

# Operation guide



## Océ PlotWave 450/550



A CANON COMPANY

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Translation of the original instructions that are in British English.

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# **Chapter 1**

## Introduction

# The Océ PlotWave 450/550

## Introduction

The Océ PlotWave 450/550 is a black and white, all-in-one wide format print, copy and scan system with a multi-touch user panel and an optional color scanner.

## Workflow of the Océ PlotWave 450/550



Process	Actions	Reference
<b>Before using the system</b>	Connect the printer	<a href="#">Connect your printing system on page 16</a>
	Define and configure the settings	<a href="#">Define your workflow with Océ Express WebTools on page 41</a>
<b>Daily use</b>	Use the printer for copy, print, and scan jobs	<a href="#">Print Jobs on page 160</a> <a href="#">Copy Jobs on page 169</a> <a href="#">Scan Jobs on page 192</a>
<b>Optionals</b>	Use the Océ PlotWave folder	<a href="#">Use the folder on page 211</a>
<b>Maintenance and support</b>	Maintain the system	<a href="#">Maintain the printing system on page 223</a>
	Get support to solve problems	<a href="#">Solve problems on page 277</a> <a href="#">Support on page 305</a>

# Notes for the reader

## Typography






This manual uses the following typography to indicate elements that are part of the user interface.




Typography	Indicates
[Text between square brackets]	Name of a button, tile, setting, value, or other option of the user interface
<Text between angle brackets>	<ul style="list-style-type: none"> <li>Name of a key on a keyboard</li> <li>Name of a variable: item that varies according to the context</li> </ul>
Text displayed in courier font	<ul style="list-style-type: none"> <li>File path</li> <li>Command Prompt comment</li> </ul>
[Text]→[displayed in]→[menucascade]	Names of options to be used in a fixed order

## Safety symbols

Before you use this product, make sure you read and understand the safety information that belongs to the product. Find the safety information on <http://downloads.oce.com>. Also be sure to follow all warnings and instructions marked on the product.





This manual uses the following safety symbols to indicate hazards and precautions.

Symbol	Type of symbol	Indicates
	<b>WARNING</b>	Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.
	<b>CAUTION</b>	Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions. This indication can concern hazards that have a specific CAUTION symbol. The 'hot surface', 'electric shock', 'moving parts' and 'laser beam' cautions are listed below.
	<b>CAUTION</b>	<b>Hot surface</b> Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.
	<b>CAUTION</b>	<b>Electric shock</b> Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.
	<b>CAUTION</b>	<b>Moving parts</b> Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.

Symbol	Type of symbol	Indicates
	<b>CAUTION</b>	<b>Laser beam</b> Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.
	<b>IMPORTANT</b>	Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly and to avoid damaging the machine or property.
	<b>NOTE</b>	Indicates a clarification of an operation or contains additional explanations for a procedure. Reading these notes is highly recommended.

### Body protection symbols

This manual uses the following body protection symbols to indicate that it is important to protect yourself before performing a specific task or action.

Symbol	Type of symbol	Indicates
	<b>IMPORTANT</b>	<b>Hand protection</b> Wear the mentioned type of gloves when you perform this task or action.
	<b>IMPORTANT</b>	<b>Eye protection</b> Use the mentioned type of eye protection when you perform this task or action.
	<b>IMPORTANT</b>	<b>Body protection</b> Wear the mentioned type of body protection when you perform this task or action.
	<b>IMPORTANT</b>	<b>Foot protection</b> Wear the mentioned type of safety footwear when you perform this task or action.

# Available documentation

## Introduction

This manual is part of a complete documentation set. The following table shows a complete overview of the available documentation.



### NOTE

For up-to-date documentation, visit the Océ downloads page on the Internet and find all the information for your printer.

## Available documentation

Documentation	Availability
User Manual - Operation guide	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file in multiple languages.</li> </ul>
Online Help - Océ Express WebTools	<ul style="list-style-type: none"> <li>Embedded in the application Available in multiple languages.</li> </ul>
User manual - Safety guide	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file in multiple languages.</li> </ul>
Quick Reference Guide for the use of Océ Mobile WebTools	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file.</li> </ul>
Océ Large Format Systems Connectivity - Administration guide	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file in English only.</li> </ul>
Océ PlotWave-ColorWave Systems Security - Administration guide	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file in English only.</li> </ul>

## Available documentation Océ Wide format Printer Driver for Microsoft® Windows®

Documentation	Availability
User guide	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file in multiple languages.</li> </ul>
Online Help	<ul style="list-style-type: none"> <li>Embedded in the application Available in multiple languages.</li> </ul>

## Available documentation Océ PostScript® 3 Driver

Documentation	Availability
Installation guide	<ul style="list-style-type: none"> <li>On the download website under the product name ("<a href="http://downloads.oce.com">http://downloads.oce.com</a>"). Available as a PDF file in multiple languages.</li> </ul>

## Available documentation

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Documentation	Availability
Online Help	<ul style="list-style-type: none"><li>• Embedded in the application</li><li>• Available in multiple languages.</li></ul>

## Available documentation Océ Publisher Select

Documentation	Availability
User guide - Océ Publisher Select	<ul style="list-style-type: none"><li>• On the download website under the product name (<a href="http://downloads.oce.com">"http://downloads.oce.com"</a>).</li><li>• Available as a PDF file in multiple languages.</li></ul>
Online Help	<ul style="list-style-type: none"><li>• Embedded in the application</li><li>• Available in multiple languages.</li></ul>

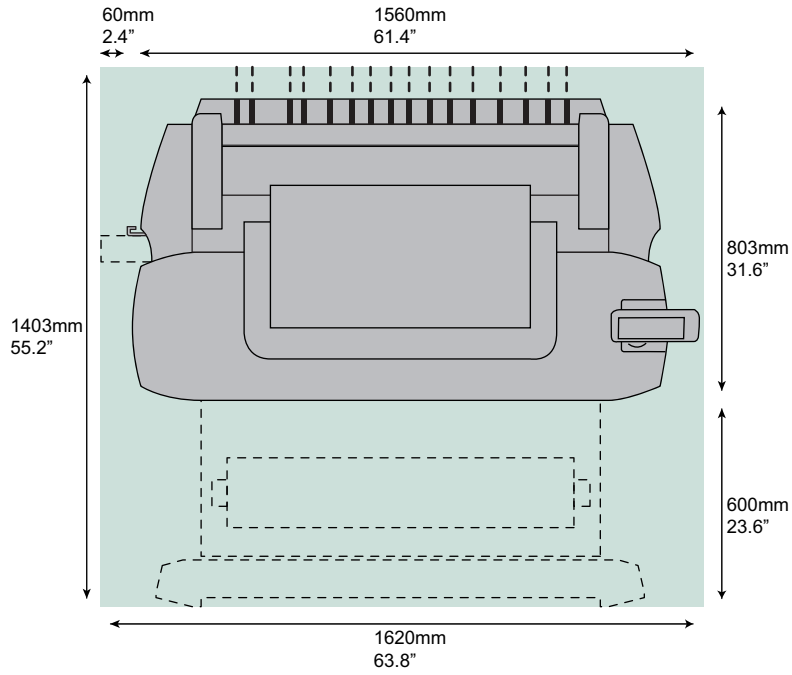
## **Chapter 2**

Get to know the printing system

# Connect your printing system

## Working area [Footprint]

The printing system (with or without the optional [Océ Scanner Express]) requires a specific floor space / working area as indicated in the illustration below.





