Trendsetter 3230 AL (TS4 Version) Output Device

Operator Manual

CREO

Trendsetter 3230 AL (TS4 Version) Output Device

Operator Manual

03-4122A

Revised May 3, 1999

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Important Software Information

Please refer to your workstation software user guide for information regarding software procedures.

Who Should Use This Manual

This manual is intended for anyone who is involved in operating or maintaining a Trendsetter 3230 AL (TS4 version) output device.

This manual assumes that:

- You have a working knowledge of prepress operations.
- You are familiar with using a personal computer running the Windows NT operating system.
- You are familiar with using a Macintosh computer.
- All the hardware, software, and network components of your Trendsetter AL system have been installed, configured, and are operating correctly.
- Files submitted to the Trendsetter AL system are free of common errors usually dealt with during preflight, such as missing fonts and PostScript errors.

Conventions Used in This Manual

This section describes the fonts and terminology used in this manual.

Fonts

Helvetica Bold is used to refer to buttons and other items in a dialog box. It is also used for file names, folders, menu names, and menu commands.

Times Italic is used to refer to other chapters in the manual. It is also used for book titles and titles of other guides.

Helvetica is used for figure and table captions.

`Courier` is used for messages on your computer screen and for information you must type.

SMALL CAPS is used for a key or key combination on your keyboard.

Terminology

Clear	Place the mouse pointer over the check box for the specified option, then click the left mouse button so that the X or check mark is removed from the check box.
Click	Place the mouse pointer over the specified option or button, then press and release the left mouse button.
Double-click	Place the mouse pointer over the specified option or button, then quickly press and release the left mouse button twice.
Drag	Hold down the left mouse button while moving the mouse, then release the button.
Enter	Type the information, then press the ENTER or RETURN key.
Point	Position the mouse pointer over a submenu or menu command. For example, point to the **File** menu.
Press	Press the specified key or key combination on your keyboard. For example, press CTRL+ALT+DEL.
Right-click	Place the mouse pointer over an area of the application window, then press and release the right mouse button to display the shortcut menu. For more information about using shortcut menus, see your Windows documentation.
Select	Place the mouse pointer over the check box for the specified option, then click the left mouse button so that an X or check mark appears in the check box. Or: Place the mouse pointer over the specified box or button, then click the left mouse button.

Safety Symbols



DANGER:
This indicates an imminently hazardous situation, which, if not avoided, will result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.



WARNING:
This indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.



CAUTION:
This indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. This may also alert you against unsafe practices or potential property-damage-only accidents.

PDF Document

This manual is also provided in PDF (Portable Document Format). The PDF file is located in the **\pdf** directory on the CD containing the workstation software.

The PDF document can be used for online viewing and printing using Adobe Acrobat Reader. When printing the manual, please print the manual in its entirety, including the copyright and disclaimer statements.

Related Documentation

Creo Documentation

Title	Contents	Creo Part Number
Allegro RIP Reference Guide	Provides information about the default raster image processor (RIP) that is used by Creo products. Allegro RIP allows you to customize RIP output, manage RIP input, and change screening.	03-4002B-A
Color Composite Workflow Technical Bulletin	Describes a color composite PostScript workflow and related technical issues.	78-0003A-A
Creo TIFF Downloader Release Notes	Explains how to output bilevel TIFF files to a Creo-developed output device.	06-3144B-A
Harmony User Guide	Explains how to use Harmony software for dot gain calibration.	03-4022B-A

Title	Contents	Creo Part Number
PlateMaster User Guide	Explains how to use Creo's digital prepress workflow-management system.	03-4004A-C
Platesetter Workstation Software User Guide	Provides information on using Platesetter Workstation software release 1.7.	03-4098A-A
PrintLink User Guide	Explains how to use Creo's PrintLink software, which generates separated Print Production Format (PPF) files for digital ink key preset systems. This CIP3-compliant software includes a digital ink key preset system and an optional CIP3 file combiner.	03-4078A-A
Staccato User Guide	Provides information about Creo's stochastic screening solution, which is available on Allegro RIP for all Creo-developed output device systems (plate and film only).	03-4049B-A

Other Documentation

Title	Contents
Adobe Photoshop User's Guide	Provides information on using Adobe Photoshop software.
DEC Alpha Owner's Guide	Provides information about the DEC Alpha platform.

Title	Contents
Intel documentation	Provides information about the Intel platform.
Macintosh Reference	Provides information on use of the Macintosh operating system and other software that comes with a Macintosh computer. For newer models, this is a separate book. For older models, it is one section within the *Macintosh User's Guide*.
Microsoft Windows NT Workstation System Guide	Provides information on installing and using Windows NT.
Preps User Guide	Provides information about creating impositions from desktop application files. It covers the setup of Preps software and how to produce imposed flats.
QuarkXPress User's Guide	Provides information on using QuarkXPress software.

Your Comments

Every effort has been made to provide you with accurate and useful information in this manual. Any comments or suggestions you have on how we can improve our manuals to serve you better are very much appreciated.

Please forward your comments to:

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1 SYSTEM OVERVIEW

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General Notes on Technical Safety

Before you start using the Trendsetter 3230 AL (TS4 version) output device, please read this manual and follow the safety precautions and recommended procedures it describes. This manual must always be accessible to anyone who operates this output device.

Safety Information

The following symbols are used in this manual to warn you about the risk of injury, damage to the equipment, or inconvenience, if the proper procedure is not followed.



DANGER:
This indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.



WARNING:
This indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.



CAUTION:
This indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. This may also alert you against unsafe practices or potential property-damage-only accidents.

The output device must be installed by an authorized Creo representative. Please ensure operating environment and connection requirements are observed when your output device is installed and when it is turned on.

In case of danger—for example, if there is a fire in the output device—you should turn off power to the output device. To turn off power, set the power switch to OFF. See Figure 2-1 on page 2-2 for an illustration of the power switch.

Output device access panels are fitted with an interlock system that protects against injury from visible and invisible high-powered laser radiation and moving mechanical parts. If an access panel is opened or removed while the output device is operating, all moving parts should stop immediately. If mechanical movements do not stop, turn off the output device, close or replace the access panel, and contact an authorized Creo representative as soon as possible. Do NOT touch or attempt to stop moving internal parts of the output device.



DANGER:
Pay special attention to the safety recommendations and procedures in this manual regarding opening, removal, and replacement of output device access panels.

Interfering with the interlock system can result in serious personal injury from visible and invisible high-powered laser radiation, electrical shock, and moving mechanical parts. Never attempt to operate the output device with any of the access panels open, and never attempt to open or remove access panels while the output device is imaging media.

Installation

Installation of the output device and the initial startup must be performed by an authorized Creo representative. Operators should not tamper with electrical facilities; this is especially true of the laser.

Maintenance

You should perform only the maintenance activities that are described in *Chapter 3, Maintenance*. If you perform any other maintenance operations and/or remove covers or other housing parts for any reason, you may be injured. Other maintenance and all service work should be performed by an authorized Creo representative.



DANGER:
Unauthorized panel removal, repairs, or changes made to the output device can expose you to serious danger from high-powered laser radiation, moving mechanical parts, and electrical shock.

Trendsetter AL System

The Trendsetter AL system, once loaded with up to 25 plates or film, can automatically load, image, and unload those media. The output device can also accept a single, manually-fed plate or film for imaging.

For automatic operation, the output device loads, images, unloads, and feeds the media to a processor or stacker without operator assistance. Once the media are placed on the load table, the output device takes over, confirming media size and performing automatic registration. An imaged medium is unloaded and fed to a processor while the next medium is being imaged.

For manual operation, place one plate or film on the manual bypass tray, and the output device loads and images the medium. The imaged medium is unloaded onto the manual bypass tray or unload table (on the rear of the device), depending on the media type configured in the workstation software. See your workstation software user guide for details on media types.

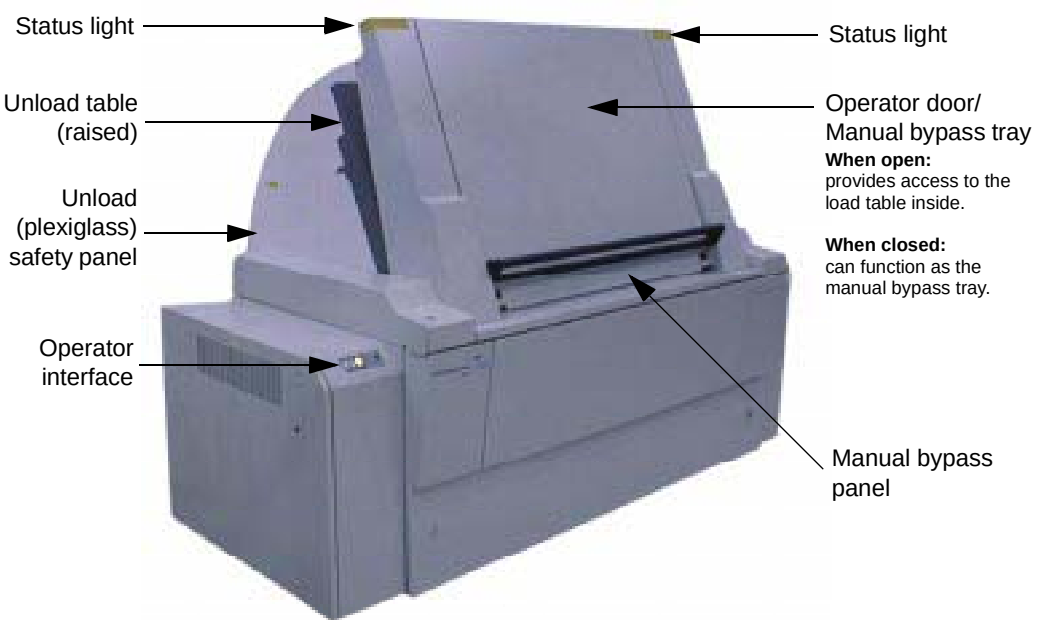


Figure 1-1: Output Device Components

For an illustration of the unload table, see Figure 1-3 on page 1-9. For an illustration of the load table, see Figure 2-3 on page 2-6.

Trendsetter AL Software Information

The output device system includes workstation software. Please see your workstation software user guide for information on how to use the software.

Using the Trendsetter AL Safely

For your safety, the unload table is equipped with an audible warning device. When the unload table is about to lower to a horizontal position or raise to an upright position, a beeper will sound.



CAUTION:
Keep your hands and fingers away from the unload table when you hear the beeping sound.

As an additional protective measure, unload safety panels are situated on the left and right sides of the unload table. These plexiglass panels help protect against injury when the unload table is lowering or raising, and from moving parts inside the unload table.



CAUTION:
The output device contains static-sensitive subassemblies. If you must access the interior of the output device, be sure to wear a grounding wrist strap. Do not touch any of the electronic subassemblies, the exposure head, or any wiring or cables when accessing the inside of the output device.

Trendsetter AL Components

The Trendsetter AL output device is comprised of the following components. See Figure 1-1 on page 1-4 for the location of these components.

Load Table

The load table (located under the operator door and manual bypass panel) is the entry point for media into the Trendsetter AL system during automatic operation. Plates or film are picked from the load table, then imaged on the Trendsetter AL's internal drum.

Operator Door

Opened to access the load table, the operator door protects thermal plates and film from light. For manual media loading, the manual bypass panel must be open and the operator door closed. This configuration permits you to use the manual bypass tray. For details, see *Manual Bypass Tray* on page 1-7.

Note: You cannot open this door while the output device is in operation. If this door is opened, the output device will not load plates or film automatically.

CAUTION:
Do not attempt to open the operator door if the Load light on the operator interface is flashing. For information about the Load light, see *Operator Interface* on page 1-10.

Manual Bypass Panel

This small panel (located directly below the operator door) must be opened to convert the output device to manual operation. Once this panel is opened, the operator door is closed and the output device is ready to accept an individual plate or film via the manual bypass tray. For details, see *Manual Bypass Tray*.

Note: You cannot open this panel while the output device is in operation. If this panel is opened, the output device will not load plates or films automatically. The operator door must be open before you can open this panel.

Manual Bypass Tray

The manual bypass tray allows you to manually load and image a single plate or film on the Trendsetter AL. Depending on the media type selected in the workstation software, imaged media may be unloaded onto this tray or the unload table.

Configure the output device for manual feed operations by first opening the operator door, then opening the manual bypass panel, and then closing the operator door (see Figure 2-8 on page 2-13).

Unload Table

The unload table is an exit point for media. Imaged media are ejected onto the unload table in landscape orientation. Once a plate or film is fully ejected, the unload table lowers to a horizontal position—see Figure 1-2 on page 1-8.

CAUTION:
Be careful to keep your hands and fingers away from the unload table when the unload table is lowering to a horizontal position or raising to an upright position. A warning beeper sounds before the unload table moves up or down.

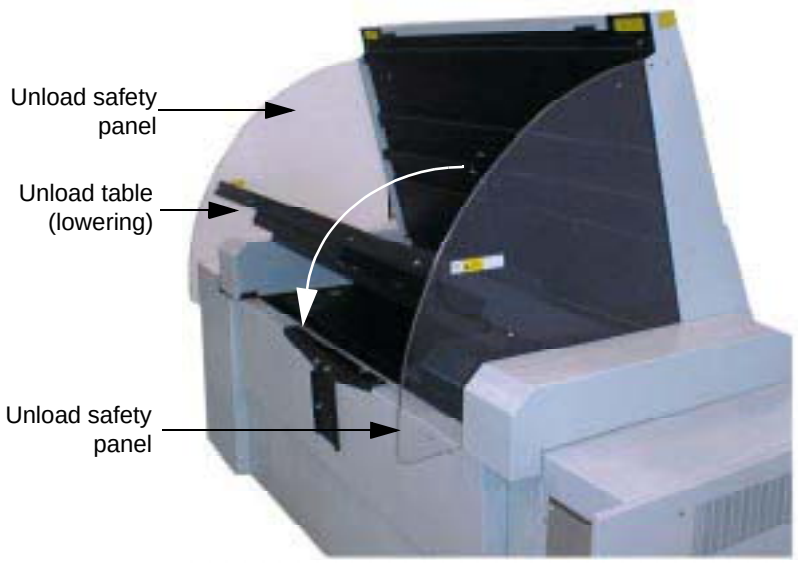


Figure 1-2: Unload Table Lowering to a Horizontal Position

Unload Safety Panels

The unload safety panels are located on the left and right sides of the unload table. These plexiglass panels help protect against injury when the unload table is lowering to a horizontal position or raising to an upright position.

CAUTION:
Do not reach into the area protected by the unload safety panels.

