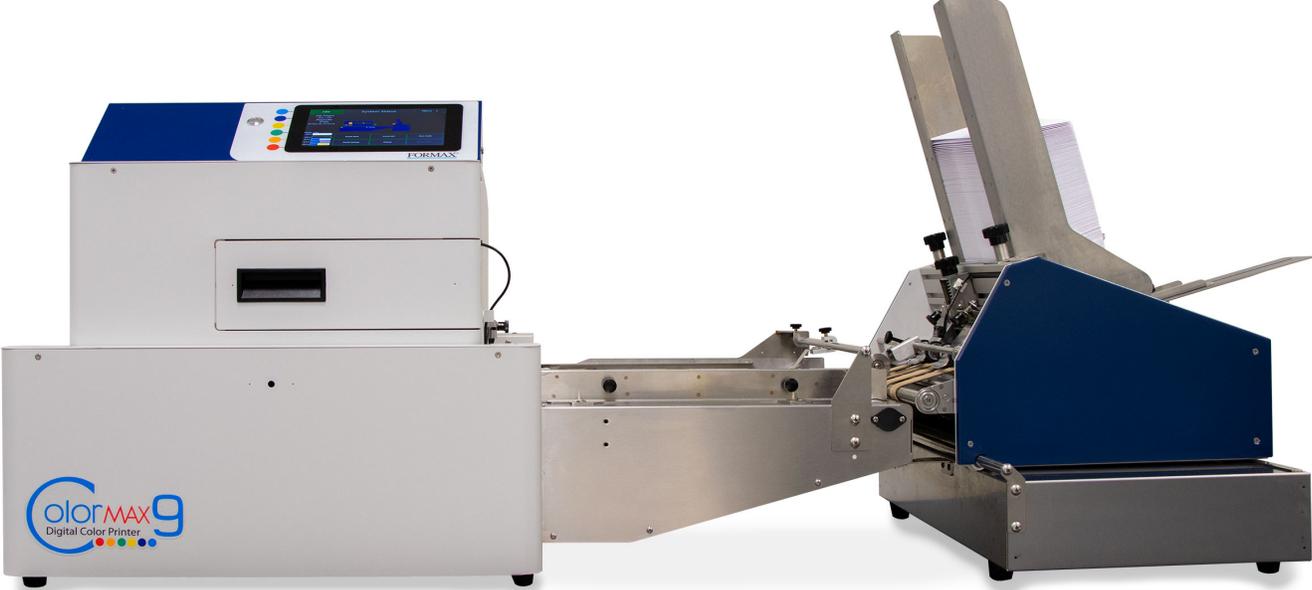
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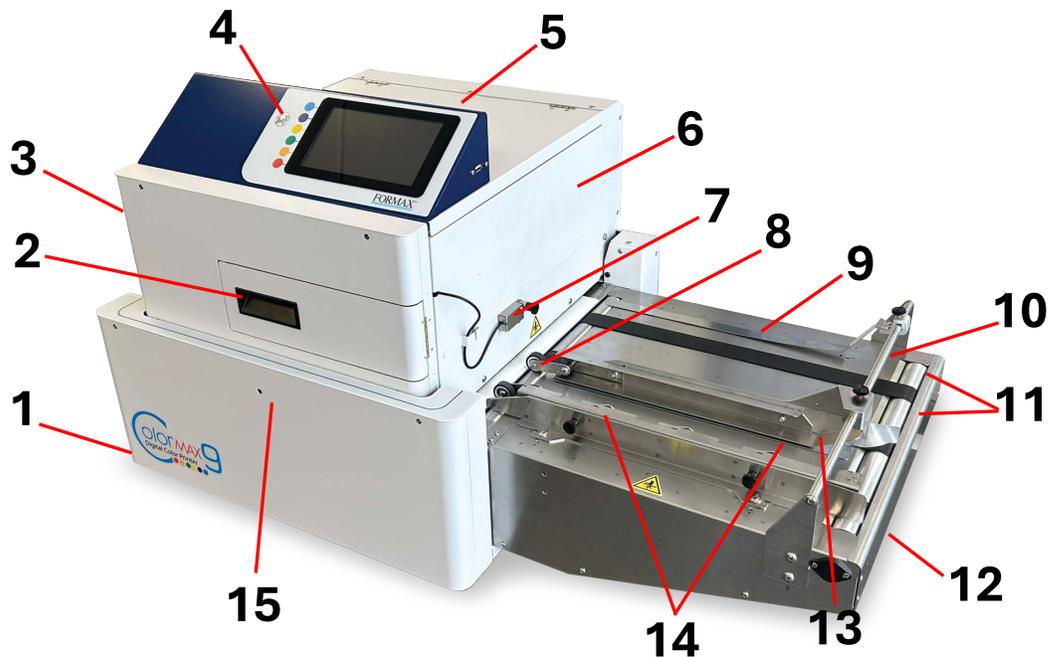
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Colormax 9 – Getting Acquainted