## Connect the mains supply cable and the network cable

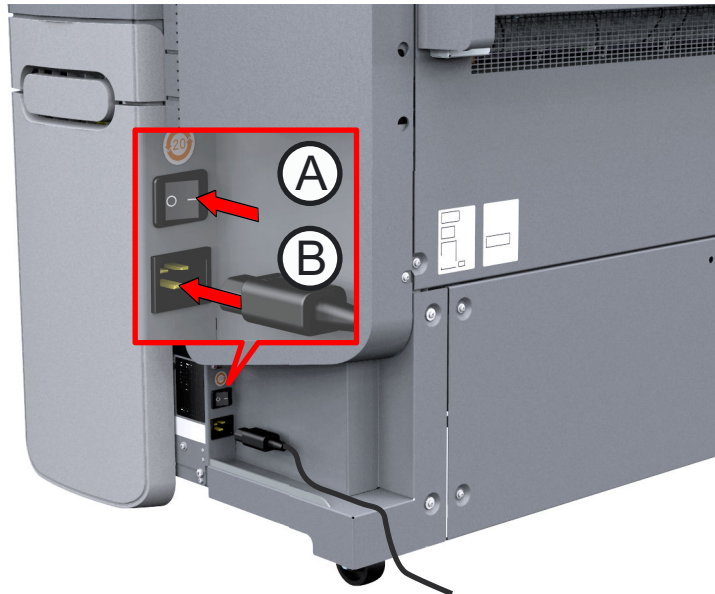
### Procedure



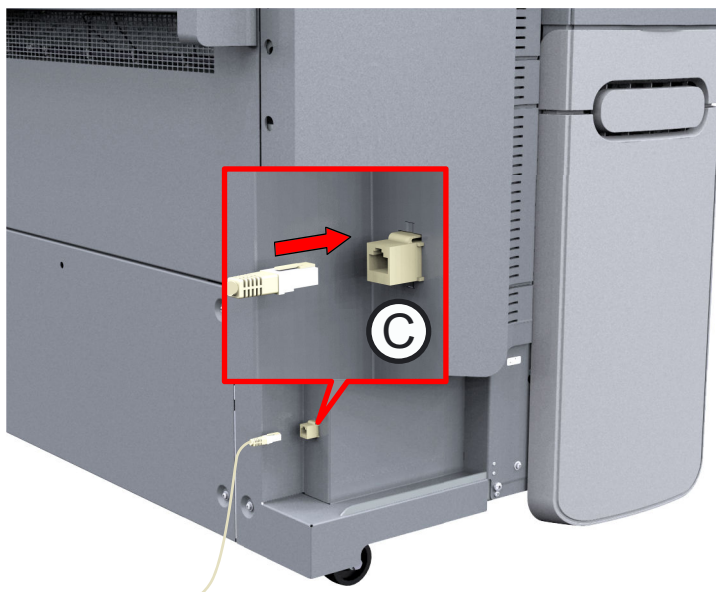
#### IMPORTANT

Make sure the power switch (A) is in 'off' position.

1. Plug the mains supply cable into the power connection at the left back of the printer (B).



2. Plug the other side of the mains supply cable into the wall socket.
3. Make sure one end of the network cable is plugged into the modem or router of your company network.
4. Plug the other end of the network cable into the network connection at the right back of the printer (C), to connect the printer to your company network.



## Switch on the printing system



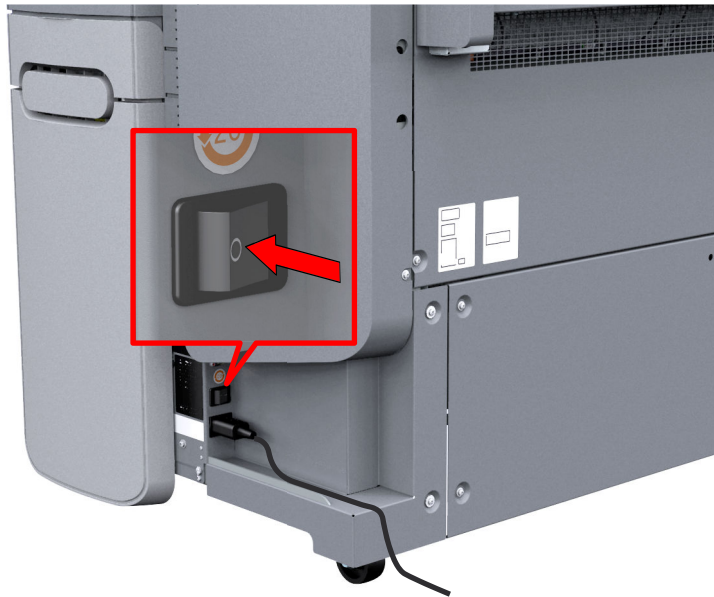
### IMPORTANT

- Make sure the mains supply cable (B) is plugged in.
- Make sure the network cable (C) is plugged in.

For more information, see [Connect the mains supply cable and the network cable on page 17](#)

### Procedure

1. Switch on the power switch at the left back of the printer.



## Turn off the printing system

### Introduction

When you want to switch off the printing system completely, you have to take a few steps.

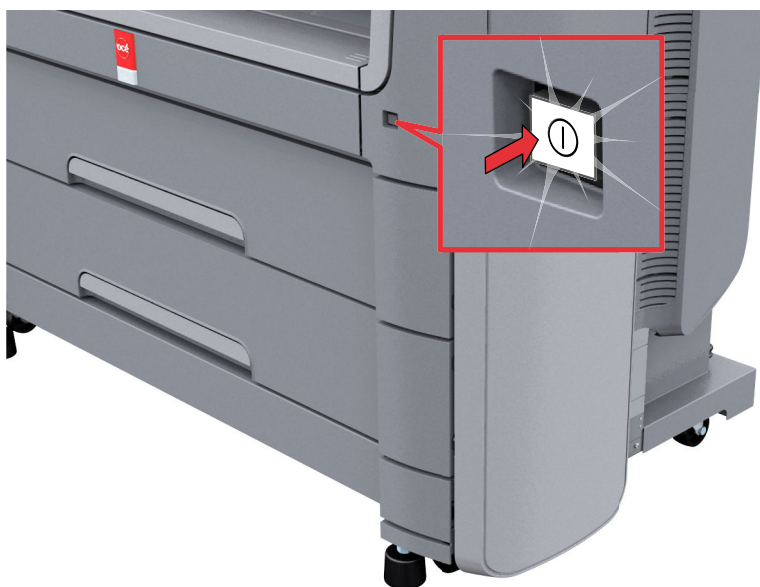
### Procedure

1. Press the on/off button at the front of the printer to switch the printing system off. The button light starts to blink.