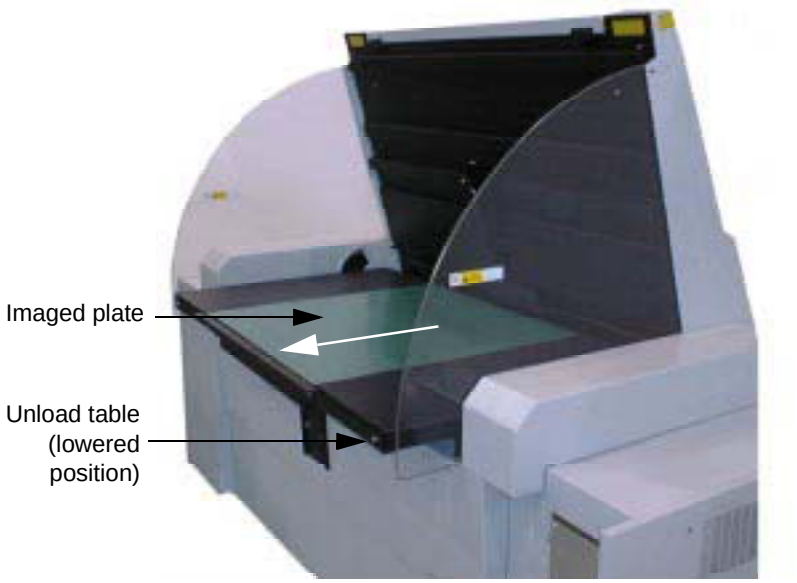


Figure 1-3: Plate Being Moved Along the Unload Table

Status Lights

The flashing yellow status lights on the left and right sides of the operator door indicate one of the following:

- media need to be loaded
- an error has occurred
- an access panel is open

Clearly visible from a distance, these lights let you determine (without requiring that you look at the operator interface) whether operator intervention is necessary. The flashing will stop when you load media, resolve the error, or close the open panel.

If an error condition exists, the output device will not operate and the workstation will display specific information about the error. See *Chapter 4, Troubleshooting* for details about correcting error conditions.

Operator Interface

The operator interface indicates the status of the output device. When a light on the operator interface blinks, it means the output device is performing a task or is ready to perform a task. When a light is lit, the interface conveys only the status of the output device.

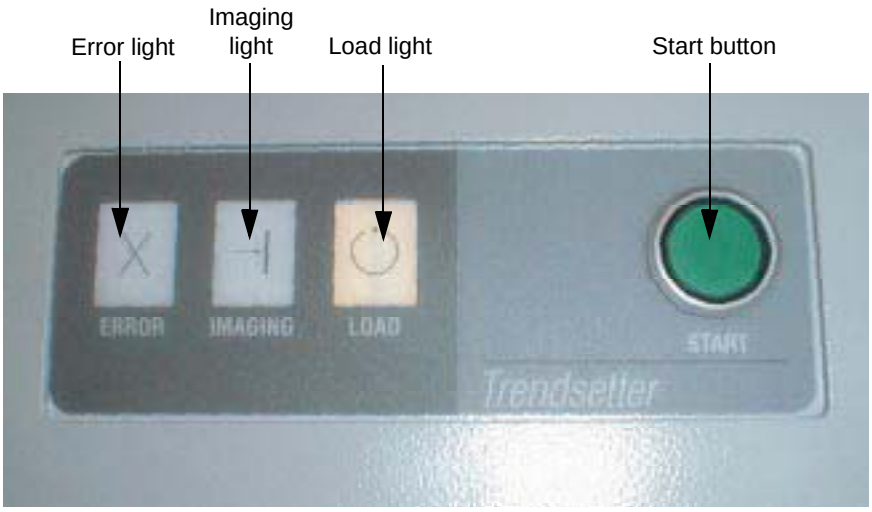


Figure 1-4: Operator Interface

Load light — This light flashes during automatic loading and unloading operations. It also flashes when the output device is in the manual bypass mode, waiting for you to press the Start button. At all other times (even during medium imaging) this light will simply be on.

Imaging light — This light flashes during the imaging process.

Error light — This light indicates that an error has occurred. It will go out when the error condition is resolved.
The workstation will display specific information about the error. See *Error Reporting* on page 1-17 for details.
Sometimes an unrecoverable system error exists, for example, cable faults, power supply failures, loss of air pressure, etc. See *Recovering From a Suspend Condition* in Chapter 4 for more information.

Start button — When pressed, this button initiates medium loading and imaging. (Use this button only when you have manually loaded a plate or film for imaging.)

Required Operating Conditions

Because it uses a thermal exposure head and thermal media, the output device does not require darkroom conditions for operation.

The output device does, however, require the following operating conditions.

Table 1-1: Environmental Requirements for the Output Device

Environment	Requirement
Temperature	63°F - 90°F (17°C - 32°C)
Humidity	20% - 70% RH, non-condensing

Consumables

Consumable materials required by the output device consist of the following:

Filters — A number of filters are used in the output device to maintain the air quality. See *Replacing Air Supply Filters* on page 3-14 for details.

Media — Refers to any medium (plate or film) that is supported for use with the output device.

Processor consumables — Refer to the manufacturer's documentation for information pertaining to processor consumables.

Media Sizes Supported

During installation, your output device is pre-configured for the media sizes you will use.

Table 1-2: Media Sizes Supported

Trendsetter AL Model	Maximum Size	Minimum Size (Manual Load Only)
3230	32" x 30" 813 mm x 762 mm	15.5" x 13" 394 mm x 330 mm

For details on media handling, see *Automatically Loading Media* on page 2-4 and *Manually Loading a Medium* on page 2-9.

Media Orientation

Table 1-3 identifies the appropriate orientation for each medium size supported by the output device.

Table 1-3: Media Orientation Supported

Medium Size	Orientation
32" x 30" 813 mm x 762 mm	Landscape or Portrait
15.5" x 13" (manual load only) 394 mm x 330 mm	Landscape

Details on Portrait Orientation

Using portrait orientation can decrease imaging time. However, consider the following before using portrait orientation:

- The output device can not image underneath the clamps so it’s impossible to image to the edge of the medium.
- The output device registers along the short side of the medium, meaning you must punch on the long side. (To punch on the short side, the plate must be cut perfectly square.)

Media Dimensions

The following media dimensions apply to the output device. They may not, however, apply to media dimensions you define in other pressroom operations, for example, for putting a plate on a press.

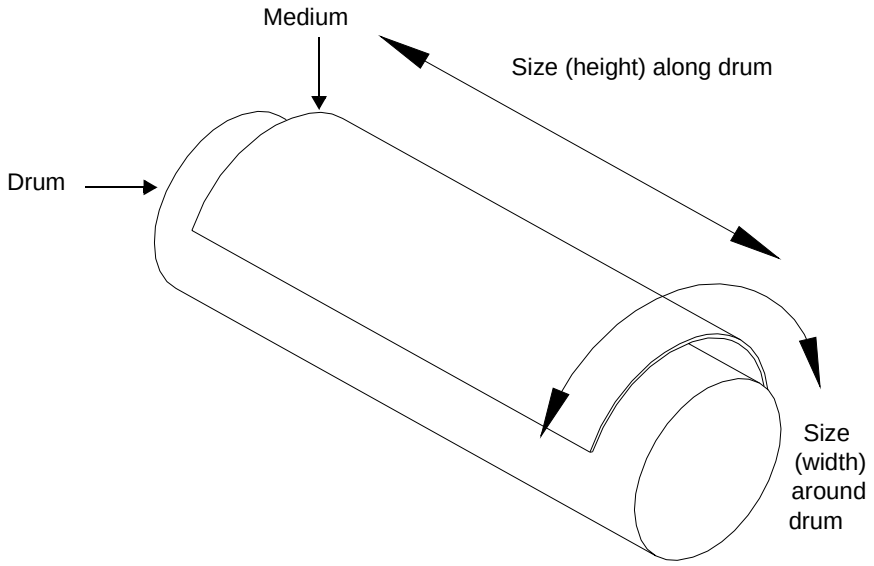


Figure 1-5: Media Dimensions—Landscape Orientation

IMPORTANT:
The Trendsetter AL does not measure the size of a loaded plate or film along the length of the drum. Therefore, if the width of the medium (size around the drum) is correct, but the height (size along the drum) does not correspond with the medium size selected in the workstation software, the output device will proceed and image the medium. This does not damage the output device in any way, but the Trendsetter AL system does not notify you that a medium of an incorrect size has been imaged.

Media Processing

Some of the media supported by the output device must be processed after they are imaged in the output device. Refer to your processor documentation for information on processing media.

Features of the Trendsetter AL

Interlock System

For your safety, the output device is equipped with an interlock system. If you open or remove an output device access panel, the interlock system will immediately halt all mechanical activity, shut down power to the laser, and close the shutter on the exposure head to block laser emissions. This system is especially important because laser emissions from a thermal exposure head are invisible to the naked eye and are very dangerous if they contact the skin or eyes.

If mechanical movements do not stop when you open or remove an access panel, immediately shut down the output device, close or replace the panel, and contact an authorized Creo representative. Do NOT touch or attempt to stop moving internal parts of the output device.

Do NOT attempt to open or remove output device access panels while the output device is imaging media. To safely access the interior of the output device, see *Accessing the Interior of the Output Device* on page 3-7.



DANGER:
Interfering with the interlock system can result in serious personal injury from visible and invisible high-powered laser radiation, electrical shock, and moving mechanical parts. Never attempt to operate the output device with any of the access panels open, and never attempt to open or remove access panels while the output device is imaging a medium.

Abort Button

The abort button inside the output device is a safety feature that is intended for use by authorized Creo representatives only. If you accidentally press the abort button, it must be reset before the output device can return to normal operations.

To reset the abort button:

- Turn the abort button clockwise 90 degrees.

If you have questions about using the abort button, record the serial number of your output device and contact an authorized Creo representative. You will find the serial number on the Identification label, which is located on the rear of the output device, in the bottom right-hand corner. For an example of this label, see Figure B-2 on page B-4.

Multiple Media Sizes

During installation, the output device is configured for the media sizes you will use. For information on modifying media types, see your workstation software user guide.

For a listing of the media sizes supported by the output device, see *Media Sizes Supported* on page 1-12.

Error Reporting

When the output device detects a problem, it does one of the following:

- Continues processing

  If the output device can continue processing without immediate assistance, the condition is reported in the message log on the workstation. For details on the message log, see your workstation software user guide.

- Suspends

  Output device operation is suspended and a Suspend dialog box is displayed on the workstation, describing the problem. If the condition requires immediate operator intervention, the Error light on the operator interface is lit. See *Operator Interface* on page 1-10 and *Recovering From a Suspend Condition* on page 4-2.

For information about resolving errors, see *Chapter 4, Troubleshooting*.

Media Registration

Media alignment labels were very likely affixed to the load table and manual bypass tray of your output device during installation. (If they weren't, contact your Creo representative.) These labels are guides to help you roughly align media during loading. The output device's laser does the more precise registration. The laser beam corrects the registration to within 15µ (microns) if you:

- Load the medium to ± 0.125" (3 mm) of the correct position on the load table or manual bypass tray. If affixed, the alignment labels can help you identify the correct position.
- Ensure the medium is resting on the registration pins at the base of the load table or manual bypass tray. These pins ensure the medium registers properly on the drum.

Performing these steps can result in faster overall imaging time, as detection of the medium edge occurs more quickly. If, however, no alignment labels are present, follow these rules of thumb:

- Larger plates or film should be roughly centered on the load table manual bypass tray.
- Smaller plates or film should be loaded within 12" (30cm) of the right-hand edge of the load table or manual bypass tray.

Plate Bending and Punching

Please ensure your existing plate bending and punching equipment is configured to match registration points on your output device. For details, contact an authorized Creo representative.

2 REGULAR OPERATIONS

Included in This Chapter:

Starting the Trendsetter AL System 2-2

Shutting Down the Trendsetter AL 2-3

Automatically Loading Media 2-4

Manually Loading a Medium 2-9

Starting the Trendsetter AL System

Warmup Time

The Trendsetter AL system can take up to five minutes to warm up after it is turned on. Files submitted to be imaged in the output device wait on the workstation until the device is ready.

To start the Trendsetter AL System:

1. Turn on the output device using the power switch located at the rear of the output device, in the bottom-right corner, if you are facing the rear of the machine, as shown in Figure 2-1.



Figure 2-1: Power Switch

2. Ensure the workstation is turned on.

   For details on turning on the workstation, consult the *Microsoft Windows NT Workstation System Guide* and your *DEC Alpha Owner's Guide* or Intel documentation.

3. Start the workstation software.

   See your workstation software user guide for details.

As soon as the output device has finished warming up, the Load light on the operator interface will light, and the output device is ready to start imaging media.

Shutting Down the Trendsetter AL

The workstation is normally left running. If you want to turn it off, see the *Microsoft Windows NT Workstation System Guide* and your *DEC Alpha Owner's Guide* or Intel documentation for instructions.

For information about exiting the workstation software, see your workstation software user guide.



CAUTION:
Ensure all media have been removed from the output device before you shut it down.

To shut down the output device:

- Turn the output device off using the power switch.

  See Figure 2-1 on page 2-2 for an illustration of its location.

Automatically Loading Media

For automatic operation, you can load up to 25 plates or film of the same size on the load table at one time.

Note: Remove all slip sheets either before or after you place the media on the load table.

You can submit the files you want to image either before or after you place the media on the load table. For details on submitting files, see your workstation software user guide.

CAUTION:
Plate edges can be sharp. Failure to wear protective gloves can result in personal injury.

CAUTION:
Handle Polaroid DryTech film very carefully, especially when using film with cut edges. Once the front layer is peeled off the film, it is no longer laminated and cannot be imaged.

To automatically load multiple plates or film:

1. Ensure the output device is ready to accept the media for imaging.

   This means:

   - The Load dialog box is displayed on the workstation, telling you which size and type of medium to load.

     Note: If you have not yet submitted the files you want to image, the Load dialog box will not be displayed.

   - The Load light on the operator interface is lit, but not flashing. When this light is flashing, you cannot open the operator door or the manual bypass panel.
   - The yellow status lights on the left and right sides of the operator door are flashing. When flashing, these lights indicate that there are no plates or film on the load table. If the status lights are not flashing, media are on the load table.

2. Determine the size and type of medium you need to load.

3. Lift the operator door.

   This door is supported by gas struts and slowly lifts itself upward.



Figure 2-2: Lifting the Operator Door

4. If media are already on the load table, ensure they are the correct type and size.

   If they are not the correct type or size, remove the media. Or, if they are the correct type and size and you want to image the loaded media, go to step 9.

   Note: If an incorrect medium size is loaded, the medium will be ejected onto the load table. Remove the ejected medium, and load the correct size.

5. Wearing gloves, remove one or more plates or film from the media packaging and discard any packaging material that may be attached to the media.

   Note: You may remove slip sheets from plates either before or after you stack the plates on the load table.

CAUTION:
You MUST ensure all slip sheets and packaging material have been removed from both the back and front of the plates before you image them in the output device. Otherwise, the thermal laser could ignite the paper, causing a fire in the output device.

6. Position the media on the load table.

   Note: Ensure that the side of the plate to be imaged (the emulsion side) is facing you. With plates, the emulsion side is usually the duller-looking surface.

   Note: To maximize access to the load table while loading larger size plates, you may wish to temporarily lower the manual bypass panel. (Simultaneously pull both release mechanisms inward and pull the panel down.) When the plates are loaded, close the manual bypass panel. (It will lock into position).



Figure 2-3: Loading Plates Onto the Load Table

7. Lower the media gently onto the ledge at the base of the load table.

8. Align the media on the load table.

   Alignment labels on the load table indicate where the upper corners of the media should be positioned. See *Media Registration* on page 1-18 for additional information about the labels.

   You can stack a maximum of 25 plates or film on the load table at one time. Also note the label on the bottom edge of the load table that reads “Maximum Thickness of Plate Stack”.

   Note: Be sure the manual bypass panel is closed.

9. Grasp the raised operator door by the handle and gently pull downward to close it.

   Note: You do not need to press the Start button on the operator interface to initiate automatic operation.

Automatic media loading will not begin until you submit files in the workstation software. If you have already submitted the files you want to image, automatic media loading starts immediately. For details on the procedure for submitting files, see your workstation software user guide.