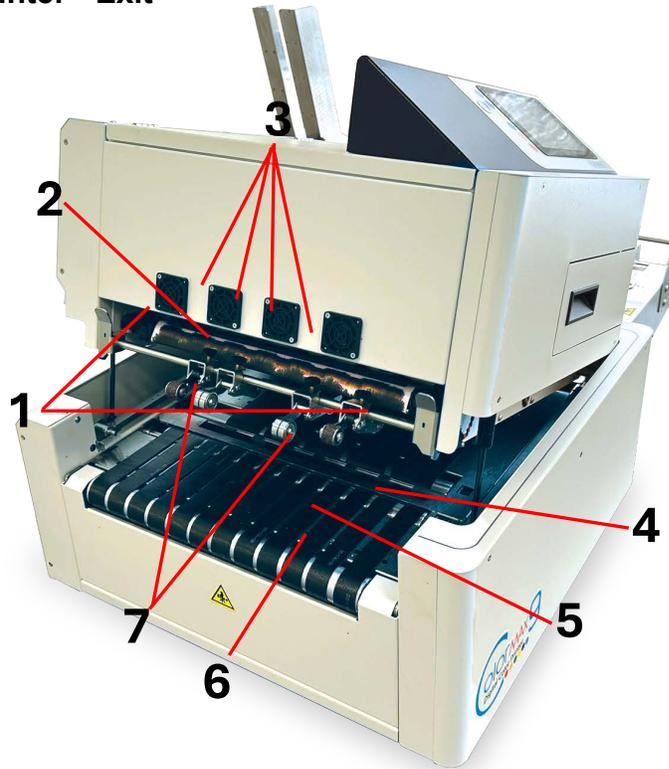


Colormax 9 Printer – Front (Operator Side)



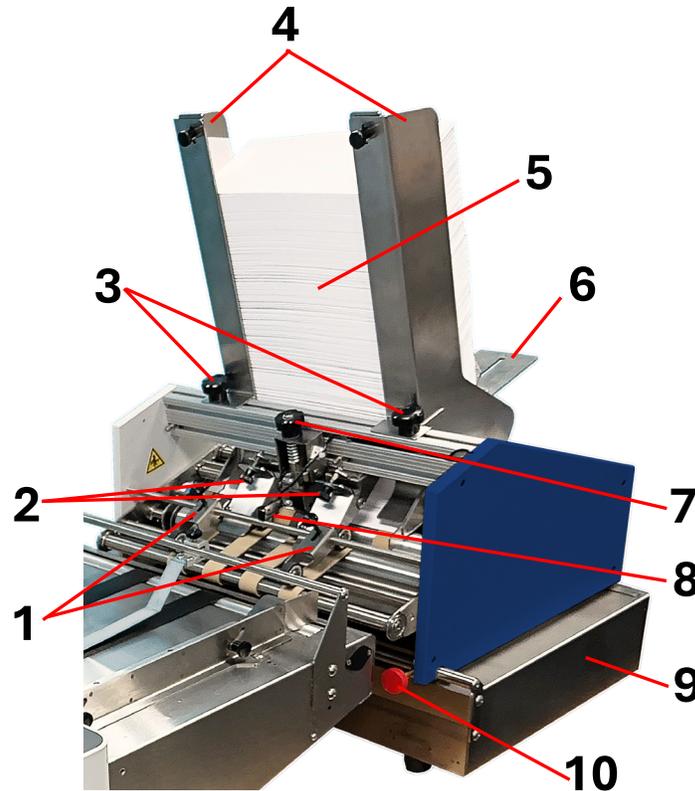
1	Printer Body
2	Ink Door – install ink cartridges here
3	Clamshell / Print Engine area
4	Soft-Power Button – use to power-up or power-down the print engine. NOTE: Be sure to properly power-down the print engine before turning OFF the Main Power Switch.
5	Touchscreen / User Interface (UI)
6	Entry Side Panel – Panel must be removed to access and remove orange shipping clips, Service Tray and BnB.
7	Media Sensor / Top of Form (TOF) Sensor
8	Media Sensor Reflector
9	Media Guide - use only when needed to help guide media.
10	Media Hold-Down Strap – use to hold down media as it enters the clamshell
11	Media Transport Belts Press “Run Path” then loosen thumb screws, located below this area, to adjust belt positions for width of media.
12	AccuTrack Registration Table
13	Media Registration Rail – Part of the Registration Assembly. Media is registered against this rail.
14	Registration Roller Assembly Knobs – use to adjust registration roller assembly pressure.
15	Service Access Hole – Set Media Thickness to 12.5 mm to align screw with hole. Use T20 Torx driver to manually drive Service Tray or BnB in/out of system when replacement is needed.