#### NOTE

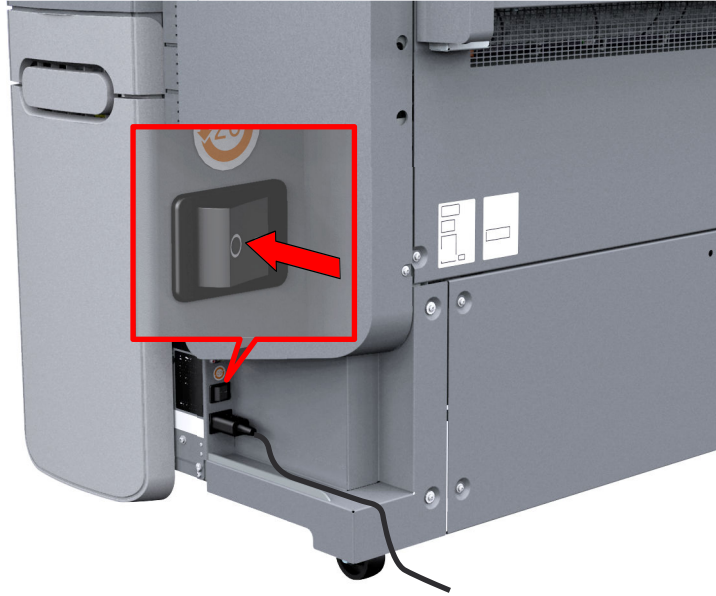
You can also use the [Shut down] button in Océ Express WebTools.



#### IMPORTANT

Wait until the on/off button stops blinking.

2. Switch off the power switch at the back of the printing system.



## Move and re-adjust the printing system

### Introduction

A user cannot move the printing system by himself. When you want to move the printing system to a new location or you want to re-adjust the system, please contact the service.

Contact your local service representative or visit the support website "<http://www.canon.com/support>" for more information.



# The hardware

## The components of the printer (front)



### Component - function table

Nr	Component	Description / Function
1	[lower front cover]	Located at the front, used for error recovery.
2	[media bypass]	To manually feed cut-sheets up to 36" width.
3	[toner compartment]	Compartment to refill toner.
4	[Easy Access cover]	Cover that gives easy access for servicing the printer.
5	[top delivery tray]	Delivery tray that collects the printed sheets.
6	[USB port]	USB connector to use a USB mass storage device to print from or to scan to.
7	Océ ClearConnect: multi-touch [user panel]	The Océ ClearConnect user panel allows the user to start copy, scan, or print jobs, and to monitor the system and the job status.
8	[printer top cover]	Only available in printer-only version.
9	[on/off button]	Button to start or shut down the printer.
10	[media drawer]	Media drawer that contains media roll 1 and 2. Optional media drawer that contains media roll 3 and 4.
11	[cut sheet tray ]	Optional tray that contains cut sheets.

## The components of the printer (left side)

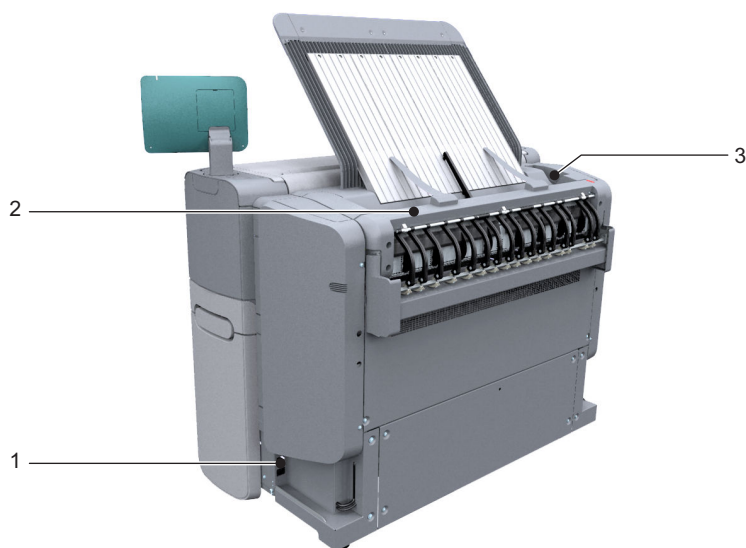
### Illustration



### Component - function table

No.	Component	Description / Function
1	[residual toner compartment]	Gives access to the residual toner container.

## The components of the printer (back)



### Component - function table

No	Component	Description / Function
1	[power switch]	Switch the main power supply on or off. You can find the serial number of the printer on the sticker next to the power switch.
2	[upper back cover]	Open the upper back cover with the media jam clearance handle, when you want to access the heater section in case of a media jam.
3	[media jam clearance handle]	Use this handle to access the paper in case of a paper jam in the heater section.



## The media drawer



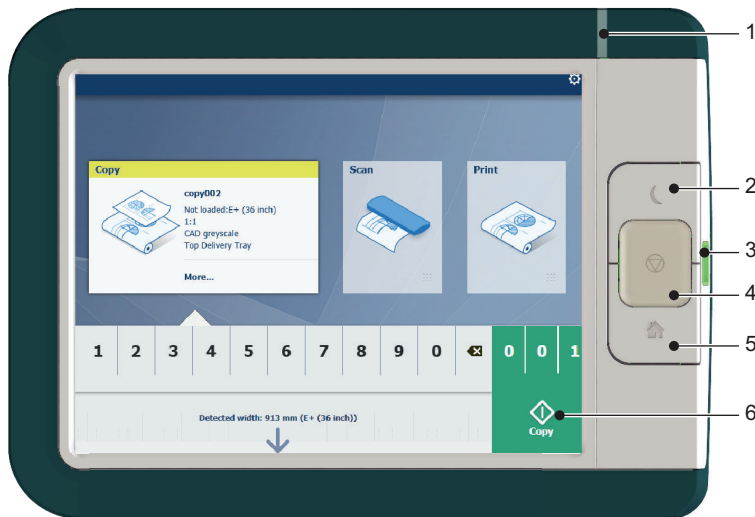
### Component - function table

No.	Component	Description / Function
1	[media drawer]	Media drawer that contains media roll 1 and 2. Optional media drawer below contains media roll 3 and 4.
2	[roll holder]	Carries the media roll
3	[media roll] 1	Media placed on roll holder in first position.
4	[media roll] 2	Media placed on roll holder in second position.
5	[roll loading station]	Groove integrated behind the front cover of the media drawer, on which the media can be easily loaded.
6	[clean cut button]	Button used to trim a strip of a new or damaged media roll.

## The user panel: Océ ClearConnect

### Introduction

The Océ ClearConnect is the multi-touch user panel of the printer.