Once files are submitted, the first plate or film on the load table is automatically loaded. The imaged medium is ejected onto the unload table and fed to a plate processor or stacker—see Figure 2-4.



Figure 2-4: Plate Being Fed to a Plate Processor or Stacker

While the first plate or film is being fed to a processor or stacker, the next plate or film on the load table is loaded. The Trendsetter AL will continue to load and image media until a different media size is required, the load table is empty, or an error occurs in imaging or media handling.

Manually Loading a Medium

For situations in which automatic, multi-media loading isn't necessary or practical, the output device supports manual medium loading. The operator door on the load table converts into a manual bypass tray that can be used to image a single, manually-loaded plate or film.

Note: The Trendsetter AL system must be configured for manual medium-loading before you can use the manual load feature. It is not necessary to remove any stacked media from the load table before manually loading a single medium.

CAUTION:
Plate edges can be sharp. Failure to wear protective gloves can result in personal injury.

To manually load a plate or film for imaging:

1. Submit the file you want to image to the output device.

   For details, see your workstation software user guide.

2. Ensure the output device is ready to accept the medium for imaging.

   This means:

   - The workstation is displaying a Load dialog box, telling you which size and type of medium to load.
   - The Load light on the operator interface is lit, but not flashing. When this light is flashing, you cannot open the operator door.

3. Determine the size and type of medium you need to load.

4. Lift the operator door.

   This door is supported by gas struts and slowly lifts itself upward.



Figure 2-5: Opening the Operator Door

5. Open the manual bypass panel.

   Simultaneously pull the release mechanisms (one on each end of the panel) in towards you, and then lower the panel.



Figure 2-6: Opening the Manual Bypass Panel

6. Close the operator door.



Figure 2-7: Closing the Operator Door

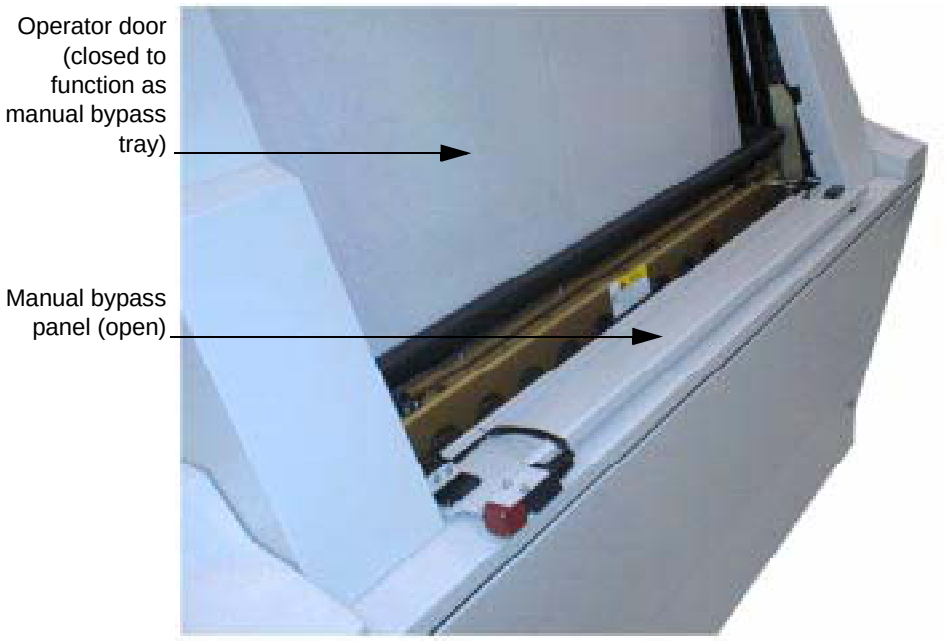


Figure 2-8: Manual Bypass Configuration

7. Wearing gloves, remove the medium from its packaging, and discard any packaging material that may be attached to it.

CAUTION:
You MUST ensure all slip sheets and packaging material have been removed from both the back and front of a plate before you image it in the output device. Otherwise, the thermal laser could ignite the paper, causing a fire in the output device.

8. When prompted by the workstation, position the medium on the manual bypass tray in landscape orientation (sliding it between the operator door and the door handle).

Note: Ensure that the side of the plate to be imaged (the emulsion side) is facing you. With plates, the emulsion side is usually the duller-looking surface.

CAUTION:
Do not load the medium until prompted to do so by the workstation. Lowering the medium onto the drum prematurely can result in damage to the medium or output device.



Figure 2-9: Placing a Medium Onto the Manual Bypass Tray

9. Align the media on the manual bypass tray.

   Note: Alignment labels on the manual bypass tray indicate where the upper right-hand corner of the medium should be positioned. Aligning the medium in this way ensures that it will sit properly on the registration pins.

10. Lower the medium gently into the output device until it touches the registration pins at the base of the manual bypass tray.



Figure 2-10: Lowering a Medium Into the Output Device

11. Let go of the medium.

    The Start button on the operator interface should be flashing.

    IMPORTANT:
    You should not be touching the medium when you press the Start button.

12. Press the Start button.

    The Trendsetter AL loads, then images the plate or film. When imaging is finished, the Load light on the operator interface comes on again.

    Imaged film is unloaded onto the manual bypass tray. An imaged plate is unloaded onto the manual bypass tray or the unload table, depending on the media type selected in the workstation software. See your workstation software user guide for details on media types.

Removing an Imaged Medium From the Manual Bypass Tray

To remove an imaged medium from the manual bypass tray:

1. Be sure the Trendsetter AL has finished imaging the medium.

   When imaging is complete, the Load light will illuminate, and the imaged medium is returned to the manual bypass tray.



CAUTION:
Plate edges are sharp. Failure to wear protective gloves can result in personal injury.

2. Wearing gloves, grasp the edges of the medium and lift upward, removing it from the manual bypass tray.

Closing the Manual Bypass Tray

You must close the manual bypass tray in order to access the load table, which is required for automatic media loading.

To close the manual bypass tray:

1. Lift the operator door.
2. Close the manual bypass panel.

   You will hear the release mechanisms snap as they lock the panel into the closed position. The Trendsetter AL is once again ready for fully automatic operation.

3

MAINTENANCE

Included in This Chapter:

Maintenance Schedule..... 3-2

For Your Safety 3-4

Cleaning Exterior Surfaces..... 3-5

Accessing the Interior of the Output Device.. 3-7

Cleaning the Interior of the Output Device 3-11

Cleaning the Edge Detection Strip 3-11

Cleaning the Plate Roller 3-13

Replacing Air Supply Filters 3-14

Replacing the Desiccant 3-25

Maintenance Schedule

The following table outlines the minimum recommended maintenance required to ensure optimum performance of your output device and to minimize the number of service calls you make requesting assistance. Failure to perform this maintenance can result not only in poorer performance, but also can cause serious damage to your output device. Keep records of when you perform maintenance on the output device.

CAUTION:
Before performing any maintenance procedure, ensure the output device is not imaging a medium.

Table 3-1: Schedule of Recommended Maintenance Procedures

Location	Description	Maintenance Procedure	Units	Clean	Replace Every
Filters inside the front access panel—see the photo on Figure 3-7 on page 3-19.	5µm particulate filter 0.01µm sub-micron filter Check the filter bowls for accumulation of water or oil.	See page 3-19. See page 3-21.	1 1 2		3 months 3 months
Filter inside the right-end access panel—see the photo on Figure 3-9 on page 3-23.	Intake pre-filter—a 2' x 1' x 2" BC air filter	See page 3-23.	1		1–2 months
Output device exterior	Clean exterior surfaces.	See the section starting on page 3-5.	1	Weekly	
Load table	Clean exterior surfaces	See page 4-6.	1	Weekly	

Location	Description	Maintenance Procedure	Units	Clean	Replace Every
Edge detection strip—see the photo on Figure 3-3 on page 3-11.	Edge detection strip on the drum	See page 3-11.	1	Every 3 months	
Plate roller—see the photo on Figure 3-3 on page 3-11.	Rubber roller that holds media to the drum during loading	See page 3-13.	1	Monthly	
Pouch inside the desiccant box, located inside the right-end access panel—see Figure 3-11 on page 3-25.	Desiccant pouch	See page 3-25.	1		3 months, or when the sensor on the desiccant box turns pink

For part replacement information, see *Appendix A, Part Numbers.*

For Your Safety

Output device access panels are fitted with an interlock system that protects against injury from laser radiation and moving mechanical parts. If a panel is opened or removed while the output device is operating, all mechanical moving parts should stop activity. If mechanical movements do not stop, turn off the output device immediately, close or replace the panel, and contact an authorized Creo representative. Do NOT touch or attempt to stop moving internal parts of the output device.



WARNING:
Interfering with the interlock system can result in serious personal injury from visible and invisible high-powered laser radiation, electrical shock, and moving mechanical parts. Never attempt to operate the output device with any of the access panels open, and never attempt to open or remove access panels while the output device is imaging a medium.

Cleaning Exterior Surfaces

You should clean the exterior of the output device weekly. Before doing so, however, turn the output device off. See *Shutting Down the Trendsetter AL* on page 2-3 for the procedure.

Cleaning exterior surfaces of the output device preserves the appearance and finish of the equipment and ensures that visual indicators and markings are clearly visible. Most importantly, it reduces the amount of dust that can fall into the equipment when access panels are removed or opened. The most sensitive areas of dust accumulation are the side panels and the top access panel that is lifted to access the interior of the machine.

Note: When cleaning the exterior of the output device, use clean, dampened rags with a mild dish detergent. All soap residue must be thoroughly wiped off with a clean, damp rag.

Reliability and high-quality output depend on keeping the exterior of the output device clean.

Cleaning Recommendations

Before cleaning the exterior surfaces of the output device, you should vacuum all access panel seams to remove any accumulated dust. It may be sufficient to simply wipe the surfaces clean with dry rags, if it is done frequently and if the environment is relatively dry and free of vapors. A more thorough cleaning requires using cloths dampened with water and a mild detergent.



CAUTION:
Do not let water run freely over (or get inside) the output device. This can result in personal injury or shock, as well as damage to the equipment.

Removing Stains

To remove ink or other stains from exterior surfaces of the output device, wipe the stain away immediately with a cloth dampened with water and a mild detergent.

CAUTION:
Avoid regular use of chemical cleaners, as these can damage the exterior of the output device.

Cleaning the Load Table

Once a week it is recommended that you clean the load table with a clean, damp cloth.

To clean the load table:

1. Lift the operator door to access the load table.
2. Dampen a clean cloth with water.
3. Gently wipe the load table clean, leaving it dry.

Accessing the Interior of the Output Device

Regular maintenance and troubleshooting requires access to some internal areas of the output device. The following sections describe how to access these areas.

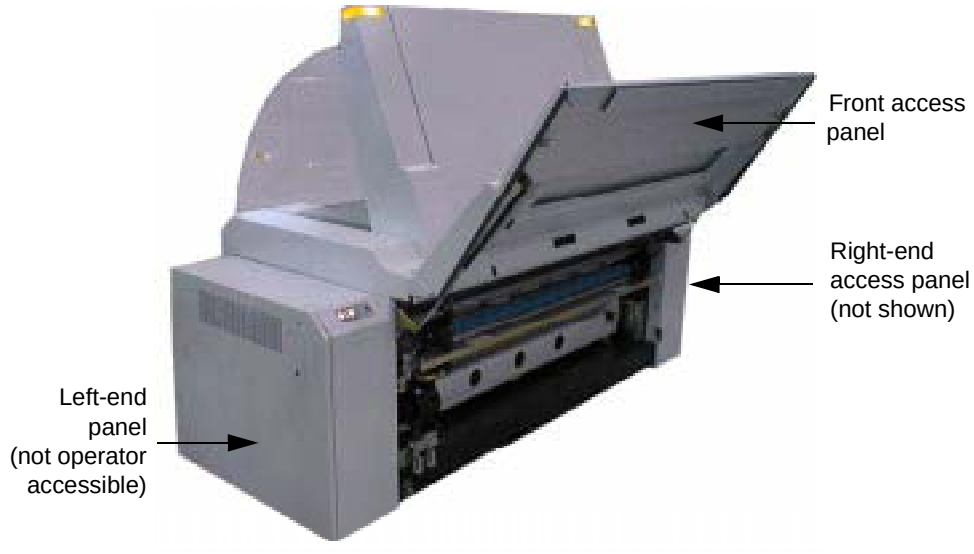


Figure 3-1: Output Device Access Panels

The top-hinged front access panel and right-end access panel provide access to the interior of the output device. The right-end access panel must be lifted off the output device and put back on afterward. The rear and left-end access panels must only be removed by an authorized Creo representative.

Note: Opening or removing access panels will turn off power to the laser. It takes up to five minutes for the laser to warm up again after the panels are closed or replaced. You cannot image media in the output device while the laser is warming up.

IMPORTANT:
When correcting error conditions, do not open or remove output device access panels more often than is absolutely necessary. Opening access panels is unavoidable but should be kept to a minimum to reduce the accumulation of dust in and around sensitive components.

Opening and Closing the Front Access Panel

The front access panel is top-hinged to provide convenient accessibility to the front interior of the output device. You must open the front access panel to:

- clean the edge detection strip—see page 3-11
- clean the plate roller—see page 3-13
- free a stuck medium from the drum—see page 4-38
- reposition the trailing-edge clamps—see page 4-40

To open the front access panel:

1. Turn the output device off.
2. Rotate the lock knobs on the front access panel 90 degrees counterclockwise to unlock the panel.

   There is one knob on each side of the front access panel

3. Lift the panel.

   The front access panel is supported by two gas struts and slowly lifts itself upward.

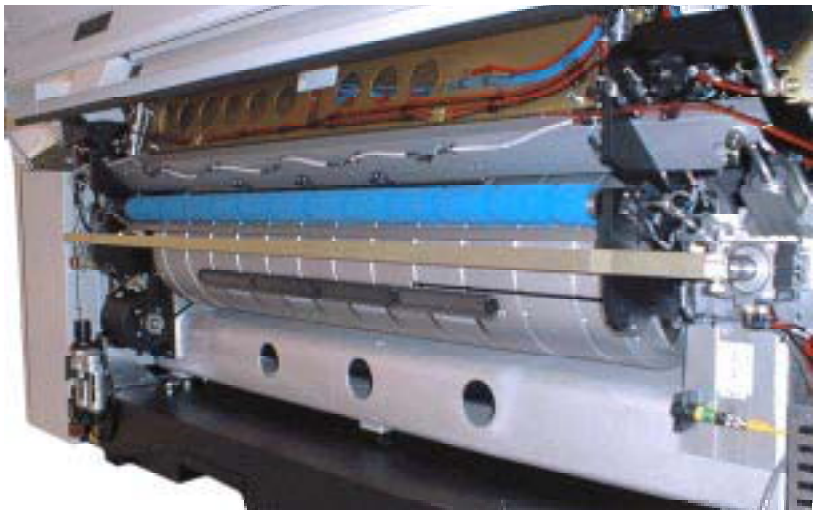


Figure 3-2: Raised Front Access Panel

CAUTION:
Be careful not to bump your head on the raised panel.

To close the front access panel:

1. Grasp the raised front access panel, and gently push downward.
2. Hold the top access panel down.
3. Rotate the lock knobs on the front access panel 90 degrees clockwise to secure the panel.

Removing and Replacing the Right-end Access Panel

You must remove the right-end access panel as part of regular output device maintenance, for example, to replace the air supply filters. There are two screws that secure this panel to the output device.