Colormax 9 Printer - Exit



1	Clamshell Release Latches – Must set Media Thickness to 12.5 mm before opening clamshell.
2	Service Tray – Contains wiper (web) and cap
3	Ink Satellite Exhaust Fans
4	Spittoon – Can be removed to inspect and clean as needed.
5	Exit Conveyor Assembly
6	Exit Sensor position
7	Exit Pressure Rollers – your printer may have versions different than shown here

Colormax 9 Feeder



1	Exit Rollers – version may look different than shown here
2	Pull-out Roller Pressure Adjustment Knobs
3	Side Guide Securing Knobs
4	Media Side Guides (Left & Right) – version may look different than shown here.
5	Hopper stacked with media
6	Rear Media Support Guide
7	Sheet Separator Adjustment Knob
8	Feeder Sensor NOTICE: Sensor gets its power from printer. Sensor LEDs ON does NOT indicate that feeder is power is ON.
9	Glide Riser Stand
10	Feeder Position Securing Knob

Items, Accessories & Supplies Provided with Colormax 9 System

Colormax 9 Printer

Packaging Includes: Printer, 110V or 230V Power Cord, Ink Cartridges (CMYK), USB Cable, Ethernet Cable, Purge Tray with absorbent pad, and Service Tray (preinstalled in printer).



Purge Tray with absorbent pad.

CAUTION: Use proper lifting techniques as the Printer weighs approximately ~145 lbs.

Supplies:

Ink Cartridges (CMYK & Service Tray)

The Service Tray is used to clean the printhead surface and cap the printhead when it is not in use. The service tray must be replaced when the wiper web has been depleted (0%).

NOTE: The Service Tray comes preinstalled in the printer.

The Ink Cartridges (CMYK) are packed in the accessories box that was included with the printer.

NOTICE: If your printer came pre-primed with ink, the ink cartridges included with the printer were used to prime the system. In this case the Cyan, Magenta and Yellow ink cartridges will commonly display an ink level of 50 to 60%. The Black (K) ink cartridge will commonly show an ink level of 70 to 80%.

NOTICE: ColorMax9 ink cartridges have an HP ink safety feature which will make ink cartridges unusable if they are installed in more than three different printers.



WARNING: For safety, keep ink cartridges out of the reach of children. If ink is accidentally ingested, contact a physician immediately.

Colormax 9 Feeder & Riser Stand

Packaging Includes: Feeder, 110V or 230V Power Cord, Left and Right Media Side Guides, Rear Media Support Wedge, Wide Rear Media Support Plate and Glide Riser Stand (feeder stand).



CAUTION: Use proper lifting techniques as the Feeder weighs approximately ~50 lbs.

Colormax 9 Assembly Process

Tools Needed:

NOTE: This process assumes you have received a printer that has already been primed with ink. If you received a printer that has not been primed, please contact our DPG support team for assistance. After installing all cartridges and powering up the printer; if the ink cartridge levels (%) are displayed, after installing all ink cartridges and powering up printer, then your printer was shipped pre-primed. If all ink cartridge positions show as “chip error” it is likely that your printer was shipped un-primed.

- 1) Before powering up the printer you must remove the orange shipping clips that are used to secure the Service Tray during shipment.

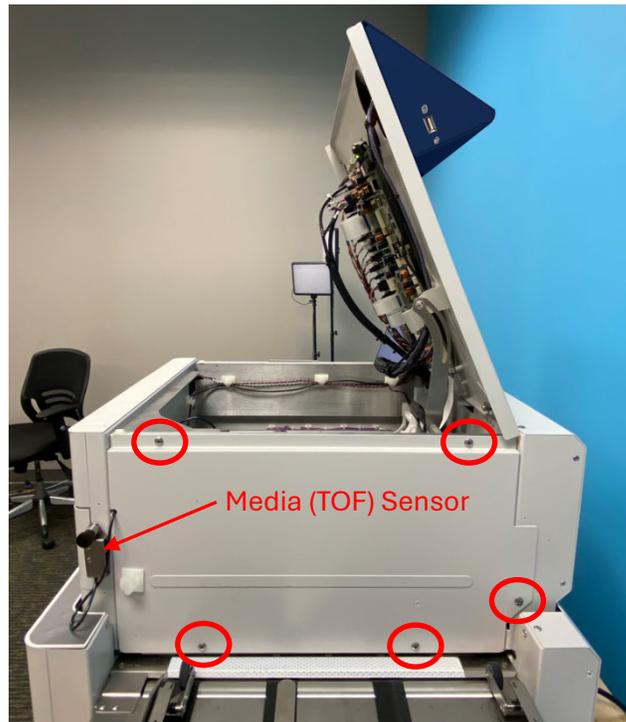
NOTE: Be sure to save shipping materials for possible future use.

- a) Open Top Cover, held closed by strong magnets. There is a recessed handle located on the back side of the touchscreen area.

- b) Remove Entry Side Panel.

Remove the five screws, used to secure the entry side panel.

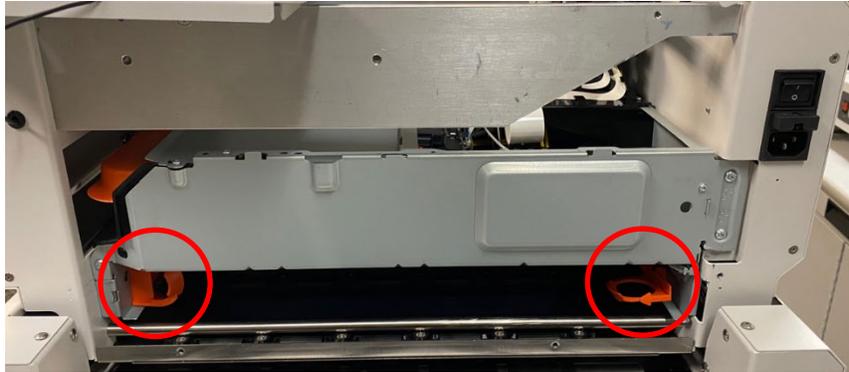
NOTE: You can temporarily move the Media Sensor (TOF Sensor) to the frame of the printer, as shown below. It is magnetically attached.