No.	Component	Function
1.	[status light]	Light that gives feedback on the status of the printer. <ul style="list-style-type: none"> <li>• A green light indicates that the printer is scanning or printing.</li> <li>• A green blinking light indicates that the printer is in a transition state (start-up, shut-down, pause).</li> <li>• A red light indicates that an error occurred or the print queue is paused.</li> <li>• When the light is off the system is ready or shutdown.</li> </ul>
2.	[wake-up button]	Button to: <ul style="list-style-type: none"> <li>• Get the printer out of sleep mode.</li> <li>• Wake the printer up to full functionality.</li> </ul>
3.	[USB port]	Insert a USB key to: <ul style="list-style-type: none"> <li>• Print a file directly from the USB key.</li> <li>• Save a scan file directly on the USB key.</li> </ul> The port green light starts to blink during data transfer.
4.	[stop button]	Button, with a red light, to: <ul style="list-style-type: none"> <li>• Immediately interrupt a scan job.</li> <li>• Stop a print job after the page that is being printed.</li> </ul>
5.	[home button]	Button to: <ul style="list-style-type: none"> <li>• Return to the user panel home screen.</li> <li>• Reset settings to default by pressing the button twice.</li> </ul>
6.	[green button] (touch)	Dynamic tile on the user panel display to: <ul style="list-style-type: none"> <li>• Start a scan job, a print job or a copy job on the user panel.</li> </ul>

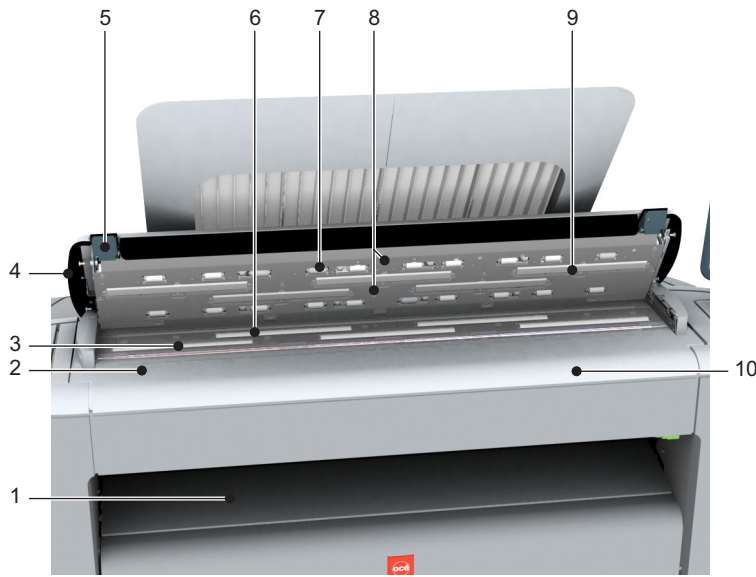
## The components of the scanner (optional)

### The components of the scanner (top cover closed)



	Component	Description/Function
1	[top cover]	Closes off the scanner.
2	[output refeed protector]	Prevents that your output is refeed into the scanner.
3	[original feeding table]	Use the [original feeding table] to feed the original into the scanner (face up).
4	[open levers]	Use the [open levers] to open the top cover.
5	[originals exit]	Exit for the scanned original.

The components of the scanner (top cover opened)



	<b>Component</b>	<b>Description/Function</b>
1	[originals exit]	Exits originals for reception into the front original tray.
2	[original size ruler]	Use this ruler to measure the original.
3	[original feed rollers]	A set of rollers used to transport the original.
4	[top cover]	Closes off the scanner.
5	[open levers]	Use the open levers to open the top cover of the scanner.
6	[original support rollers]	A set of rollers to guide the original.
7	[scanner top cover rollers]	A set of rollers in the top cover to guide the original.
8	[original sensors]	Sensors to detect the original.
9	[transparent contact plates]	Cover of the image sensors.
10	[original feeding table]	Use the original feeding table to feed the original into the scanner (face up).

## The delivery destination for print jobs

### Introduction

The printer is equipped with a top delivery tray to collect your printed output.

### The delivery destination

In Océ Express WebTools and under [Show all settings] on the user panel you can define the delivery destination for your printed output.

- When you select [Top Delivery Tray] and you use plain or transparent paper, your printed output is by default delivered face-down in the Top Delivery Tray. If you use a different media type, the printed output is always delivered at the back of the printer. The Top Delivery Tray can collect up to 100 prints. When the sensor detects that the delivery tray is full, the printer will stop printing. The message [The Top Delivery Tray is full. Remove the printed output.] appears on the user panel. Remove the paper to continue printing.
- If you select [Back output], your printed output is by default delivered at the back of the printer. Your printed output is delivered face-up.

### Media compatibility with the Top Delivery Tray and the back output



#### Paper media

Media name	Compatible with the Top Delivery Tray
Paper 60 g	Yes
[Bond 17 lb]	Yes
[Bond 20 lb]	Yes
[Bond 20 lb]	Yes
[Recycled bond 20 lb]	Yes
[Bond 24-28 lb]	Yes
[Transp. 20 lb]	Yes
[Transp. 24 lb]	Yes

Other media

Media name	Compatible with the
[Film 3.5 mil]	No, delivered to the [Back output]
[Film 4.5 mil]	No, delivered to the
[Translucent]	No, delivered to the
[Vellum]	No, delivered to the

## The folding device (optional)

### Introduction

The printer can be delivered with an integrated folding device.

The Océ PlotWave 450/550 is compatible with the Océ PlotWave folder.

### The Océ PlotWave folder

The Océ PlotWave folder can be used with a reinforcement unit and belt unit.

A technician is required to install the folder and configure the system.

For more information on the folder, see [Use the folder on page 211](#).



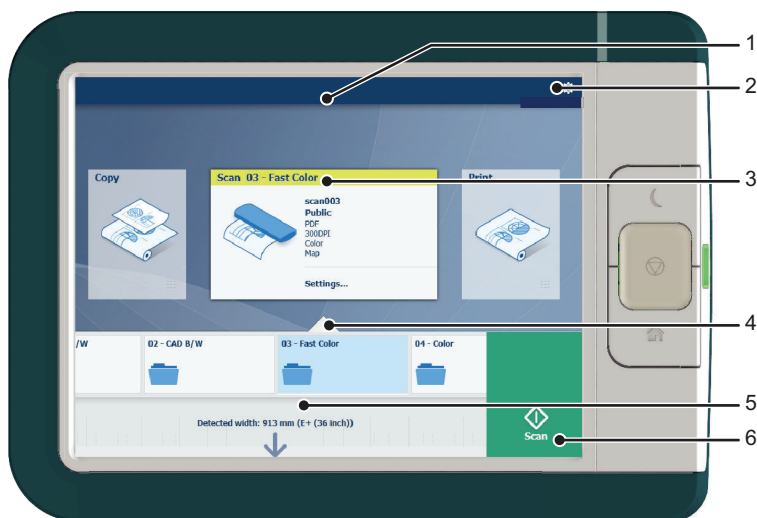
# Workflow of the Océ ClearConnect user panel

## The home screen

### Introduction

The default screen of the Océ ClearConnect user panel is the home screen. From the home screen you can manage jobs and enter the system menu.