To remove the right-end access panel:

1. Turn the output device off.
2. Using a flathead screwdriver, turn each screw 90 degrees counterclockwise to release the panel.
3. Tilt the panel toward you, then lift it off its locating pins to remove it.

To replace the right-end access panel:

1. Rest the bottom of the panel on its locating pins.
2. Tilt the panel towards the output device until it is upright.
3. Using a flathead screwdriver, turn each screw 90 degrees clockwise to secure the panel.

Cleaning the Interior of the Output Device

You should perform regular maintenance on interior areas of the output device as outlined in Table 3-1 on page 3-2.

CAUTION:
Do not allow water to get inside the output device. This can result in personal injury or shock as well as damage to the equipment.

Cleaning the Edge Detection Strip

To register an image to the edge of the medium, the output device uses an edge detection algorithm. This algorithm relies on a 29.2" (741 mm) strip set into the surface of the drum inside the output device, beside the leading-edge clamps. This strip is black and non-reflective.

You must clean the edge detection strip every three months to avoid false edge detections and error messages.

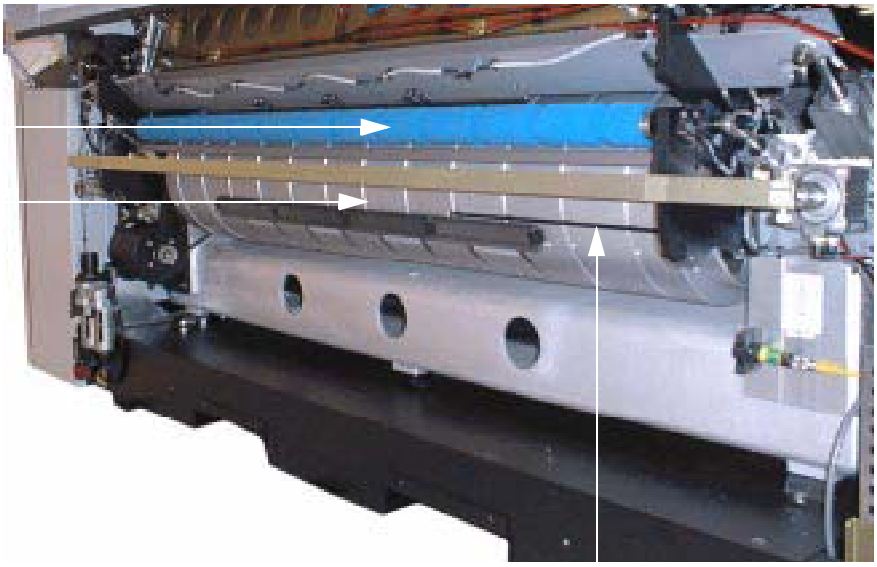


Figure 3-3: Edge Detection Strip and Drum

To clean the edge detection strip:

1. Turn the output device off.
2. Ensure the output device is not imaging a medium.
3. Open the front access panel as outlined on page 3-8.
4. Rotate the drum by hand until the edge detection strip is visible.

   See Figure 3-3 for the location of the drum and the edge detection strip.
5. Dampen a Kimwipe with a mixture of 90% isopropanol and 10% distilled water, and wipe along the strip once, in one direction only.

   Be careful not to leave any fingerprints or smudges on the strip.

   Note: Kimwipes EX-L (Extra Low-Lint) from Kimberly Clark are recommended for cleaning the edge detection strip. See *Appendix A, Part Numbers* for the part number for Kimwipes.



CAUTION:
Read and follow all precautions provided by the manufacturer of the isopropanol. Failure to do so can result in personal injury or damage to the output device.

6. Close the front access panel as outlined on page 3-9.

Cleaning the Plate Roller

You should clean the plate roller once a month. See Figure 3-3 on page 3-11 for an illustration of the location of the plate roller.



CAUTION:
Do not damage or bend the plate roller, and never put weight on it.

To clean the plate roller:

1. Turn the output device off.
2. Ensure the output device is not imaging a medium.
3. Open the front access panel as outlined on page 3-8.
4. Wipe the plate roller gently with a dry Kimwipe.

   See *Appendix A, Part Numbers* for the part number for Kimwipes.
5. Close the front access panel as outlined on page 3-9.

Replacing Air Supply Filters

There are two air filtration systems in the output device. One system filters the compressed air supplied to the output device and the other supplies cooling air to the device's internal compartments. These systems include three filters: particulate, sub-micron, and intake pre-filter. Access the filters by raising the front access panel (particulate and sub-micron) or removing the right-end access panel (intake pre-filter). You must inspect and replace these filters regularly. The output device's power and compressed air must be turned off when the compressed air supply filters are being replaced.

Frequency of Filter Replacement

Do not rely on simple visual inspection to determine when the filters should be cleaned or replaced. They can seem dirty before they need to be replaced if there is coarse dust in the immediate environment, and they can appear clean when they need to be replaced if there are smaller particulates in the air. Use the maintenance schedule in Table 3-1 on page 3-2 to determine when the filters should be replaced.

Compressed Air Supply Filters

There are two compressed air supply filters: particulate and sub-micron. You must open the front access panel in order to access these filters. These filters clean and dry the pressurized shop air that is supplied to the output device pneumatics.

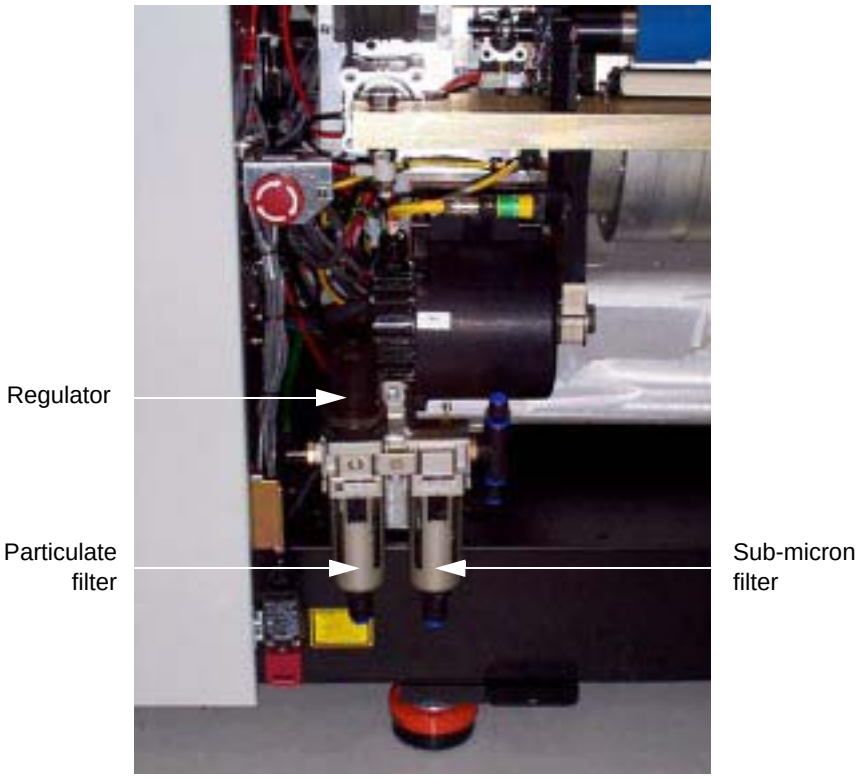


Figure 3-4: Compressed Air Supply Filter System

The compressed air filters can become clogged if they are not replaced according to the recommended schedule. Clogged filters can cause air pressure problems in the output device. If a filter is allowed to fail, contaminants can damage the air system in the output device.

Note: You must replace compressed air supply filters regularly. For information about when you should perform this task, see *Maintenance Schedule* on page 3-2.

Replacement Parts

The recommended replacement parts for the compressed air filtration system are manufactured by SMC and can be obtained from Creo Products Inc. See *Appendix A, Part Numbers* for the part numbers.

CAUTION:
Read and follow all precautions provided by the manufacturer of the filters used in the compressed air system. Failure to do so can result in personal injury or damage to the output device.

Inspecting the Compressed Air Supply Filters

You should inspect the compressed air supply filters every week.

To inspect the compressed air supply filters:

1. Turn off the output device—see *Shutting Down the Trendsetter AL* on page 2-3.
2. Open the front access panel.

   For the procedure, refer to *Opening and Closing the Front Access Panel* on page 3-8.
3. These filters are self-draining (once a certain level of liquid has accumulated) and therefore don't need to be manually drained. However, check the filter bowls for any accumulation of water or oil.

   If you find water or oil in the particulate or sub-micron filter bowl, drain the bowl and call an authorized Creo representative.

CAUTION:
Notify an authorized Creo representative immediately if you find water or oil in the filter bowls.

Shutting Off the Compressed Air

Before you can replace the compressed air supply filters, you must shut off the compressed air, letting air bleed completely out of the output device.

CAUTION:
Do not shut off the compressed air while the output device is in operation.

To shut off the compressed air:

1. Turn off the output device.

   See *Shutting Down the Trendsetter AL* on page 2-3.

2. Disconnect the air supply from the bottom-left rear of the output device.



Figure 3-5: Disconnect for Air Supply

CAUTION:
Disconnecting the compressed air will generate a lot of noise. There will be a loud rushing sound as the compressed air bleeds out of the output device.

Turning On the Compressed Air

After you replace air filters, you must reconnect the compressed air before the output device can return to normal operations. Air pressure in the output device should return to 80 psi for regular operation.

To turn the compressed air back on:

1. Reconnect the air supply to the bottom-left rear of the output device.

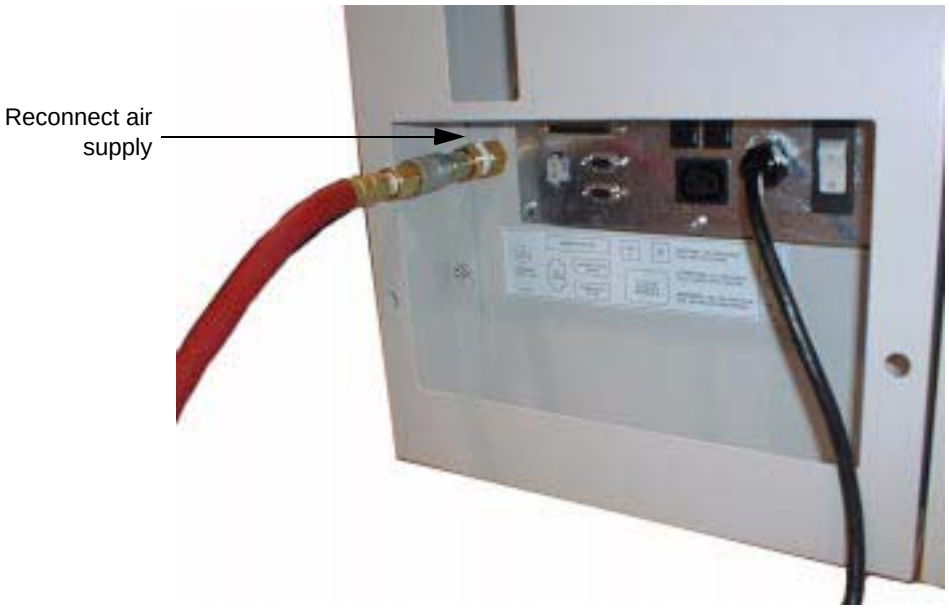


Figure 3-6: Reconnecting the Air Supply

Replacing the Particulate Filter

You should replace the particulate filter at least every three months.

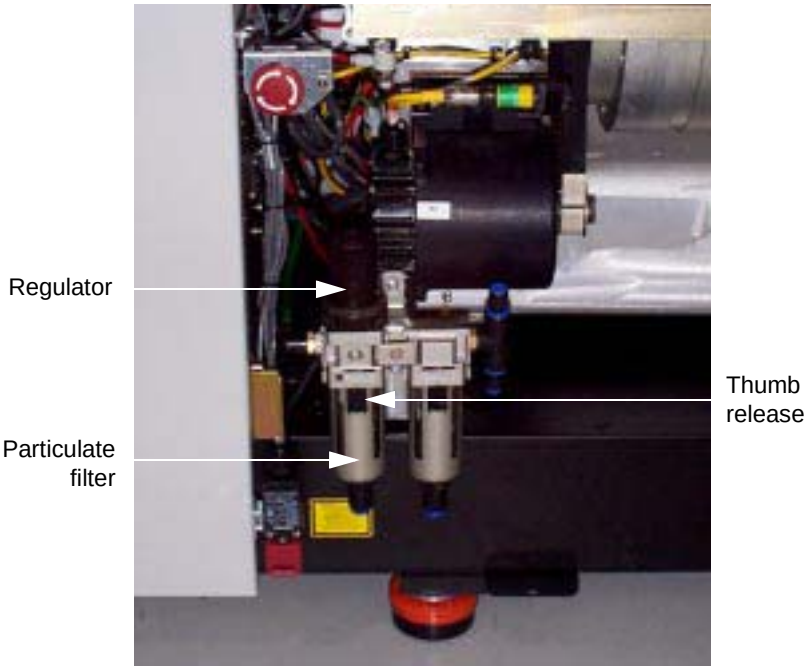


Figure 3-7: Particulate Filter

To replace the particulate filter:

1. Shut down the output device.

   See *Shutting Down the Trendsetter AL* on page 2-3.

2. Shut off the compressed air.

   See *Shutting Off the Compressed Air* on page 3-16.

WARNING:
Failure to shut off the compressed air system before replacing a compressed air filter can result in personal injury or damage to the output device.

3. Open the front access panel as outlined on page 3-8.

4. Grasp the plastic bowl and pull down the black thumb release (see Figure 3-7). Rotate the bowl slightly (in either direction) and pull down to remove it.
5. Unscrew the filter assembly by turning the black plastic disk.
6. Pull the plastic disk off the filter assembly.
7. Pull off the filter.
8. Reinstall the plastic disk on a new particulate filter.
9. Screw the new filter assembly back into the unit hand-tight.
10. Examine the plastic bowl and rubber O-ring for any damage or deterioration, and inform an authorized Creo representative if replacement is necessary.
11. Check for water or oil in the bowl.

    If there is water or oil in the bowl, notify an authorized Creo representative, and have your air supply inspected by qualified personnel.
12. Reinstall the bowl.
13. Once all filters are properly installed, turn the air supply back on.

    See *Turning On the Compressed Air* on page 3-18 for the procedure.

    The air pressure gauge on the filtration unit should read approximately 80 psi.
14. Close the front access panel as outlined on page 3-9.

Replacing the Sub-micron Filter

You should replace the sub-micron filter at least every three months.