- c) Remove the two orange Service Tray Securing Clips.

NOTE: Before removing clips, take a good look at how these clips are installed, in case you need to reinstall them in the future.

To remove, pull the orange clip inward a little and then straight out.



- d) Reinstall Entry Side Panel and carefully close the Top Cover.

IMPORTANT: Make sure the TOF Sensor wire is positioned in the cutout at the left side of the Entry Side Panel and is not pinched by the panel. Make sure all screws are installed and secure as the Service Tray uses this plate as a mechanical stop to identify the “home” position. If plate is not secure the Service Tray motor may give an error.

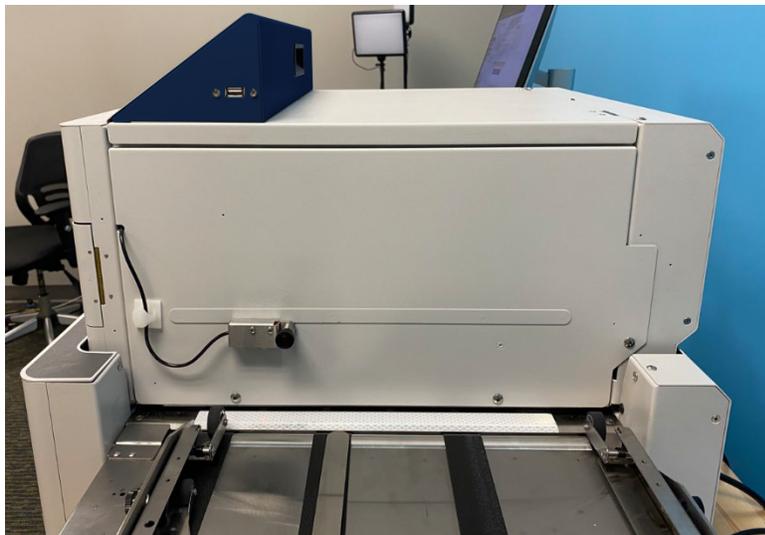
- 2) Position Media Sensor (TOF Sensor).

Sensor is magnetically attached.

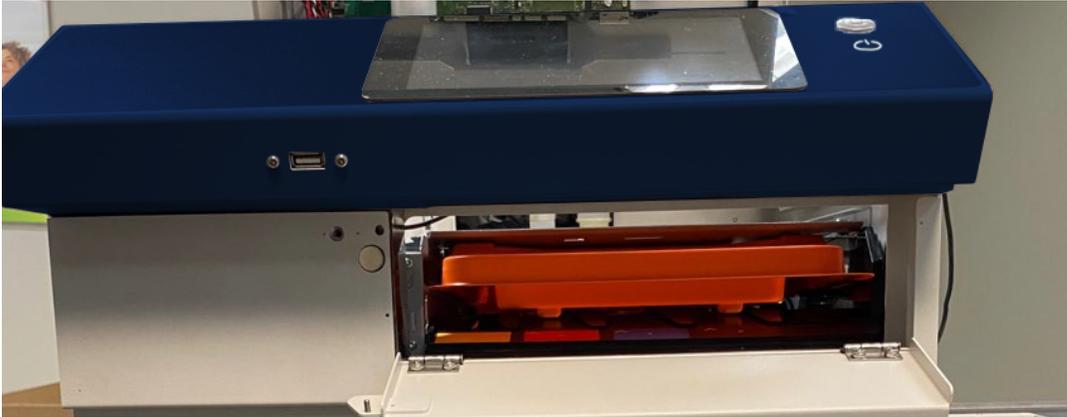
Sensor assembly should be positioned as shown in the image below. It should be located along the bottom edge of raised area on the Entry Side Panel.

Be sure to place the sensor over the path that you plan to feed media.

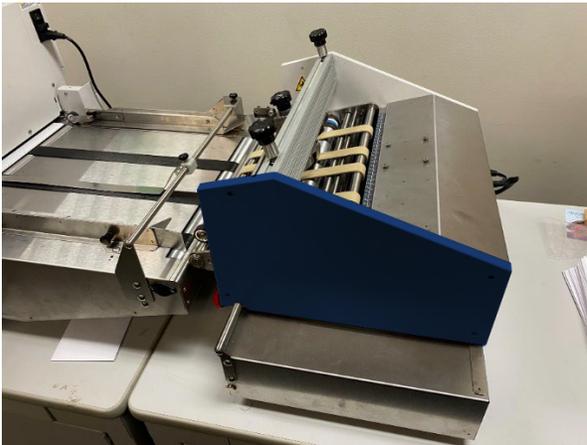
NOTE: The sensor should be positioned so the red beam from the sensor sees the full (max) length of the media and avoids holes or windows in media.