### The home screen



No.	Component	Function
1.	dynamic bar and [active job]	In the dynamic bar you can see the system states (warming-up, cleaning etc.) and the active job when present. <ul style="list-style-type: none"> <li>• When you tap the active job the job queue appears with the list of waiting jobs.</li> <li>• When you tap the active job the pause tile appears, with which you can pause the printing process.</li> </ul>
2.	[system menu]	In the dynamic bar you can access the system menu. <ul style="list-style-type: none"> <li>• When you tap the system menu thumbnail, a new window opens with a dynamic view of the system and printer setup settings.</li> </ul>
3.	[Copy tile] [Scan tile] [Print tile]	These dynamic tiles help you to perform copy, scan and print jobs. Select the correct tile for your job: <ul style="list-style-type: none"> <li>• When you tap one of the tiles and then use the Smart Access, you can start your job immediately.</li> <li>• As default the print tile is selected, but when you insert an original into the scanner the copy tile is selected. When you insert an original and a USB key the scan tile is selected.</li> <li>• When you want to make more settings you can tap the tile twice, and a new window with presets or settings opens.</li> </ul>



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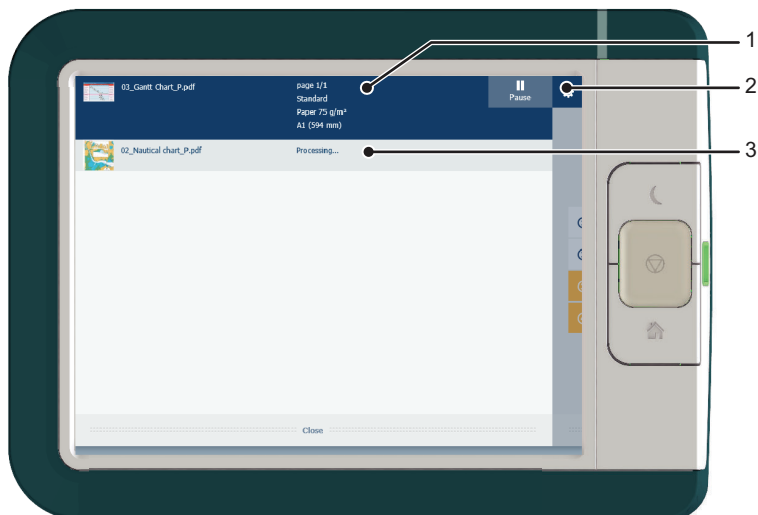
No.	Component	Function
4.	Smart Access	The dynamic Smart Access changes specifically for a print, copy or scan job and helps you to quickly start a job.
5.	[live scan view]	The live scan view appears in the Smart Access. The view shows the width and alignment of your document while it slides through the Smart Access.
6.	[green button]	The green button is dynamic and appears on all screens in the bottom right corner of the display. <ul style="list-style-type: none"><li>• When the button is green, the printer is ready to process your job.</li><li>• When the button is gray, the printer is not ready to process your job.</li></ul>

## The job queue and the system menu

### Introduction

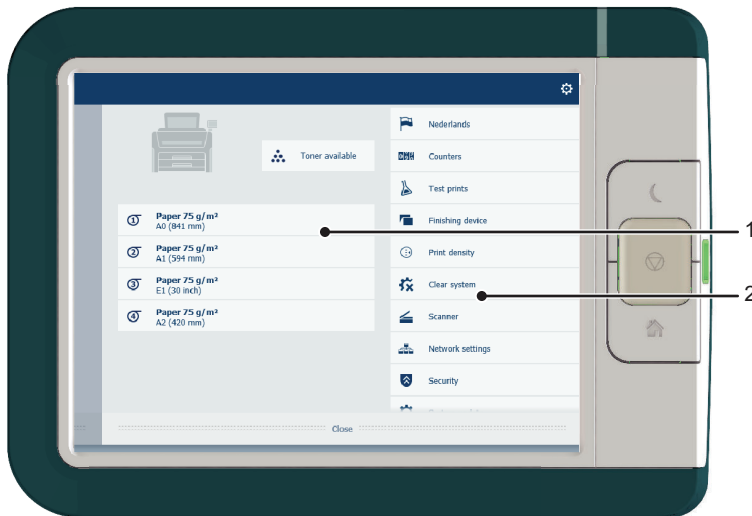
The dynamic bar is located in the upper part of the home screen on the user panel display. The dynamic bar consists of the job status with the job queue, the printer status, and the system menu.

### The active job and the job queue



No.	Component	Function
1.	job and printer status	View information on the job and the printing system, such as: <ul style="list-style-type: none"> <li>• Job information of the active job.</li> <li>• The printer status (e.g. printing, toner low, folder connected etc.).</li> </ul>
2.	system menu	Tap the system thumbnail to access the system menu.
3.	job queue	Tap on the active job to open the job queue window. <ul style="list-style-type: none"> <li>• See all the listed jobs and access them when you tap the job settings.</li> <li>• Move the listed jobs up or down the list.</li> </ul>

## System menu



No.	Component	Function
1.	Printing system and media	<ul style="list-style-type: none"> <li>The loaded media in the printer is displayed.</li> <li>Tap the drawer to change the media settings.</li> <li>Wizards appear, to help you change media or refill toner.</li> </ul>
2.	[setup menu]	<p>The [setup menu] gives general information on the printer. In the list you can get access to:</p> <ul style="list-style-type: none"> <li>Switch between first and second language</li> <li>[Counters]</li> <li>[Test prints]</li> <li>[Finishing device]</li> <li>[Print density]</li> <li>[Clear system]</li> <li>[Scanner]</li> <li>[Network settings]</li> <li>[Security]</li> <li>[System update]</li> <li>[About]</li> <li>[Offline folding] (when the integrated folder is installed)</li> <li>[Clean the knife] (when the integrated folder is installed)</li> </ul>

# Presets, templates and advanced settings

## Introduction

Presets and templates help you to submit jobs quickly and easily. Advanced settings help you to fine-tune the settings of your job, and give access to all settings.

When you tap the copy tile in the home screen, a window with copy presets and advanced settings opens. When you tap the scan tile, the templates are visible in the Smart Access. When you tap the scan tile again, the window with the advanced settings opens. When you tap the print tile and tap the settings of a listed job, the window with print presets and advanced settings opens.



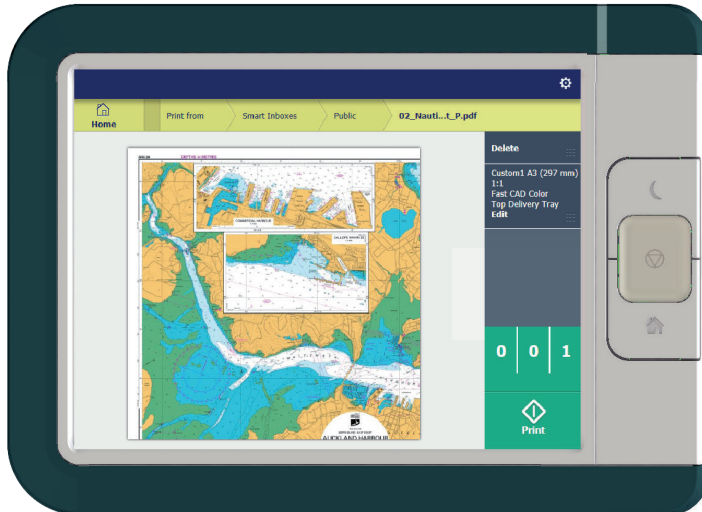
No	Component	Function
1.	[preset tiles]	The preset tiles show the default settings for your job. <ul style="list-style-type: none"> <li>The presets are divided into categories, such as [Media], [Layout] etc.</li> <li>When you tap a preset tile, it gives quick access to a short list of other presets you can choose.</li> </ul>
2.	[job pane]	The [job pane] helps to manage jobs. <ul style="list-style-type: none"> <li>Information is given on your job.</li> <li>Make sets.</li> <li>Delete a job.</li> <li>Tap a tile to switch between the presets/settings window and a window with a preview of the document (only for Smart Inbox jobs).</li> <li>Start a job with the green button.</li> </ul>
3.	[Show all settings] (Advanced settings)	When you tap on [Show all settings], a list with all the advanced settings opens. For Scan, the advanced settings are already visible. <ul style="list-style-type: none"> <li>The advanced settings are categorized and presented as tiles.</li> <li>When you tap a tile you can fine-tune the settings.</li> </ul>