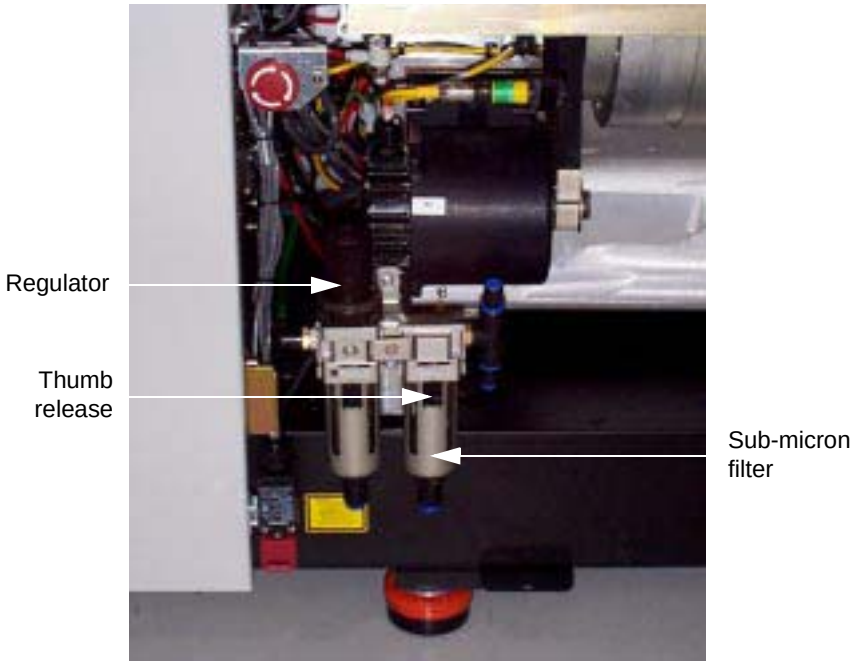


Figure 3-8: Sub-micron Filter

To replace the sub-micron filter:

1. Shut down the output device.

   See *Shutting Down the Trendsetter AL* on page 2-3.

2. Shut off the compressed air.

   See *Shutting Off the Compressed Air* on page 3-16.

WARNING:
Failure to shut off the compressed air system before replacing a compressed air filter can result in personal injury or damage to the output device.

3. Open the front access panel as outlined on page 3-8.

4. Grasp the plastic bowl and pull down the black thumb release. Rotate the bowl slightly (in either direction) and pull down to remove it.
5. Unscrew the filter assembly.

   Ensure the gasket on top of the filter is removed.
6. Install a new gasket on top of the new sub-micron filter.
7. Screw the filter assembly back into the unit hand-tight.
8. Examine the plastic bowl for any damage or deterioration, and inform an authorized Creo representative if replacement is necessary.
9. Check for water or oil in the bowl.

   If there is water or oil in the bowl, notify an authorized Creo representative, and have your air supply inspected by qualified personnel.
10. Reinstall the bowl.
11. Once all filters are properly installed, turn the air supply back on.

    See *Turning On the Compressed Air* on page 3-18 for the procedure.

    The air pressure gauge on the filtration unit should read approximately 80 psi.
12. Close the front access panel as outlined on page 3-9.

Intake Pre-filter

The intake pre-filter is located inside the right-end access panel. You should replace the filter at least every two months. In dirtier environments, replace this filter more often.



Figure 3-9: Intake Pre-filter

Replacement Parts

The recommended replacement intake pre-filter can be obtained from Creo Products Inc. See *Appendix A, Part Numbers* for the replacement part number.

Replacing the Intake Pre-filter

The intake pre-filter is white and 2" (50.8 mm) thick.

To replace the intake pre-filter:

1. Shut down the output device.

   See *Shutting Down the Trendsetter AL* on page 2-3.

2. Remove the right-end access panel of the output device as outlined on page 3-10.

3. Pull the filter out of the housing—see Figure 3-10.



Figure 3-10: Removing the Intake Pre-Filter

4. Clean the filter housing.

   You can vacuum the housing or dust it with a dry Kimwipe.

5. Install the replacement filter with the arrow pointing in.

   Be sure to install the filter in the direction indicated by the arrow (illustrated in Figure 3-10). This arrow faces inward and indicates air flow.

6. Replace the right-end access panel as outlined on page 3-10.

Replacing the Desiccant

Depending on the operating environment, the desiccant pouch (located inside the desiccant box) in the output device may need to be replaced as frequently as every two weeks. When the sensor on the desiccant box turns pink, you need to replace the desiccant pouch. Ensure that you replace the desiccant pouch on a regular basis.

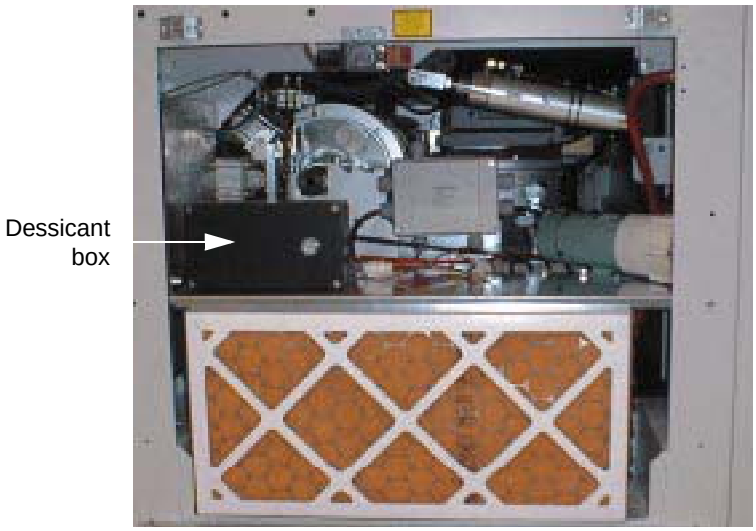


Figure 3-11: Desiccant Box

To replace the desiccant pouch:

1. Shut down the output device.

   See *Shutting Down the Trendsetter AL* on page 2-3.

2. Remove the right-end access panel as outlined on page 3-10.
3. Remove the four slotted screws in the cover of the black desiccant box.
4. Remove the cover of the desiccant box.

   The desiccant pouch is located inside the desiccant box.

5. Remove the used desiccant pouch from the box, and dispose of it.

6. Remove a new desiccant pouch from its silver foil packaging.
7. Form the new pouch to fit into the desiccant box.

   Part of the pouch will cover the screen on the fan.
8. Ensure that the seal on the desiccant box cover is not damaged, then replace the cover on the box.

   If the seal is damaged, contact an authorized Creo representative.
9. Tighten the four slotted screws to secure the cover to the desiccant box.
10. Replace the right-end access panel as outlined on page 3-10.

4 TROUBLESHOOTING

Included in This Chapter:

Operator Recoverable Errors 4-2

Error Messages and Recommended Solutions 4-4

Resetting the Abort Button 4-38

Incorrect Plate Size Loaded 4-38

Removing Stuck Media 4-38

Image Quality Problems 4-43

Power Failures 4-43

Operator Recoverable Errors

This chapter describes common errors that can occur with the output device and how to resolve them.

Operator recoverable errors usually require manual intervention to get the output device to recover and resume imaging. These errors often result in a suspend condition. For details on common error messages and recommended operator actions, see *Error Messages and Recommended Solutions* on page 4-4.

Recovering From a Suspend Condition

A suspend condition is a condition that prevents the output device from operating. A suspend condition occurs when there are errors or problems with the output device, such as a misaligned plate or a plate stuck on the drum. When a suspend condition occurs:

- The output device stops.
- The Error light on the operator interface flashes.
- A Suspend dialog box is displayed on the workstation, as shown in Figure 4-1.
- The yellow status lights (on both sides of the operator door) flash.

The information in the Suspend dialog box indicates the type of problem and suggests a course of action.



Figure 4-1: Suspend Dialog Box

The buttons in the Suspend dialog box indicate the possible courses of action. If a button is grayed out, it is not available.

Resume	Click this button to try the operation again.
Plate Removed	If you have to manually intervene to fix a problem, click this button after you remove the medium from the output device—for example, after you have manually removed a misaligned plate. **IMPORTANT:** **You must remove the medium before you click the Plate Removed button.**
Cancel Image	Click this button to terminate the current operation—for example, load, image, unload. The output device will unload the medium, if currently loaded.

Example of a Suspend Condition

Error Message	Possible Operator Actions
`Carriage: could not find edge of plate check that plate size is entered correctly`	• Click the **Cancel Image** button to cancel the image. The medium is unloaded without being imaged. • Click the **Resume** button to try to find the medium edge again. The **Plate Removed** button is not available for this suspend condition.

Error Messages and Recommended Solutions

This section describes most of the error messages that display on the workstation when problems occur with the output device. For each message, the following is provided:

- the text of the error message (displayed in the Suspend dialog box on the workstation)
- the recommended action you should take to solve the problem

IMPORTANT:
When correcting error conditions, do not open or remove output device access panels more often than is absolutely necessary. Opening access panels is unavoidable but should be kept to a minimum to reduce the accumulation of dust in and around sensitive components.

Even if you solve a problem yourself, please report any recurring errors to an authorized Creo representative. See *Appendix D, Service and Support* for Creo contact information.

Note: The output device takes up to five minutes to warm up after it has been restarted. You cannot image media while the output device is warming up.

Error Categories

Error messages in this chapter are grouped alphabetically and according to error category. See Table 4-1 on page 4-5 for a quick reference to all error categories.

Table 4-1: Error Categories

(No category)	starts on page 4-6
ALE	starts on page 4-10
Carriage	starts on page 4-19
Head	starts on page 4-23
Image	starts on page 4-30
Laser	starts on page 4-31
Messaging	starts on page 4-32
MPE Software	starts on page 4-34
Satellite	starts on page 4-34
SCSI	starts on page 4-35
Workstation Communications	starts on page 4-36

Error Category: (No category)

Error Category: (No category)	
Error Message	**Recommended Operator Action**
`Air supply below threshold`	Contaminants have damaged the air supply system in the output device. **To correct the error:** 1. Check your air supply system. 2. Call an authorized Creo representative immediately to report the error.
`Command received for idle image ID`	**To correct the error:** 1. Reboot the workstation. For instructions, see the *Microsoft Windows NT Workstation System Guide*. 2. Shut down the output device as outlined on page 2-3. 3. Start the output device—see page 2-2 for instructions. 4. Start the workstation software. See your workstation software user guide for details. 5. If the error happens more than once, call an authorized Creo representative to report it.

Error Category: (No category)	
Error Message	**Recommended Operator Action**
`Maximum active image commands surpassed`	**To correct the error:** 1. Reboot the workstation. For instructions, see the *Microsoft Windows NT Workstation System Guide*. 2. Shut down the output device as outlined on page 2-3. 3. Start the output device—see page 2-2 for instructions. 4. Start the workstation software. See your workstation software user guide for details. 5. If the error happens more than once, call an authorized Creo representative to report it.
`Resolution specified is not available`	You may have the output device configured to use resolutions that are not available. **To correct the error:** • Configure the workstation software to use a valid resolution. To determine which resolutions are available to you, see your workstation software user guide.
`Resume or clear received when not suspended`	You can safely ignore this message.

Error Category: (No category)	
Error Message	**Recommended Operator Action**
`Specified image ID is already active`	**To correct the error:** 1. Reboot the workstation. For instructions, see the *Microsoft Windows NT Workstation System Guide*. 2. Shut down the output device as outlined on page 2-3. 3. Start the output device—see page 2-2 for instructions. 4. Start the workstation software. See your workstation software user guide for details. 5. If the error happens more than once, call an authorized Creo representative to report it.

Error Category: (No category)	
Error Message	**Recommended Operator Action**
`Too many characters in command string`	**To correct the error:** • Ensure the computer serial i/f is connected to the correct port on the workstation.
`Workstation communications lost`	This error is reported every 30 seconds while it persists. **To correct the error:** 1. Ensure the computer serial i/f is connected to the correct port on the workstation. 2. If the cable is connected properly, reboot the workstation. For instructions, see the *Microsoft Windows NT Workstation System Guide*. 3. Shut down the output device as outlined on page 2-3. 4. Start the output device—see page 2-2 for instructions. 5. Start the workstation software. See your workstation software user guide for details. 6. If this error does not go away, report the details to an authorized Creo representative.

Error Category: ALE

Error Category: ALE	
Error Message	**Recommended Operator Action**
`AL sw error: invalid parameter file <file name> line <line number>`	Call an authorized Creo representative to report the error.
`Cassette bay empty`	The output device expects media to be on the load table, but no media are there. **To correct the error:** 1. Stack the media you want to image on the load table. The media must be the same size, and slip sheets must be removed either before or after you stack the media on the load table. 2. In the Suspend dialog box on the workstation, click the **Resume** button.
`Load ramp timed out moving out`	The load ramp inside the output device was unable to move away from the drum. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`Picker obstructed by picker in`	The picker is the part of the output device that grabs the next media to load from the load table. This message indicates the picker cannot grab a plate or film. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.

Error Category: ALE	
Error Message	**Recommended Operator Action**
`Picker obstructed by separator`	The picker grabs the next media to load from the load table on the output device. Two arms on the load table separate the next plate or film for automatic loading from other media stacked on the table. This message indicates the media separator arms are inhibiting picker movement. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`Picker timed out moving down`	On the output device, the picker grabs the next medium to load from the load table. This message indicates the picker was not able to grab a plate or film as it was moving down. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`Picker timed out moving out`	The picker on the output device grabs the next medium to load from the load table. This message indicates the picker was not able to grab a plate or film as it was moving out. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.

Error Category: ALE	
Error Message	**Recommended Operator Action**
`Picker timed out moving up`	The picker grabs the next medium to load from the load table. This message indicates the picker was not able to grab a plate or film as it was moving up. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`Plate still on unload table, can't unload`	The output device was unable to move a plate from the unload table to the plate processor. **To correct the error:** 1. Ensure the plate processor is turned on. If the processor power is off, turn it on. 2. Check whether the plate is stuck between the unload table and processor. 3. If the plate is stuck, remove it. See *Removing Stuck Media* on page 4-38. 4. Manually feed the plate into the processor. 5. In the Suspend dialog box on the workstation, click the **Resume** button.
`Please close access door`	An access panel is either opened or has been removed. The output device cannot load media while access panels are opened or removed. **To correct the error:** 1. Close or replace the access panel. 2. In the Suspend dialog box on the workstation, click the **Resume** button several times. 3. If the output device does not return to normal operations, call an authorized Creo representative.

Error Category: ALE	
Error Message	**Recommended Operator Action**
`Please close plate cover`	The output device cannot load or image media while the operator door and/or manual bypass panel are open. **To correct the error:** 1. Close the manual bypass panel and the operator door. 2. In the Suspend dialog box on the workstation, click the **Resume** button. **IMPORTANT:** **If this error persists, report the details to an authorized Creo representative.**
`Please remove plate from unload table`	The output device was unable to move a plate from the unload table to the plate processor. **To correct the error:** 1. If the plate is stuck, remove it. See *Removing Stuck Media* on page 4-38. 2. Manually feed the plate into the processor. 3. In the Suspend dialog box on the workstation, click the **Resume** button.
`Separator obstructed by picker`	On the output device load table, two arms separate the next medium for automatic loading from other media stacked on the load table. The picker is the part of the output device that grabs the next plate or film to load from the load table. This message indicates the picker is preventing movement of the medium separator arms. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.