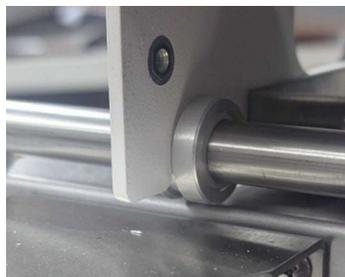
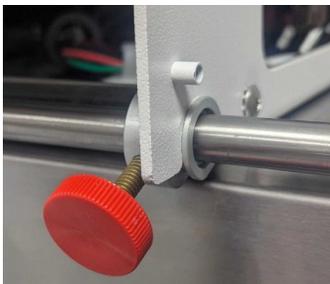
- 3) Remove orange shipping insert from Ink Station area.
Open Ink Door and remove orange shipping insert. Pull it straight out.
NOTE: Be sure to save shipping materials for possible future use.



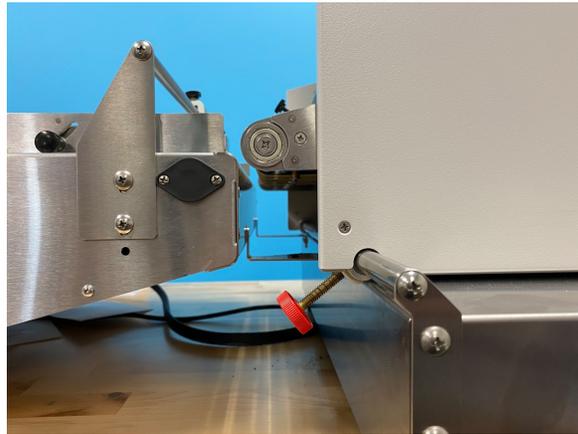
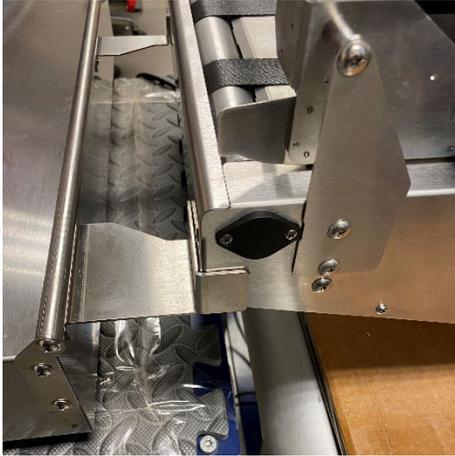
- 4) Position Feeder on the Glide Riser Stand at the entry end of the Printer.



NOTE: Make sure exit end of feeder engages with both bushings on Stand shaft. You will need to manually position bushings, so the side of the feeder falls into the corresponding bushing slot at each side of the feeder.



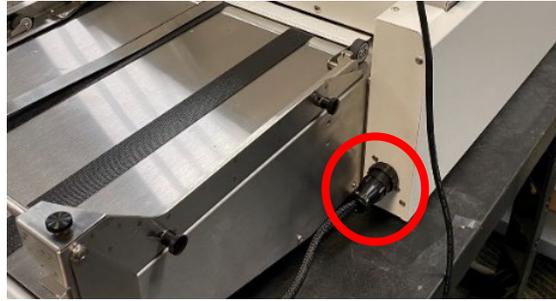
The extensions (stand-offs) at the exit end of the Glide Riser Stand should rest against the printer frame to keep the feeder at the correct distance from the printer and square to the printer frame. Move the Glide Riser Stand against the printer body as shown in the images below. The L-shaped stand-off, at the non-operator side of the Glide Riser Stand, should rest against the non-operator side of the printer body as shown in the image below.



- 6) Remove the shipping materials from the feeder.
TIP: You can release the pull-out roller pressure, on the shipping materials (card stock), by turning the Pull-out Roller Pressure Adjustment Knobs (thumb screws) clockwise until the rollers are lifted off the card stock. After doing this please readjust the knobs so the pull-out pressure rollers are fully engaged on the belts.



- 7) Connect Feeder Interface Cable to Printer. Be sure to fully insert and secure by tightening outer ring.



- 8) Install Media Side Guides and Rear Support Wedge on Feeder.



- 9) Connect Power Cord to Feeder and turn Feeder Power Switch ON.

- 10) Open the Ink Door.

- 11) Install the Ink cartridges into Printer and close Ink Door.

NOTE: If your printer came pre-primed with ink, the ink cartridges included with the printer were used to prime the system. In this case the Cyan, Magenta and Yellow ink cartridges will commonly display an ink level of 50 to 60%. The Black (K) ink cartridge will commonly show an ink level of 70 to 80%.

NOTICE: ColorMax9 ink cartridges have an HP ink safety feature which will make ink cartridges unusable if they are installed more than three different printers.



- 12) Connect Power Cord to Printer and turn Printer's Main Power Switch ON.

- 13) Power-up the Printer.