## Job preview

### Introduction

The multi-touch user panel offers a detailed preview of your job. Touch the preview thumbnail to access the preview window.

### Job preview



Component	Function
Job preview	<p>You can pan the image to see it in more detail.</p> <p>You can shift between the various job files that are part of one location. Swipe left or right to view the other job files.</p> <p>Tap the Edit tile in the job pane to open the preset window.</p> <p>In the preset window, tap the View tile to go back to the preview window.</p> <p> <b>NOTE</b> If you have a multi-page job, you can only view the first page.</p>

# The cloud

## Introduction

The multi-touch user panel gives the user the opportunity to print from and scan to various locations. One of these locations is the cloud.

You can enter the cloud via WebDAV and use it as a network drive. This way, the cloud application of your choice is accessible.



### NOTE

- For more information on how to configure the cloud as an external location, see [Create an external location on page 109](#).
- Note that WebDAV is the type selected when creating a cloud location. For more information on how to use the cloud for print jobs, see [Use the cloud to send a print job on page 157](#).



## Concept of the cloud

The cloud can be seen as a virtual network drive you use to send files to, but also to save and share files on.

There are general cloud applications, such as SharePoint or applications via a HTTP URL, but companies can also use their own private and internal clouds.

Working with the cloud on the Océ PlotWave 450/550 is very easy:

Procedure	Description	Via
<b>Connection</b>	Make a connection between your preferred cloud application and the printer. To do this, create an external location in Océ Express WebTools via WebDAV .	Océ Express WebTools

Procedure	Description	Via
For <b>print jobs</b> :	Open the cloud application locally.	PC or mobile device
	Add and save the file you want to print, in the cloud. Or send your file to the printer in the cloud.	PC or mobile device
	Open your cloud application as location, in the Smart Access of the print tile.	user panel
	Select the file you want to print.	user panel
	Tap the green button.	user panel
For <b>scan jobs</b> :	Insert the original and select the scan tile.	user panel
	Select the template with the cloud set as destination in the Smart Access.	user panel
	Tap the green button.	user panel
	Open the cloud application on your PC or mobile device, and find the scanned file there.	PC or mobile device





## **Chapter 3**

Define your workflow with Océ  
Express WebTools

# Getting started

## Océ Express WebTools

### Introduction

Océ Express WebTools is an application that runs embedded on your printer. Use an up-to-date Internet browser (Google Chrome, Microsoft Internet Explorer or Mozilla Firefox) to open the homepage of Océ Express WebTools on your computer or mobile device.

### Definition

You can use Océ Express WebTools to:

- Manage print, copy and scan jobs.
- Send print jobs to the printer with Océ Publisher Express.
- Access the settings to manage the configuration and preferences of the printing system. When you want to change settings in Océ Express WebTools, you must log in with one of three predefined user roles. For more information, see [User roles and authorizations on page 44](#).
- Monitor the status of the printing system.

### How to access Océ Express WebTools

To access Océ Express WebTools:

- Enter the product name of the printer as a Hostname, for example `http://PlotWave3XX`, in the workstation web browser.  
or
- Enter the printer's IP address, for example `http://123.123.23.123`, in the workstation web browser.



#### NOTE

When Océ Express WebTools does not appear, contact the network administrator to check the network parameters. Check whether the printer's network settings have been registered in the network infrastructure.

## Set another language for Océ Express WebTools

### Introduction

The language setting of the Internet browser you use defines the language of Océ Express WebTools.

### Set another language

You can change the language of Océ Express WebTools in your Internet browser. Depending on the Internet browser you use you have to follow several steps to change the language. Use the specific help information in your browser to learn more. The Internet browsers that are supported are: Google Chrome, Microsoft Internet Explorer, and Mozilla Firefox.

The following languages are supported: Dutch, UK English, German, French, US English, Spanish, Danish, Italian, Swedish, Norwegian, Finnish, Portuguese, Polish, Hungarian, Czech, Japanese, Simplified Chinese, Traditional Chinese, Russian and Korean.



#### NOTE

- The language setting does not influence the language on the user panel. On the user panel, you can choose between the [First language] and the [Second language]. You can define the values for the [First language] and the [Second language] in the regional settings of Océ Express WebTools.
- When the selected language cannot be supported, the default language for Océ Express WebTools

## User roles and authorizations

### Introduction

You can view all settings in Océ Express WebTools, but when you want to edit a setting a message appears. This message indicates that the setting is password protected. You must log in with a password to change a setting.



#### IMPORTANT

Handle and store all passwords securely and with care. In case of forgotten passwords, a service technician can reset the Key operator, System administrator, Power user passwords only when his rights have been enabled. Otherwise the machine has to be reinstalled.



#### NOTE

- When the [User authentication] setting is enabled, rights and authorization can be different. For more information, see [Enable user authentication on page 75](#).
- You do not need a password for daily use of the system.

### Overview of user roles and authorizations

The table below displays the different user roles and the authorizations that belong to the role.

User role	Description
[Key operator]	Besides the normal use of the system, the Key Operator takes care of the system's daily maintenance. The Key operator is authorized to change all default settings in the Preference tab of Océ Express WebTools.
[System administrator]	The System administrator takes care of the integration of the system into the IT-infrastructure of the customer. The System administrator is authorized to change all settings in the Configuration tab of Océ Express WebTools.
[Power user]	The Power User is authorized to access all functionalities of Océ Express WebTools. It combines the Key operator and System administrator roles.

## Log in as an authorized user

To change certain settings, you must log in as an authorized user. There are three user roles: System Administrator, Key Operator and Power User. They have authorization to edit specific groups of settings. You do not need to log in before you start a session. The system will only display a login screen when you want to perform a special action.

### Upon login



#### NOTE

- Once you have logged in, the log in lasts for the duration of the browser session. If you have not been active for more than 30 minutes, the session expires and you need to login again.
- For security reasons it may be useful to periodically change the password for the three access modes in Océ Express WebTools.