Error Category: ALE	
Error Message	**Recommended Operator Action**
`Separator timed out moving out`	On the output device load table, two separator arms select the next medium for automatic loading from other media stacked on the load table. This message indicates the separator arms are not working correctly. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`STEP: axis 2 aborted while moving`	The abort button on the output device has accidentally been pushed. The output device cannot load media while the abort button is activated. **To correct the error:** 1. Release the abort button on the output device. See *Resetting the Abort Button* on page 4-38 for details. 2. In the Suspend dialog box on the workstation, click the **Resume** button several times. 3. If the output device does not return to normal operations, call an authorized Creo representative.
`STEP: axis 2 already moving`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operation, remove the medium from the unload table. 3. In the Suspend dialog box, click the **Plate Removed** button in the Suspend dialog box. **IMPORTANT:** **If this error persists, report the details to an authorized Creo representative.**

Error Category: ALE	
Error Message	**Recommended Operator Action**
`STEP: axis 2 AWAY limit switch is active`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`STEP: axis 2 communication error`	**To correct the error:** 1. Remove the plate from the unload table. 2. In the Suspend dialog box on the workstation, click the **Plate Removed** button. **IMPORTANT:** **If this error does not go away, report the details to an authorized Creo representative.**
`STEP: axis 2 distance must be positive`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, select **Reset Platesetter Recorder** from the **System** menu in the workstation software. **IMPORTANT:** **If the error does not go away, call an authorized Creo representative.**
`STEP: axis 2 distance out of range`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, select **Reset Platesetter Recorder** from the **System** menu in the workstation software. **IMPORTANT:** **If the error persists, call an authorized Creo representative.**

Error Category: ALE	
Error Message	**Recommended Operator Action**
`STEP: axis 2 HOME limit switch is active`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`STEP: axis 2 initialization error`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, select **Reset Platesetter Recorder** from the **System** menu in the workstation software. **IMPORTANT:** **If the error does not go away, call an authorized Creo representative.**
`STEP: axis 2 is busy`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`STEP: axis 2 not initialized`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, select **Reset Platesetter Recorder** from the **System** menu in the workstation software. **IMPORTANT:** **If the error does not go away, call an authorized Creo representative.**

Error Category: ALE	
Error Message	**Recommended Operator Action**
`STEP: axis 2 SW error: invalid PARAMETER`	Call an authorized Creo representative to report details of the error.
`STEP: axis 2 SW error: invalid STATE`	Call an authorized Creo representative to report details of the error.
`STEP: axis 2 timed out while aborting`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, select **Reset Platesetter Recorder** from the **System** menu in the workstation software. **IMPORTANT:** **If the error does not go away, call an authorized Creo representative.**
`STEP: axis 2 timed out while homing`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`STEP: axis 2 timed out while moving`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button several times. 2. If the output device does not return to normal operations, call an authorized Creo representative.
`Timeout waiting for QSPI system to initialize, stepper drive task startup failed`	Call an authorized Creo representative to report details of the error.

Error Category: ALE	
Error Message	**Recommended Operator Action**
`Unload table timed out moving down`	The unload table on the output device was unable to lower to a horizontal position. It must be horizontal in order to send plates to a plate processor or stacker. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, ensure nothing is preventing the unload table from moving down. 3. If there is an obstruction, remove it. Or: If there isn't an obstruction, call an authorized Creo representative.
`Unload table timed out moving up`	The unload table on the output device was unable to move into an upright position. It must be upright in order for imaged plates to be unloaded. **To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the output device does not return to normal operations, ensure nothing is preventing the unload table from moving up. 3. If there is an obstruction, remove it. Or: If there isn't an obstruction, call an authorized Creo representative.
`Wrong plate size`	The output device attempted to load a medium that was a wrong size. When the output device determined that the plate or film size was wrong, it ejected it. **To correct the error:** 1. Remove the medium from the load table. 2. Load a plate or film of the correct size onto the load table.

Error Category: Carriage

Error Category: Carriage	
Error Message	**Recommended Operator Action**
`Could not find edge of plate Check that plate size is entered correctly`	**To correct the error:** 1. Ensure that the medium was loaded with the side to be imaged (the emulsion side) facing up. 2. Make sure the medium was loaded in the correct position on the load ramp. 3. Determine whether the medium you loaded was the correct size. 4. If the medium is the correct size, try loading it again. 5. If this error does not go away, report the details to an authorized Creo representative.
`Did not reach target speed`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. When convenient, call an authorized Creo representative to report the error.
`Limit switches reporting carriage is both HOME and AWAY`	**To correct the error:** 1. Open the front access panel on the output device. See *Accessing the Interior of the Output Device* on page 3-7 for the procedures. 2. Check to see if there are any slip sheets, media, or debris stuck around the exposure head inside the output device. 3. If there are slip sheets, media, or debris, remove the foreign material, and try to image the media again. See *Removing Stuck Media* on page 4-38. Or: If there are no slip sheets, media, or debris, write down the error message, and call an authorized Creo representative.

Error Category: Carriage	
Error Message	**Recommended Operator Action**
`Operation timed out`	**To correct the error:** 1. Click either the **Resume** or **Cancel Image** button in the Suspend dialog box on the workstation. 2. Report the error message to an authorized Creo representative. **IMPORTANT:** **Your output device may need servicing.**
`Stuck in AWAY position`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the workstation reports the error again, click the **Cancel Image** button in the Suspend dialog box. 3. Reboot the workstation. For instructions, see the *Microsoft Windows NT Workstation System Guide*. 4. Shut down the output device as outlined on page 2-3. 5. Start the output device—see page 2-2 for instructions. 6. Start the workstation software. See your workstation software user guide for details. The error may go away temporarily. 7. Call an authorized Creo representative to report the error. **IMPORTANT:** **Your output device may need servicing.**

Error Category: Carriage	
Error Message	**Recommended Operator Action**
`Stuck in HOME position`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If the workstation reports the error again, click the **Cancel Image** button in the Suspend dialog box. 3. Reboot the workstation. For instructions, see the *Microsoft Windows NT Workstation System Guide.* 4. Shut down the output device as outlined on page 2-3. 5. Start the output device—see page 2-2 for instructions. 6. Start the workstation software. See your workstation software user guide for details. The error may go away temporarily. 7. Call an authorized Creo representative to report the error. **IMPORTANT:** **Your output device may need servicing.**

Error Category: Carriage	
Error Message	**Recommended Operator Action**
`Unexpectedly arrived at AWAY position`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click either the **Resume** or **Cancel Image** button. The output device should recover automatically from the error. 2. Check the medium for image artifacts. 3. Even if you do not find any artifacts, call an authorized Creo representative to report the error. **IMPORTANT:** **Your output device may need servicing.**
`Unexpectedly arrived at HOME position`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click either the **Resume** or **Cancel Image** button. The output device should recover automatically from the error. 2. Check the medium for image artifacts. 3. Even if you do not find any artifacts, call an authorized Creo representative to report the error. **IMPORTANT:** **Your output device may need servicing.**

Error Category: Head

Error Category: Head	
Error Message	**Recommended Operator Action**
`All retries failed on chnl 0`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`All retries failed on chnl 1`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Break detected, exposure head has reset`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.

Error Category: Head	
Error Message	**Recommended Operator Action**
`Command timed out`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Couldn't find plate edge due to dirty edge strip on drum`	The edge detection strip is too dirty to perform a proper medium edge detection. Depending on the severity of the problem, the output device may succeed if you try to resume the operation. **To try the edge detection again:** 1. Clean the edge detection strip. See *Cleaning the Edge Detection Strip* on page 3-11 for details. 2. In the Suspend dialog box on the workstation, click the **Resume** button. The Suspend dialog box is no longer displayed, and the output device tries the edge detection procedure again. If the retry fails as well, the Suspend dialog box is displayed again. 3. If the edge detection fails again after you clean the edge detection strip, call an authorized Creo representative to report the error.

Error Category: Head	
Error Message	**Recommended Operator Action**
`Datalink failed while retrying send`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Datalink synchronization lost`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Datalink timed out waiting for break`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it. **IMPORTANT: Your output device may need servicing.**

Error Category: Head	
Error Message	**Recommended Operator Action**
`Did not signal end of initialization`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Focus error detected at <distance> inches while imaging Check plate for artifacts`	This error can be caused by: • dents in a plate • an improperly loaded medium • an image running off the edge of the medium (that is, the image is wider than the medium) **To correct the error:** 1. Inspect the medium closely for image artifacts. 2. Try imaging again using a new medium of the correct size. 3. If the error keeps happening, call an authorized Creo representative.

Error Category: Head	
Error Message	**Recommended Operator Action**
`Incorrect light level at start of edge detection Check plate if plate size entered too small`	**To correct the error:** 1. Make sure the medium was loaded in the correct position. 2. Check the plate type information in the workstation software to ensure the medium size listed on the workstation matches the size you loaded. 3. If the medium sizes match, click the **Resume** button in the Suspend dialog box on the workstation to resume imaging. Or: If the medium sizes do not match: Click the **Cancel Image** button in the Suspend dialog box, and modify the medium size as needed. See your workstation software user guide for details on modifying the medium size. Or: Load a different-sized medium onto the output device.
`Is not responding`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.

Error Category: Head	
Error Message	**Recommended Operator Action**
`Laser beam positioning not stable yet`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Cancel Image** button. 2. Submit the file to the output device again. See your workstation software user guide for details. 3. If the error keeps happening, call an authorized Creo representative immediately.
`Sync lost on chnl 0`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Sync lost on chnl 1`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.

Error Category: Head	
Error Message	**Recommended Operator Action**
`Task received unexpected head message <mailbox>, message code <msgtype>h`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.
`Won't come online`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Even if the output device recovers from the error, call an authorized Creo representative to report it.

Error Category: Image

Error Category: Image	
Error Message	**Recommended Operator Action**
`Plate exposed by open door`	An access panel was opened or removed while the output device was imaging a medium. **To correct the error:** 1. If the Suspend dialog box is displayed on the workstation, click the **Resume** or **Cancel Image** button. 2. Close or replace the access panel. The output device should recover from this error automatically. The medium in the output device at the time will be marked as a reject.
`PHI buffer overflow while imaging Check plate for artifacts`	**To correct the error:** 1. Check the medium for image artifacts. 2. If the error keeps happening, call an authorized Creo representative to report it.

Error Category: Laser

Error Category: Laser	
Error Message	**Recommended Operator Action**
`Cannot continue, laser is not ready`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. 2. If this message is displayed again, wait 30 seconds and click the **Resume** button again. 3. Repeat step 2 until the output device restarts. When the output device has recovered from the error, the message log on the workstation will display the following message: `Laser is ready` For details on the message log, see your workstation software user guide.
`Communication error: Laser is busy`	**To correct the error:** • In the Suspend dialog box on the workstation, click the **Resume** button. The output device should recover and start imaging media. **If the error happens again:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. If your output device does not recover from the error, call an authorized Creo representative.

Error Category: Messaging

Error Category: Messaging	
Error Message	**Recommended Operator Action**
`One or both plate dimensions too large`	For details on the following procedures, see your workstation software user guide. **To correct the error:** 1. Check the plate type information to ensure the medium size listed on the workstation matches the size you loaded. 2. If the medium sizes match, click the **Resume** button in the Suspend dialog box on the workstation to resume imaging. Or: If the medium sizes don't match: Click the **Cancel Image** button in the Suspend dialog box, and modify the medium size as needed. Or: Load a different-sized medium onto the output device.
`Media type out of range`	For details on the following procedures, see your workstation software user guide. **To correct the error:** 1. From the **Trendsetter** menu in the workstation software, select **Media Configuration**. The Media Configuration dialog box is displayed. 2. Ensure the media type is listed under **Available Media**. 3. Record the error message, and call an authorized Creo representative to report it.

Error Category: Messaging	
Error Message	**Recommended Operator Action**
`One or both plate dimensions too small`	For details on the following procedures, see your workstation software user guide. **To correct the error:** 1. Check the plate type information to ensure the medium size listed on the workstation matches the size you loaded. 2. If the medium sizes match, click the **Resume** button in the Suspend dialog box on the workstation to resume imaging. Or: If the medium sizes don't match, either: Click the **Cancel Image** button in the Suspend dialog box, and modify the medium size as needed. Or: Load a different-sized medium onto the output device.

Error Category: MPE Software

Error Category: MPE Software	
Error Message	**Recommended Operator Action**
`Image shutdown error`	You may notice that this error happens only with certain medium sizes and/or separations. The medium was probably imaged correctly and may still be usable. **To correct the error:** 1. In the Suspend dialog box on the workstation, click either the **Resume** or **Cancel Image** button. 2. Call an authorized Creo representative to report the error.
`AL Sched: pick sync error`	The output device has been reset and should recover automatically. Call an authorized Creo representative to report the error.
`AL Sched: unload sync error`	The output device has been reset and should recover automatically. Call an authorized Creo representative to report the error.

Error Category: Satellite

Error Category: Satellite	
Error Message	**Recommended Operator Action**
`<Satellite Board> Error: <Output Name>`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click the **Resume** button. The output device may recover automatically. 2. Even if it does, contact an authorized Creo representative to report the error.

Error Category: SCSI

Error Category: SCSI	
Error Message	**Recommended Operator Action**
`SCSI bus reset while imaging`	**To correct the error:** 1. In the Suspend dialog box on the workstation, click either the **Resume** or **Cancel Image** button. The output device should recover and normal operation may continue, but the current medium will be marked rejected. 2. Call an authorized Creo representative to report the error.
`SCSI parity error while imaging Check plate for artifacts`	**To correct the error:** 1. Check the medium for image artifacts. 2. If you find image artifacts, or if you think artifacts might be on the medium but are not visible, reimage the medium.

Error Category: Workstation Communications

Error Category: Workstation Communications	
Error Message	**Recommended Operator Action**
`Abort received when no command active`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. If the error happens again, call an authorized Creo representative.
`Door is open`	An output device access panel is either opened or removed. The output device cannot image media when a panel is opened or removed. **To correct the error:** • Close or replace all output device access panels.
`ABORT switch on`	The abort button on the output device has accidentally been pushed. The output device cannot image media while the abort button is activated. **To correct the error:** • Release the abort button to continue operations. See *Resetting the Abort Button* on page 4-38 for details.

Error Category: Workstation Communications	
Error Message	**Recommended Operator Action**
`Abort request not heeded within timeout, possible hung subsystem`	**To correct the error:** 1. Shut down the output device as outlined on page 2-3. 2. Reboot the workstation. See the *Microsoft Windows NT Workstation System Guide*. 3. Start the output device—see page 2-2 for instructions. 4. Call an authorized Creo representative to report the details of this error.
`Resolution does not exist`	This error message can happen routinely when you start the workstation. You can safely ignore this message.
`Image too wide for plate`	For details on the following procedures, see your workstation software user guide. **To correct the error:** 1. Ensure the medium size loaded is the size defined in the file you sent to the output device to be imaged. 2. If the medium size is correct, the error could be a problem with the workstation software or the PostScript file. Or: If the medium size is incorrect, click the **Cancel Image** button in the Suspend dialog box, and modify the medium size as needed. 3. Record the medium separation color(s) that had the error. 4. Call an authorized Creo representative to report the error.

Resetting the Abort Button

If you accidentally press the abort button, you must reset it in order for the output device to resume normal operations.

To reset the abort button:

- Turn the abort button clockwise.

Incorrect Plate Size Loaded

If an incorrect plate size is loaded, the plate(s) will be unloaded automatically onto the load table. You must remove the ejected plates, and load the correct size of plate. See *Chapter 2, Regular Operations* for details on loading media.

Removing Stuck Media

On occasion, a medium may get stuck on the drum as a result of an output device error. You have to remove the stuck medium before the output device can return to normal operation.

If an output device error occurs while a medium is being loaded onto or unloaded from the drum, the partially loaded medium must be removed, and the trailing-edge clamps may have to be manually placed in their park position on the drum. See *Repositioning the Trailing-Edge Clamps* on page 4-40.



CAUTION:
Plate edges are sharp. Failure to wear protective gloves can result in personal injury.

To remove a medium from the drum:

1. Open the front access panel.

   See *Accessing the Interior of the Output Device* on page 3-7.

2. Put on protective gloves.

   Protective gloves should be clean and lint-free to ensure the interior of the output device is kept clean.