Press Soft-Power Button to power-up Printer

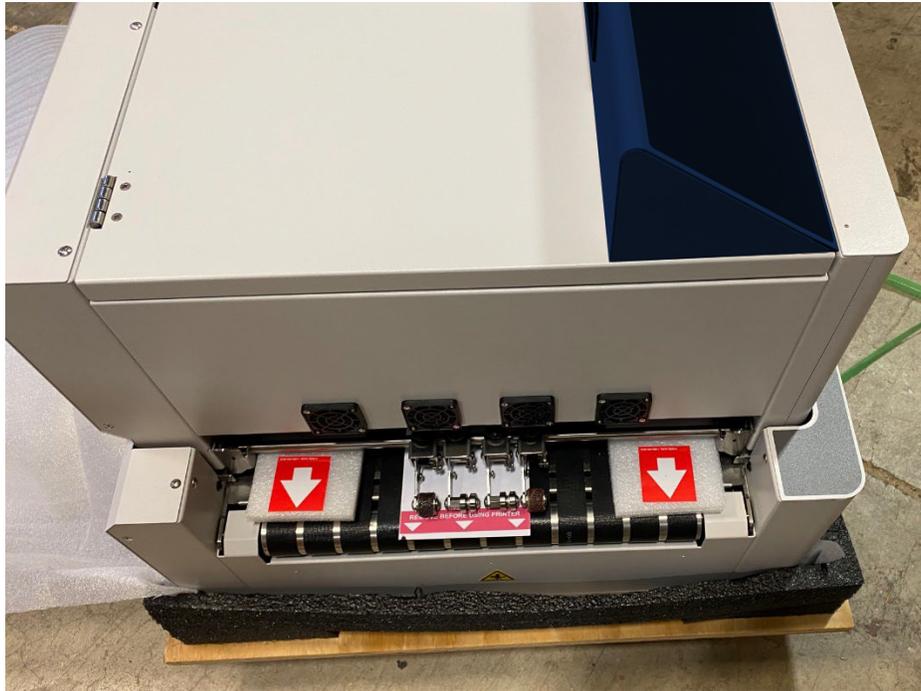
NOTE: It will take a few minutes to power up. The touchscreen will be grayed out during the powerup process. It is common for the touchscreen to show errors or "BnB Init" during power-up.

14) Remove shipping materials (foam strips) located under the Print area.

- a) Set Print Height to max (12.5 mm). The Print Height feature can be accessed via Menu, Media Setup on Printers touchscreen.

NOTE: With current firmware; if the exit sensor is interrupted during power up (i.e. white foam shipping material over exit sensor), the Print Height will automatically raise to and stay at 12.5 mm.

- b) Remove shipping material (foam strips) that is located within the printer. Save for possible future use.



Install Printer Driver:

Please check the Knowledge base for current version of the SP Series Driver.

1. Click on Addressing Systems.
2. Click on Digital Color Inkjet Printers.
3. Click on Colormax 9
4. Click on Software and Drivers.
You will find a link to the Colormax 9 SP Series Driver here.

USB

NOTE: If installing via USB, please do NOT connect USB cable until prompted to do so.

1. Locate and run the driver installer (Winsetup.exe).
2. Connect USB cable between printer and computer when prompted to do so.
3. Please reboot the PC after installing the printer driver.

Network

1. Connect Network Cable between customers network and printer.
2. From printer's touchscreen, select Menu, Network Settings.
3. Configure network values as directed by customers IT department.

TIP: If using DHCP you may need to power cycle printer to get network to automatically assign IP address and other network settings to printer.

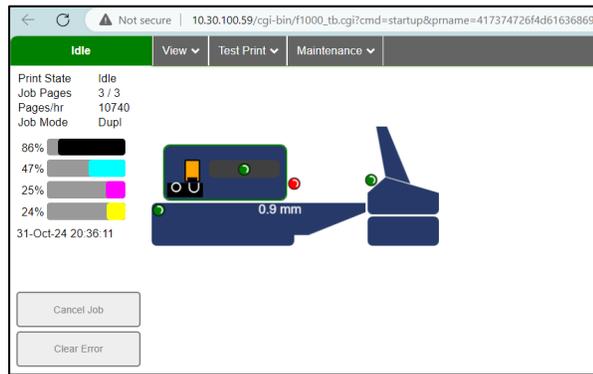
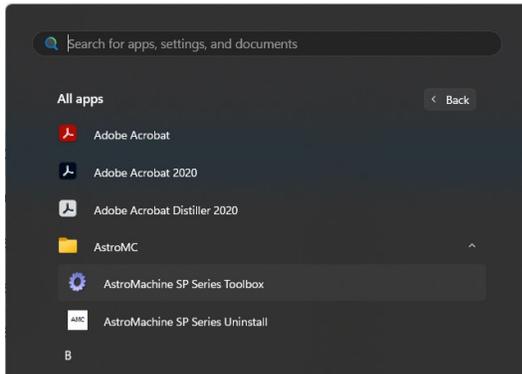
NOTE: It is strongly suggested to uncheck DHCP and use static IP address. If not, the printers IP address may change when the printer's power is cycled, and you will lose connection to the printer.