### Procedure

1. Click on the value of the setting you want to edit. A login window opens.
2. Select a user role from the drop-down list.
3. Enter the password.
4. Click [Ok] to confirm your entry.

## Log out after your session

### Purpose

When you have finished the modification of a setting, it is advised to log out again.

### Procedure

1. Click the log out hyperlink in the **top right-hand corner** of the screen.  
or
2. Close the screen of your internet browser.

## Change the password for authorized users

### When to do

For security reasons it is advised to periodically change the password of the three access modes (Key operator, System administrator, Power user) in Océ Express WebTools.



#### IMPORTANT

Handle and store all passwords securely and with care. In case of forgotten passwords, a service technician can reset the Key operator, System administrator, Power user passwords only when his rights have been enabled. Otherwise the machine has to be reinstalled.

### Procedure

1. Open the [Configuration] - [Connectivity] tab.
2. Under the [Passwords] section, select [Key Operator password], [System Administrator password], or [Power User password] depending on the password you want to change. A new window opens.
3. Log in as:
  - Key operator to change the key operator password. The default key operator password is KeyOp.
  - System administrator to change the system administrator password. The default system administrator password is SysAdm.
  - Power user to change all the passwords. The default power user password is PowUsr.



#### NOTE

The passwords are case sensitive. You can only use characters from the following range:

A-Z	a-z
0-9	_ - ~ ! ? @ # \$ % ^ * + = , . : ; /   [ ] ( ) { }

You cannot use Chinese, Cyrillic or Japanese characters.

4. Enter the new password twice to confirm your input. The password is hidden.
5. Click [Ok] to confirm, or [Cancel] to reject your entries.















# The system monitor

## Introduction

You can open the system monitor to get an overview of the current status of the printing system. When you click on the system tab in the lower left corner of the screen, the system monitor opens.




The system state (for example: [Printing:]) is displayed in the upper right corner of the system monitor section of the Océ Express WebTools.

## Overview of the system states

State	Icon	Description
[User intervention re-quired]		The user is requested to go to the printer and follow the instructions displayed on the operator panel.
[System memory is full]		Status message when printer does not print because the system memory is full.
[Out of toner]		Status message when printer does not print because the printer is out of toner.
[Sleeping...]		Energy saving state: State when not all functionality is available due to printer sleeping.
[Warming up...]		State when not all functionality is available due to printer warming up.
[Initializing...]		State when the system software is initializing.
[Printer paused]		The system pauses the print queue but keeps access to all other functionality.
[Processing...]		The system is receiving or processing data.
[Ready to print]		State when there is no active job and no waiting job. When a job arrives, no user intervention is needed to start printing.
[Printing:] <job-name>		State when a print job is active.
[Processing:] <job-name>		The system is processing the job data.
[Receiving:] <job-name>		The system is receiving the job data.
[Optimizing print quality, please wait...]		The system is making settings to optimize the print quality.
'Media indication'		Roll media and roll width indication for each roll.





## The scanner states

State	Icon	Description
[User intervention required]		General error message.
[Scanner is busy]		The scanner is active.
[Scanner is ready]		The scanner is ready to start a scan job.


## The toner states

Icon	Description
	Toner OK
	Toner low, or empty.

## The Remote Service States

Icon	Description
no icon	[Remote Service] is either disabled or enabled and connected to Océ.
	[Remote Service] is enabled, but could not connect to Océ.
	Remote assistance to the system is enabled and currently accepting a connection.

## The E-shredding states

Icon	Description
no icon	E-shredding is disabled.
	E-shredding is enabled or busy. A tooltip is available with extra information.

## Shut down or restart the system



### NOTE

For this procedure, you need to log in as a System Administrator.

To remotely shut down the printing system, you can click on [Shut down] in the Support tab of Océ Express WebTools.

When the printing system is on, you can also use this button to restart the system.

# Define the defaults

## About the default settings in Océ Express WebTools

### Definition

Before you send jobs to the printer, remember the following:

The values defined in Océ Express WebTools are default values for the general system behavior. You can define a number of job settings in the printer drivers or the job submission tools. The settings defined in the printer drivers or the job submission tools always overrule the settings defined in Océ Express WebTools.

## How to edit a setting

### Introduction

In Océ Express WebTools, you can make settings to personalise your printing system.



#### NOTE

- Before you can edit a setting or a settings group, you must log in as an authorized user.
- You may have to reboot the system after you changed the settings.

### Procedure

1. Browse to the settings group you want to edit, for example [Preferences] - [System defaults] - [Regional settings].
2. Click directly on the value of a setting, when you want to edit a single setting  
or  
click [Edit] in the settings group bar to access a window with all settings if you want to edit more settings in the group.
3. Modify the settings. A setting is enabled when you check the box.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

## View and check the settings

### Introduction

In Océ Express WebTools you can view and check your settings. You can also check which settings are no longer set to the factory default value.

### Procedure

1. Open the [Configuration] tab or the [Preferences] tab.
2. Click on [View configuration] in the upper right-hand corner of the screen. A window opens.
3. Scroll through the list of settings. The first column displays the setting and the second column displays the values. A "\*" indicates that the value of the setting is different than the original factory default value.



#### NOTE

You can print the information with the standard print function of your browser.

## Save the settings in a file

### Introduction

Save the settings and the values that you configured in Océ Express WebTools in a file.

Save the settings in a file to duplicate the settings very easily to another printer of the same type.



#### NOTE

Not all settings are stored in the settings file. The network settings are excluded from the file because the network settings cannot be transferred to another printer. The passwords for authorized users and the passwords for external locations are excluded from the file for security reasons. License information is not included in the file either.

### Procedure

1. Open the [Configuration] tab or the [Preferences] tab.
2. Click on [Save configuration] in the upper right-hand corner of the tab. A window opens.
3. Navigate to a location on the network to store the file.
4. Save the settings<hostname of printer><date>.xml file. The file name is not fixed. You can change the name if required.
5. Click [Ok] to confirm, or [Cancel] to close the window without storing the file.

## Load the settings from a file

### Introduction

Load the settings and the values for Océ Express WebTools from a file. Load the settings from a file to duplicate them to another printer of the same type.



#### NOTE

- Not all settings are stored in the settings file. The network settings are excluded from the file because the network settings cannot be transferred to another printer. The passwords for authorized users and the passwords for external locations are excluded from the file for security reasons. License information is not included in the file either.
- For this procedure, you need to log in as a Key operator, System administrator, or Power user. The loaded settings depend on the login profile. Only the settings corresponding to the user login are loaded.

### Procedure

1. Open the [Configuration] tab or the [Preferences] tab.
2. Click on [Restore configuration] in the upper right-hand corner of the screen. A window opens.
3. Navigate to a location on the network and select the settings file.
4. Click [OK] to load the settings file, or [Cancel] to close the window without loading the settings file.

In some cases a reboot dialog will appear.

### Result

The values of the settings in the settings file overwrite the current values. The network configuration settings of the system and the passwords are not loaded to prevent connectivity problems and to guarantee the integrity of the passwords.

## Restore the factory defaults

### Introduction

Sometimes you want to go back to the initial settings. You can restore the factory default settings in Océ Express WebTools.