3. If the plate or film is held by the trailing-edge clamps, slide the clamps off the medium. Otherwise, skip this step.

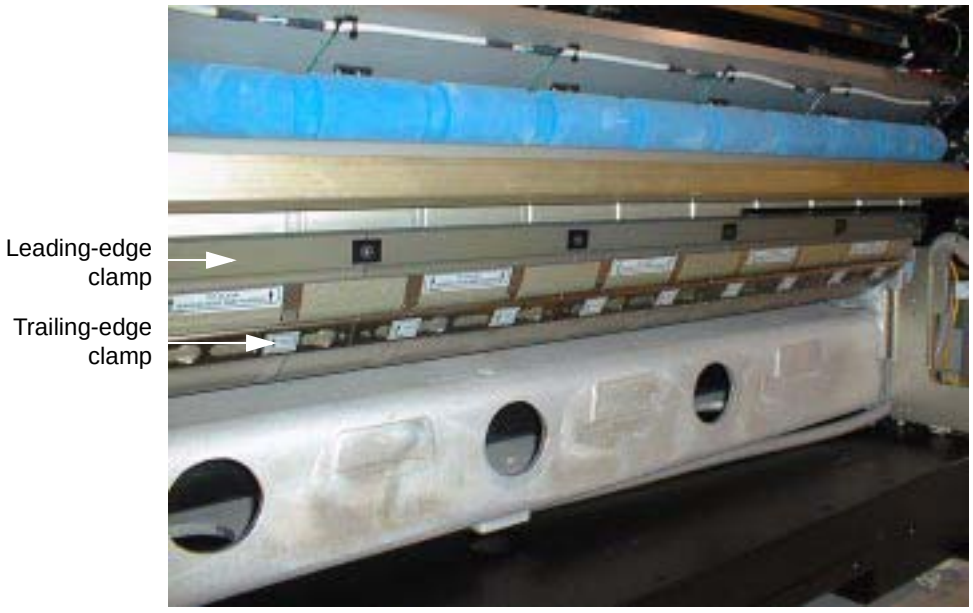


Figure 4-2: Trailing-Edge Clamp and Leading-Edge Clamp

4. Rotate the drum by hand, while guiding the trailing edge of the medium straight out the front of the output device, until the leading-edge clamps can be reached.

5. Fold over the corners of the free end of the medium.

6. Grasp the folded corners of the medium and pull firmly until it comes free of the leading-edge clamps.

7. Inspect the edges of the removed medium.

   If material is missing, it may be under the leading edge clamps.

8. Open each leading-edge clamp, and inspect for debris in the clamp.
9. In the Suspend dialog box on the workstation, click the **Resume** button.

   Another Suspend dialog box is displayed, indicating that the trailing-edge clamps must be placed in the park position. If the second Suspend dialog box is not displayed, go to step 11.
10. Reposition the trailing-edge clamps.

    See *Repositioning the Trailing-Edge Clamps.*
11. Close the top access panel.

    See *Accessing the Interior of the Output Device* on page 3-7 for the procedures.

Repositioning the Trailing-Edge Clamps

Use the following procedure to reposition the trailing-edge clamps. For example, when:

- You moved the clamps in order to remove a medium from the drum.
- The clamps were dropped by the output device.
- The following error message is displayed in the Suspend dialog box on the workstation:

```
Move clamps to park position, then select RESUME
```



Figure 4-3: Trailing-Edge Clamp and Leading-Edge Clamp

CAUTION:
Avoid pinching your fingers between the trailing-edge clamps and the drum.

To reposition the Trailing-edge clamps:

1. Open the front access panel as outlined on page 3-7.
2. If there is a medium on the drum, remove it.

   See *Removing Stuck Media* on page 4-38 for the procedure.
3. Rotate the drum by hand until the trailing-edge clamps are visible at the front of the output device.

CAUTION:
When placing or sliding a trailing-edge clamp on the drum, always ensure the steel tabs on the clamps are centered on the steel straps on the drum. The clamp tabs can damage the drum surface if the tabs are not aligned properly.

4. Slide the trailing-edge clamps up along the drum until they touch the leading-edge clamps.

   If the clamps have come off the drum, place them against the leading-edge clamps.

   a. Ensure the **S** or **N** on each clamp matches the **S** or **N** on the drum.

   b. Ensure the direction of the arrows on the clamps aligns with the arrows on the drum.

5. Verify that the trailing-edge clamps are evenly spaced.

   The gaps between the trailing-edge clamps should be aligned with the gaps in the leading-edge clamps above them.

6. Verify that the trailing-edge clamps are installed in a straight line and are parallel to and touching the leading-edge clamps.

7. Verify that the trailing-edge clamp labels alternate between **S** and **N**.

8. Close the front access panel as outlined on page 3-7.

9. In the Suspend dialog box on the workstation, click the **Resume** button.

10. If the output device suspends again with one of the following messages, check the clamp alignment and adjust if necessary:

    ```
    Timeout moving TE cylinder
    TE failed to lock
    TE clamps not on actuator/drum
    ```

Image Quality Problems

If you experience any image quality problems, call an authorized Creo representative immediately.

Power Failures

A power failure is anything that causes power to be removed from the output device without the device first going through an orderly shutdown.

The workstation is equipped with an Uninterrupted Power Supply (UPS) that gives it time to shut itself down in an orderly fashion when power fails.

The output device does not have such protection and turns off immediately. It remembers its last state and, if nothing changed while it was powered down, it attempts to recover when power is restored.

Sometimes automatic recovery is not possible. This occurs, for example, if the power fails when a plate is partially on the drum. In this case a Suspend dialog box is displayed on the workstation. You must remove the plate. See *Removing Stuck Media* on page 4-38.

When a power failure occurs, it is recommended that you turn off the output device using the power switch shown in Figure 2-1 on page 2-2. Once power has been restored, you can turn on the output device again.

Tripped Circuit Breakers

If the output device will not start properly, it may be because a circuit breaker has tripped. If this happens, the center tab on the circuit breaker will have popped out. Reset tripped circuit breakers by pressing the center tab back in.

The main rocker-type power switch is also a circuit breaker that returns to the OFF position when tripped. To reset, press to the ON position (0 is OFF; 1 is ON). See Figure 4-4.



Figure 4-4: Reset Power Switch

To reset a tripped circuit breaker:

1. Lift the small panel on the left-end access panel.

   The circuit breaker panel is located under this panel. For a diagram of the label that illustrates the circuit breakers, see Figure B-23 on page B-17.



Figure 4-5: Circuit Breaker Panel

2. Press in the center tab of the circuit breaker that has popped out.
3. Restart the output device.

   See *Starting the Trendsetter AL System* on page 2-2 for more information. This resets the output device. If the output device does not start properly, call an authorized Creo representative.

Loss of Air Pressure in the Output Device

Compressed air is supplied to the output device from an external air compressor. If a power failure also affects the air compressor, air pressure is slowly lost inside the output device. If this happens, call an authorized Creo representative for assistance.

A

PART NUMBERS

Included in This Appendix:

Parts List A-2

Parts List

Description	Creo Part Number	Wilkerson Part Number
Intake pre-filter	55-0557	N/A
Kimwipes EX-L (Extra Low-Lint) from Kimberly Clark—4.5" x 8" size	89-0700	N/A
Kimwipes EX-L (Extra Low-Lint) from Kimberly Clark—15" x 17" size	89-0030	N/A

Description	Creo Part Number	SMC Part Number
Particulate Filter replacement kit; coarse 5 micron, TS4	55-0760	NAW3000-1R
Sub-micron Filter replacement kit; micro-mist 0.01 micron, TS4	55-0759	NAFD3000-1R

B

LABELS

Included in This Appendix:

Overview B-2

Labels on the Power Box B-3

Internal Laser Safety Labels B-7

Safety Labels B-11

Overview

This appendix contains information about the labels on the output device. The labels are intended to assist you in safely operating your output device. All the labels described are operator accessible and most are located inside the output device access panels (within the overall interlocked protective housing).

For an illustration of	Go to
Identification Label	page B-4
Class 1 Laser Product Label	page B-5
CDRH Certification Label	page B-5
Noninterlocked Panel Danger Label	page B-6
Exposure Head Aperture Label	page B-8
Class 4 Laser Product Label	page B-8
Laser Hazard Warning Label	page B-9
Exposure Head Radiation Output Label	page B-9
Door Interlock Danger Label	page B-10
High Leakage Current Label	page B-12
CE Label	page B-12
CSA NRTL/C Label	page B-13
AC Outlet/Maximum Air Pressure/Bulkhead Label	page B-13
FCC Certification Label	page B-14
VCCI Label	page B-13
Static Discharge Caution Label	page B-15
Hot Surface Caution Label	page B-15

For an illustration of	Go to
Hand Protection Caution Label	page B-16
Circuit Breaker Label	page B-17
Beware of Moving Parts Label	page B-17

Labels on the Power Box

The labels located on the power box (bottom-right corner, on the rear of the output device) are shown in Figure B-1. These are the:

- Identification label
- Class 1 Laser Product label
- CDRH Certification label

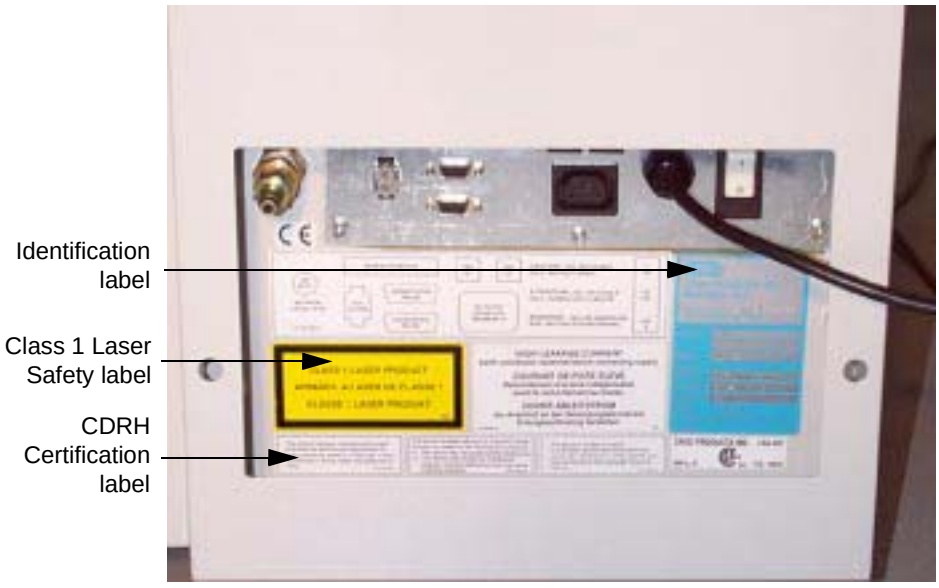


Figure B-1: Labels on the Power Box

Identification Label

The Identification label is located on the bottom-right corner, on the rear of the output device, as shown in Figure B-1 on page B-3.

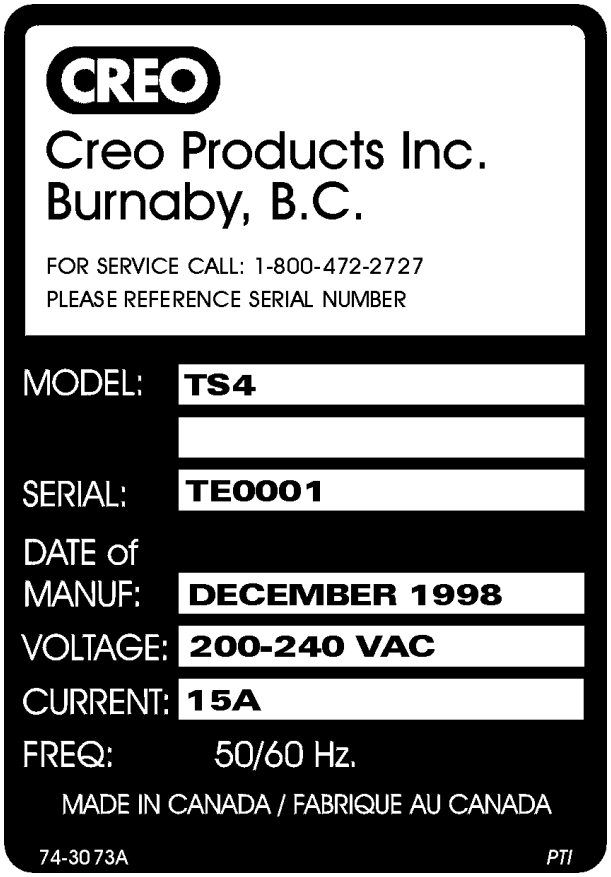


Figure B-2: Identification Label

Class 1 Laser Product Label

The Class 1 Laser Product laser safety label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-1 on page B-3.



Figure B-3: Class 1 Laser Product Label

CDRH Certification Label

The CDRH Certification label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-1 on page B-3.

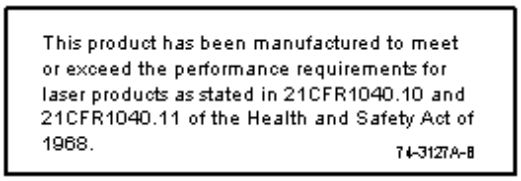


Figure B-4: CDRH Certification Label

Noninterlocked Panel Danger Label

The Noninterlocked Panel Danger laser safety label is located in five places:

- at both ends of the rear panel, under the load table
- at both ends of the front access panel, under the load table
- on the reservoir panel located behind the fan box, under the rear panel.



Figure B-5: Noninterlocked Panel Danger Label

Internal Laser Safety Labels

The internal laser safety labels are located on the exposure head, as shown in Figure B-6. These are the:

- Exposure Head Aperture label
- Class 4 Laser Product label
- Laser Hazard Warning label
- Exposure Head Radiation Output label

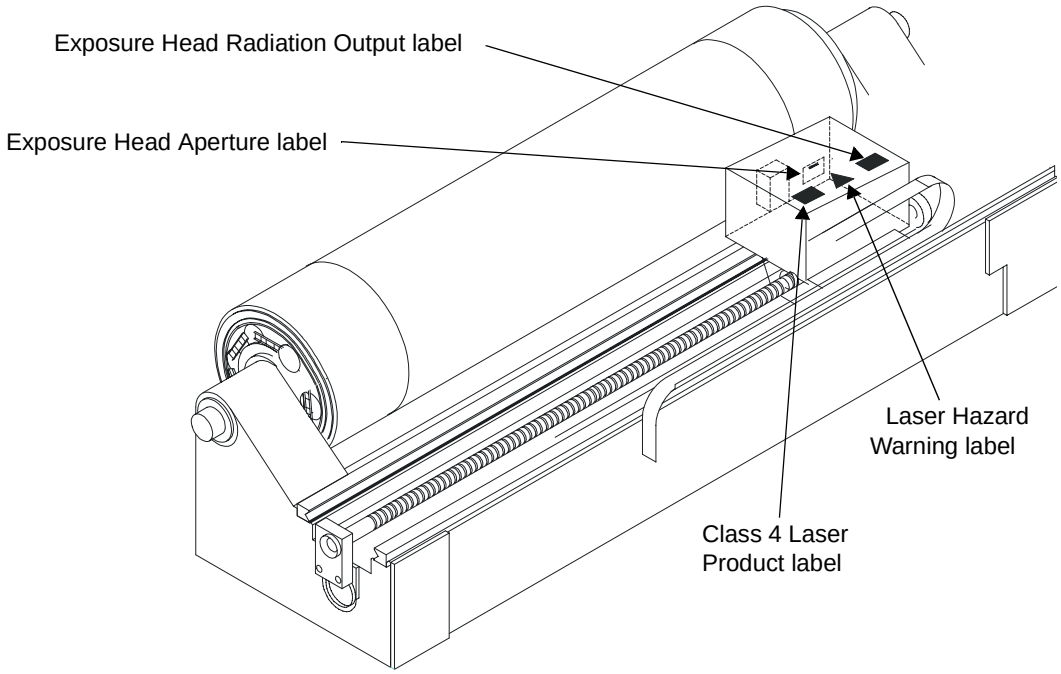


Figure B-6: Internal Laser Safety Labels

Exposure Head Aperture Label

The Exposure Head Aperture laser safety label is located on the front of the exposure head protective housing, adjacent to the shutter and aperture. Refer to Figure B-6 on page B-7 for an illustration showing the location.