4. Locate and run the driver installer (Winsetup.exe).
5. Please reboot the PC after installing the printer driver.

Open and Verify Toolbox Connection

1. Click on Start, All apps. Located and click on AstroMC.
2. Click on “AstroMachine SP Series Toolbox” and the Toolbox will open.

TIP: If you right-click on “AstroMachine SP Series Toolbox”, then point to “More” and choose “Pin to taskbar” you will be able to open the toolbox in one click, from the taskbar, the next time.



Identify if printer is or is not primed with ink

From the printer’s Touchscreen, check the printer Status (upper left corner of screen) and Ink levels.

- If the Status shows “Idle” and all ink cartridge levels (%) are displayed, then your printer was shipped pre-primed. In this case, the printer is ready for setup and use.



- If the Status shows as “Mfg Mode” it is likely that your printer was shipped un-primed. In this case, please contact our DPG support team for assistance in priming the printer.

NOTE: When the printer is in Manufacturing Mode (Mfg Mode) it is normal for all ink cartridge levels will show “Missing”, even if they are installed.



Printer Setup NOTES:

Media Thickness Adjustment

1. From the Touchscreen, select media setup from the dropdown menu.
2. Use the dial to adjust Media Thickness to a value that allows you to easily insert a piece of media under the entrance area of the clamshell without resistance.
NOTE: You must press Apply to make the clamshell move to the new value.
3. Insert a single piece of media about 2 inches into/under the entrance end of the clamshell.
4. Slowly lower and Apply the Media Thickness value while sliding the media in/out about ½". Stop when you feel the rollers in the clamshell providing good pressure/resistance to media movement.
5. Once the rest of the system (Feeder, Feeder Alignment, Media Transport Belts, Registration Assembly, Exit Rollers) has been setup, you can use the "Feed One" or "Feed All" features to test for proper media alignment/transport through the system.

TIP: Make note of the Media Thickness value used for this particular piece of media, so that you can return to this value in the future.

Media Registration Assembly Adjustment

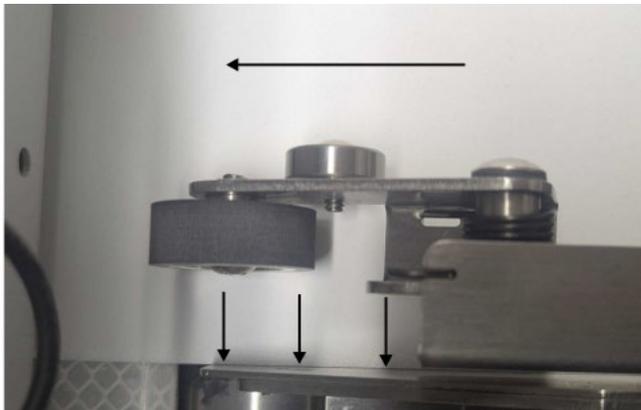
With the current roller assembly, which is part of the registration assembly, you should be able to use the same roller assembly height adjustment for a wide variety of media thicknesses.

To adjust the roller assembly pressure:

Loosen the knobs (thumb screws), then lift the roller assembly and place a single piece of media under the rollers in the assembly. Lightly push roller assembly down until all rollers make contact with the media. Secure position with knobs. Remove the media from under the roller assembly.

NOTE: Once the rest of the system (Feeder, Feeder Alignment, Media Transport Belts, Registration Assembly, Exit Rollers) has been setup, you can use the "Feed One" or "Feed All" features to test for proper media alignment/transport through the system.

When properly adjusted the media should be registered tight against the exit end of the registration rail as shown below.



TIP: When running thin media (such as sheets of paper) you may find that the media is pushed up the wall of registration rail if the roller pressure is set to high. In this case, loosen knobs and reduce roller pressure. If media hesitates as it travels through this guide, loosen the knobs and push down on the roller assembly to increase the pressure.

Printer Exit Roller Positioning and Adjustment

After setting the desired Media Thickness to accommodate the media you plan to feed, position one piece of media under all four rollers (there are two rollers on each assembly). Loosen knob and allow roller set to self-level. Then secure knob.

Make sure you do not position the exit rollers over the Exit Sensor.

NOTE: You can use one or two sets of rollers as needed.

TIP: You may find that the media exits more precisely (with less print distortion) if you only use one Exit Roller Assembly.

Exit Sensor NOTES

- If the underside of the media is dark in color or the media has a hole or odd shape that passes over the sensor, please be sure to disable (ignore) the Exit Sensor in the Toolbox, under ??
- The Exit Sensor can be affected by ambient light. If the sensor indicator on the Touchscreen stays red, as shown here, even though the sensor is not interrupted try shielding the sensor from light by holding a piece of cardboard or paper a few inches over the sensor.



- Make sure you do not position the exit rollers over the Exit Sensor.

Feeder Setup NOTES:

Aligning the Glide Riser Stand (feeder stand) with the printer body.

The stand-offs, at the exit end of the Glide Riser Stand, will provide proper alignment with the input of the printer body.

Move the Glide Riser Stand against the printer body as shown in the images below.