Figure B-7: Exposure Head Aperture Label

Class 4 Laser Product Label

The Class 4 Laser Product laser safety label is located on the top of the exposure head protective housing. Refer to Figure B-6 on page B-7 for an illustration showing the location.



Figure B-8: Class 4 Laser Product Label

Laser Hazard Warning Label

The Laser Hazard Warning laser safety label is located on the top of the exposure head protective housing. Refer to Figure B-6 on page B-7 for an illustration showing the location.

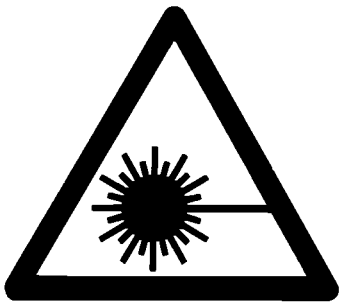


Figure B-9: Laser Hazard Warning Label

Exposure Head Radiation Output Label

Depending upon whether the exposure head is 40W or 24W, one of the following radiation output laser safety labels is located on the top of the exposure head protective housing, beside the Laser Hazard Warning label. Refer to Figure B-6 on page B-7 for an illustration showing the location.



Figure B-10: Exposure Head Radiation Output Label—40W

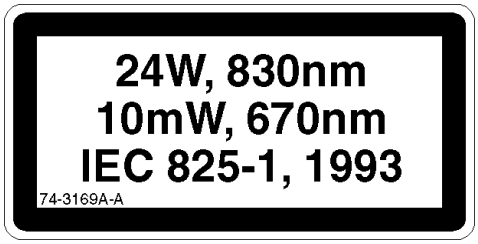


Figure B-11: Exposure Head Radiation Output Label—24W

Door Interlock Danger Label

The Door Interlock Danger laser safety label is located beside the safety interlock switches inside the overall interlocked protective housing of the exposure head.



Figure B-12: Door Interlock Danger Label

Safety Labels

Safety labels are located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13. These are the:

- High Leakage Current label
- CE label
- CSA NRTL/C label
- AC Outlet/Maximum Air Pressure/Bulkhead label
- FCC Certification label
- VCCI label
- Static Discharge Caution label
- Hot Surface Caution label
- Hand Protection Caution label
- Circuit Breaker label

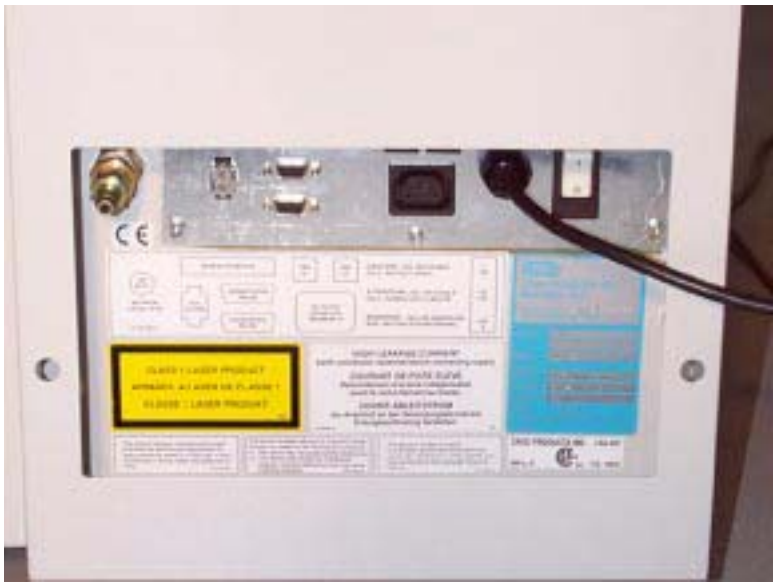


Figure B-13: Safety Labels

High Leakage Current Label

The High Leakage Current label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13 on page B-11.

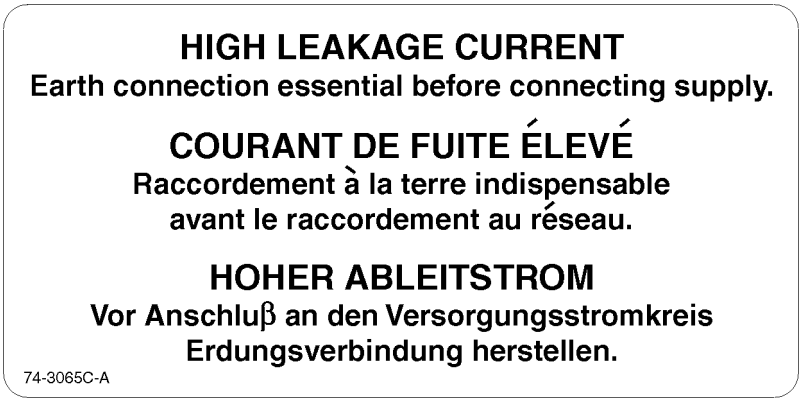


Figure B-14: High Leakage Current Label

CE Label

The CE label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13 on page B-11.



Figure B-15: CE Label

CSA NRTL/C Label

The CSA NRTL/C label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13 on page B-11.



Figure B-16: CSA NRTL/C Label

AC Outlet/Maximum Air Pressure/Bulkhead Label

The AC Outlet/Maximum Air Pressure/Bulkhead label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13 on page B-11.

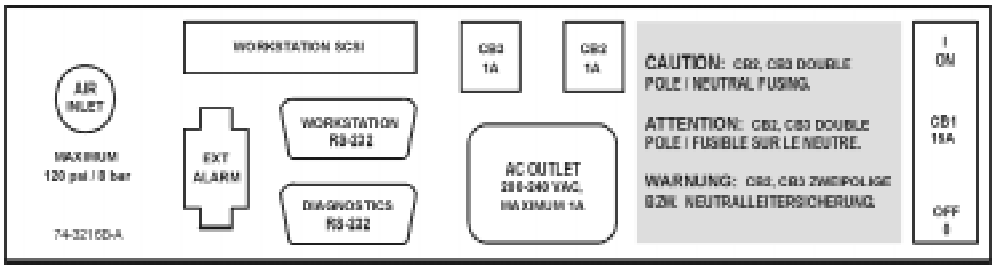


Figure B-17: AC Outlet/Maximum Air Pressure/Bulkhead Label

FCC Certification Label

The FCC Certification label is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13 on page B-11.

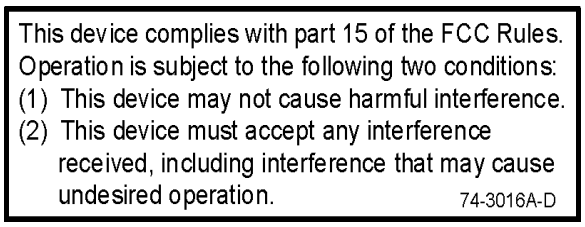


Figure B-18: FCC Certification Label

VCCI Label

The VCCI label, which is required in Japan only, is located on the bottom-right corner, at the rear of the output device, as shown in Figure B-13 on page B-11.

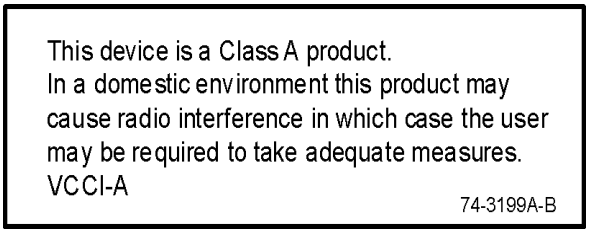


Figure B-19: VCCI Label

Static Discharge Caution Label

The Static Discharge Caution label is located in two places:

- in the power box, next to the ground strap jack
- on the exposure head



Figure B-20: Static Discharge Caution Label

Hot Surface Caution Label

The Hot Surface Caution label is located on the carriage motor inside the output device, at the rear-right side, behind the lead screw.



Figure B-21: Hot Surface Caution Label

Hand Protection Caution Label

The Hand Protection Caution label is located in three places:

- on both ends of the leading edge actuator
- on the top of the exposure head



Figure B-22: Hand Protection Caution Label

Circuit Breaker Label

The Circuit Breaker label is located on the under side of the hinged access cover to the circuit breakers (left-end access panel).

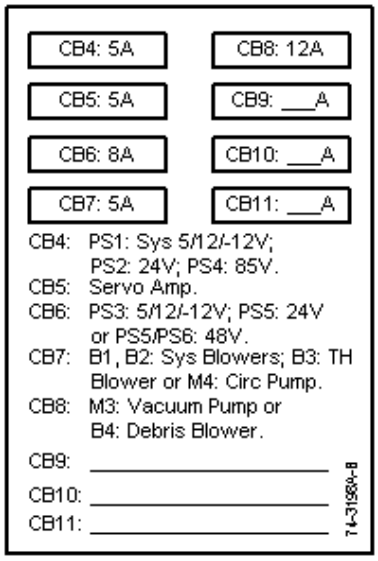


Figure B-23: Circuit Breaker Label

Beware of Moving Parts Label

The Beware of Moving Parts labels warn you about potential mechanical hazards associated with the unload table. They are located on the unload safety panels.



Figure B-24: Beware of Moving Parts Label

C REGULATORY COMPLIANCE

Included in This Appendix:

Electrical and Mechanical Safety C-2

Laser Safety C-2

EMI/EMC C-2

Noise Emissions C-3

Electrical and Mechanical Safety

The Trendsetter AL has been designed, tested, and evaluated for compliance with the electrical and mechanical safety standards CSA 950, UL 1950, IEC 950, *Safety of Information Technology Equipment*, and IEC 204-1, *Safety of Machinery.*

The CSA label on the output device indicates compliance with the standards CSA 950 and UL 1950. The CE label on the output device indicates compliance with the amended Low Voltage Directive 73/23/EEC, the Machinery Directive 89/392/EEC, and the Electromagnetic Compatibility (EMC) Directive 89/366/EEC. See *Appendix B, Labels* for illustrations of these labels.

Laser Safety

The output device has been designed, tested, and evaluated for compliance with the following laser safety standards:

- U.S. Federal Regulations 21 CFR 1040.10 and 1040.11, in accordance with the regulations of the Center of Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration
- IEC 825-1, *Safety of Laser Products*

The Class 1 Laser Product label on the output device indicates compliance with the above standards. See *Appendix B, Labels* for an illustration of this label.

EMI/EMC

The output device has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the output device is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this manual, may cause harmful interference to radio communications. Operation of the output device in a residential area is likely to cause harmful interference. You will be required to correct the interference at

your own expense. The FCC Certification label on the output device indicates compliance with these limits. See *Appendix B, Labels* for an illustration of this label.

The Trendsetter AL is a Class A product that is based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbances may arise. When such trouble occurs, you may be required to take corrective action. The VCCI label indicates compliance with the requirements for Japan. See *Appendix B, Labels* for an illustration of this label.

The output device has been designed, tested, and evaluated for compliance with the EMC Directive 89/366/EEC. It complies with the following EMC standards:

- EN 55022 / CISPR-22, Class A
- EN 50082-2 / IEC 1000-4-2, 1000-4-4
- ENV 50141, ENV 50204

If you experience EMC problems, please contact an authorized Creo representative.

Noise Emissions

The output device has been designed, tested, and evaluated for compliance with the maximum noise emission limit permitted for an office environment, 70 dB(A).

D SERVICE AND SUPPORT

Creo stands behind its products. Your organization has a service contract describing how and under what circumstances field service and technical support are available to you.

For service, please contact the number listed on this page rather than the general Creo number. This enables us to track your call and direct it to the correct person, thus providing you with better, more efficient service.

Many common questions and problems can be resolved by referring to information in this manual. Referring to this manual before calling for assistance often saves time and money.

We take pride in the quality and reliability of our products and are always looking for ways to improve them. If you have found areas in which we can improve the product, please do not hesitate to contact us.

Address:	**Creo Products Inc.** **3700 Gilmore Way** **Burnaby, British Columbia** **Canada V5G 4M1**
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Toll-Free Tel:	**1-800-472-2727**
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Tel:	**+32-2-7111400**
Fax:	**+32-2-7209671**
Support Tel Line:	**+32-2-7111413**

To order consumables or for a copy of the consumables price list (for registered customers):

Email:	**order@creo.com**
Web Address:	**www.creo.com/support/na_order_form.doc**

Product Information

Please take a moment to record the serial number of your output device. You can find it on the Identification Label, which is located on the bottom-right corner, at the rear of the output device. For an example of this label, see Figure B-2 on page B-4.

Serial Number: _____

GLOSSARY

Allegro RIP (Rasterized Image Processor)	A software application that creates a rasterized (bitmapped) image of a PostScript file. It is a PostScript Level 2 software RIP. The software RIPs PostScript files to create the images that are exposed onto media.
drum	The device inside the output device onto which media are mounted for imaging by the laser.
exposure head	Using infrared thermal energy, this “burns” or transfers images onto IR-sensitive media. It is also called an *imaging head*.
file	An electronic text description of one or more images, using the PostScript language.
GATF	Graphic Arts Technical Foundation.
image	An electronic bitmap that is exposed onto a single medium. The output device receives images from the workstation and produces exposed, undeveloped plates, film, etc.
imaging head	See *exposure head*.
load table	The angled table onto which you stack a batch of plates for automatic loading.
manual bypass panel	The small panel directly under the operator door. When both the operator door and this panel are closed, the output device is configured for automatic load operations. When the manual bypass panel is open and the operator door is closed, the output device is configured for manual load operations.

manual bypass tray	The surface of the operator door. The tray onto which you stack a single plate or film for manual loading.
media	Refers to the physical material onto which an image is exposed—for example, a plate or film. The output device produces one exposed medium for each image.
operator door	The door attached to the top of the load table. It helps protect a stack of thermal plates from light and may also be converted into the manual bypass tray.
PDF	Adobe's Portable Document Format.
plate processor	A piece of equipment that can be used with the output device to develop plates. It is also called a *developer.*
plate stacker	A piece of equipment that can be used with the Trendsetter AL to stack imaged plates.
recorder	A platemaker that is part of the output device.
registration	The alignment of different media to produce one printed image.
RIP	Raster image processor.
SCSI	Small Computer System Interface. This type of connection is used to send image data from the workstation to the output device.
suspend condition	A condition preventing the output device from continuing its current operation—for example, when there are problems with the output device.
unload safety panels	The plexiglass panels located on the left and right sides of the unload table. They protect your hands and fingers against injury.
unload table	The upright table that is located behind the load table. The unload table receives imaged plates from the drum, then lowers to a horizontal position in order to feed plates to a plate processor or stacker.

workstation — A high-speed computer running the Windows NT operating system, workstation software, and RIP. The computer provides the operator's console, queueing management, RIP, and system control. It is connected to a local area network (LAN) over which it receives PostScript files.

workstation software — The software that drives the output device.

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 Printed on recycled paper.