The L-shaped stand-off, at the non-operator side of the Glide Riser Stand, should rest against the non-operator side of the printer body as shown in the image below.



After performing the above alignment, the red knob on the Glide Riser Stand can then be loosened and the feeder position adjusted (feeder can be slid on the Glide Riser Stand) to accommodate the range of media widths that this feeder supports. From 3" to 15" wide media.

Feeder Media Adjustment

1. Set feeder side guides so media is centered on the deck of the feeder. Be sure to leave about 1/16 of an inch clearance between media and one side guide so media can freely drop between the guides.
2. Place one piece of media under the separator and adjust the separator height so it pushes down and bows the leading edge of the media a small amount.

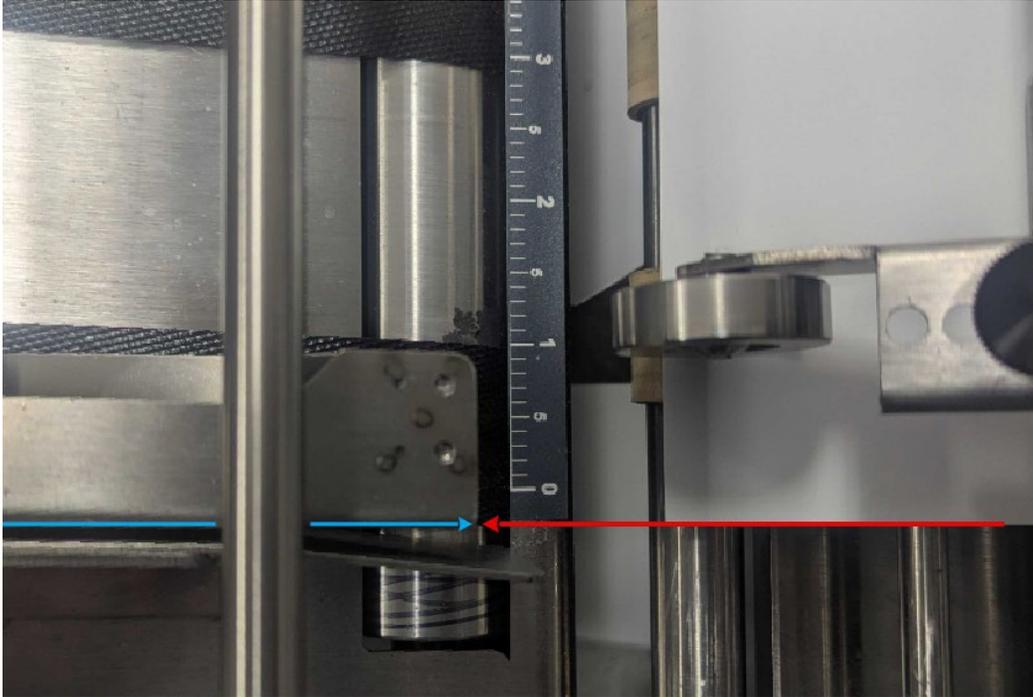


3. Move the rear support wedge under the back of the stack of media and angle the wedge so it supports the trailing edge of the media (so it holds media against front walls of guides).

TIP: You will find that the wedge needs to be driven in under the stack further than what you may be used to with other feeders.

4. Add additional media to the stack, a small amount at a time, until you have about 3" of media stacked in the hopper. You can add bigger amounts at a time after that.
5. Use the "Feed Setup" button on the printer's touchscreen to present the media. This will partially feed a piece of media from the feeder, so it is closer to the exit end of the feeder, to help you with alignment between media and registration guide.

6. Loosen the red knob (thumb screw) and move the Glide Riser Stand (not the feeder) so the operator side of the media is about 1/16 of an inch away from the registration guide rail.



7. Secure the red knob (thumb screw).
8. Use the “Feed One” button to eject the media from the feeder and printer.

If you get doubles in media feed, try lowering the separator a little. If this doesn't help, try raising the angle of the media using the wedge, to get less contact between media and belt surface.

If you get hesitation in media feed check to be sure the side guides are not too tight. You can also try raising the separator a little. If this doesn't help, try lowering the wedge to get more contact between media and belt surface.

Power Down Process:

You can choose to leave the printer powered-up or to power the printer down when not in use.

- A benefit of leaving the printer powered-up may be to eliminate the power-up wait time, so the printer is ready to use in a shorter period of time.
NOTE: The printer does NOT perform any head maintenance routines when it is powered-up and sitting idle.
- A benefit of powering the printer down may be to save energy or prevent improper shutdown if AC power is lost to the printer.

If you plan to power-down the printer, please be sure to power-down the printer properly to ensure Print Engine and printbar (printhead) are properly prepared for shutdown.

1. Press the Soft-Power button.
2. The touchscreen will display a Shutdown message and progress bar.
3. Please wait for Soft-Power LED to turn OFF before proceeding.
4. Once the Soft-Power LED turns off, it is safe to turn off Main Power Switch.

NOTICE: Improper shutdown may cause print quality issues (if printhead is not capped at the time of shutdown). Improper shutdown may also corrupt SD Card files. Corrupt SD Card files may cause bootup issues.