#### NOTE

Log in as a Key Operator to only restore the Key Operator settings. Log in as a System Administrator to only restore the System Administrator settings. To restore all the factory default settings you must log in as a Power User.

### Procedure

1. Open the [Configuration] tab, or the [Preferences] tab.
2. Click on [Restore defaults] in the upper right-hand corner of the screen. A window opens.
3. Click [Ok] to restore the factory default settings, or [Cancel] to close the window without restoring the factory defaults.



## Set the print job default settings

### Definition

In you can configure the default values for the print job settings. When you optimize the print job default settings for your document, you get the best results.

The print job settings are grouped under the [Preferences] - [Print job defaults] tab. You can find a short explanation of the most important print job default settings below. Under the print job default settings you can also define the print presets that are visible on the user panel.



#### NOTE

- When you define print job settings in the printer drivers or the job submission tools, these values always overrule the default values defined in .
- Under the [Preferences] - [Print job defaults] tab, you can also make settings for the print presets. Only the settings you make for the presets are visible on the multi-touch user panel, under the Print tile. For more information on the print presets, see [Set the default print preset on page 91](#).


### Overview of the [Print job defaults] - [Basic] settings

Open the [Preferences] - [Print job defaults] tab. Go to [Basic] and click Edit in the upper right-hand corner.

Setting	Description
[Number of sets]	Enter the default value for the number of times you want your jobs to be printed.
[Collate]	<ul style="list-style-type: none"> <li>• Select [On (sort by set)] to sort your output by set (123 - 123).</li> <li>• Select [Off (sort by page)] to sort your output by page (11 - 22 - 33).</li> </ul>
[Print delivery]	<ul style="list-style-type: none"> <li>• Select [Top Delivery Tray (TDT)] to default deliver your output in the Top Delivery Tray.</li> <li>• Select [Back output] to default deliver your output at the back of the printer. Also select this option when you use an optional finishing device.</li> </ul>
[Fold]	<p>This setting is only available when a folding device is configured and enabled.</p> <ul style="list-style-type: none"> <li>• Select [Yes] to fold each document by default.</li> <li>• Select [No] to not fold each document by default.</li> </ul>

### Overview of the [Print job defaults] - [Sheet] settings


Open the [Preferences] - [Print job defaults] tab. Go to [Sheet] and click edit in the upper right hand corner.

Setting	Description
[Media source]	<p>Select the default media source used on the printer.</p> <ul style="list-style-type: none"> <li>• Select [Automatic], to automatically select the media based on the print job.</li> <li>• Select [Manual feed] to insert a cut sheet.</li> <li>• Select a specific media source from the list that will be used by default.</li> </ul> <p>The system screen on the printer user panel displays which media is loaded.</p> <p> <b>NOTE</b> You can only configure the Media selection policy setting, when Media source is set to [Automatic].</p>
[Media selection policy]	<ul style="list-style-type: none"> <li>• Select [Automatic next larger] to allow the printer to use a media roll larger than the size of the print, when the exact size is not available.</li> <li>• Select [Automatic exact fit] to only allow the printer to use a media roll that has the exact media size of the print. When the media roll with the exact media size is not available a media request appears.</li> </ul>
[Cut method]	<ul style="list-style-type: none"> <li>• Select [Standard] to cut the print at a standard media size (DIN, ANSI etc.).</li> <li>• Select [Synchro] to cut the print at the end of the image.</li> <li>• Select [Custom] (numeric) to cut the print at a specific length.</li> </ul>
[Custom print length]	Enter the cut length of your print job.
[Add leading strip]	When you enter a value, the printer adds a blank strip of the specified length at the top of the output.
[Add trailing strip]	When you enter a value, the printer adds a blank strip of the specified length at the bottom of the output.

### Overview of the [Print job defaults] - [Layout] settings

Open the [Preferences] - [Print job defaults] tab. Go to [Layout] and click Edit in the upper right-hand corner.

Setting	Description
[Scale]	<ul style="list-style-type: none"> <li>• Select [Automatic scale to the media size] to scale the image to the media.</li> <li>• Select [Automatic scale down when image is larger than media] to scale down the image one format smaller than the original.</li> <li>• Select [Custom scale factor] to enter your own scale percentage, with 100 percent as no scaling.</li> </ul>
[Mirror]	Select [On] to mirror the image along the vertical axis - the media transport direction. ▶

Setting	Description
[Océ Finishing Assistant]	<p>This setting is only available when a folding device is configured and enabled.</p> <p>Enable the setting to automatically detect the legend in an image and rotate and align the image so the legend will be on the cover page of the folded package.</p> <p> <b>NOTE</b></p> <ul style="list-style-type: none"> <li>• When a legend cannot be detected, the document is not folded.</li> <li>• The Océ Finishing Assistant overrules the rotation and alignment settings.</li> </ul>
[Rotation]	<p>Select any option to rotate the image counterclockwise.</p> <p>When you want to print faster, select [Long edge first]. You can print faster due to less media transport.</p> <p>Select [Automatic media saving] to use the media in the most efficient way.</p> <p>For more information, see <a href="#">Set the rotation mode on page 132</a>.</p>
[Alignment]	<p>Select any of the options to define where to align the image on the media.</p> <p>For more information, see <a href="#">Set the alignment mode on page 133</a>.</p>
[Horizontal shift]	<p>Define how much you want the image to shift horizontally in the chosen alignment position.</p>
[Vertical shift]	<p>Define how much you want the image to shift vertically in the chosen alignment position.</p>

### Overview of the [Print job defaults] - [Image] settings

Open the [Preferences] - [Print job defaults] tab. Go to [Image] and click Edit in the upper right-hand corner.

Setting	Description
[Print quality]	<ul style="list-style-type: none"> <li>• [Standard] is the default value.</li> <li>• Select [Lines/text] for line drawings. The lines are sharpened.</li> <li>• Select [Photo] for large photos. The printed output is optimized for large gray areas.</li> </ul>

## Set the copy job default settings

In Océ Express WebTools, you can configure the default values for the copy job settings. When you optimize the copy job default settings for your document, you get the best results.

The copy job settings are grouped under the [Preferences] - [Copy job defaults] tab. You can find a short explanation of the General copy job settings below.



### NOTE

Under the [Preferences] - [Copy job defaults] tab, you can also make settings for the copy presets. Only the settings you make for the presets are visible on the multi-touch user panel, under the Copy tile. For more information on the copy presets, see [Set the default copy preset on page 89](#).

### Overview of the [Copy job defaults] - [General copy job settings]

Open the [Preferences] - [Copy job defaults] settings tab. Click Edit in the upper right-hand corner of the [General copy job settings].

Setting	Description
[Productivity mode for copy ("Lines/text" only)]	<ul style="list-style-type: none"><li>• Select [Standard] for default speed.</li><li>• Select [Productive] for optimized speed: originals are scanned faster.</li></ul>
[Media selection policy]	<ul style="list-style-type: none"><li>• Select [Next larger] to continue printing with a larger size media.</li><li>• Select [Exact size], to only continue printing when the specified media size is available.</li></ul>
[Start value for ### in the copy job name]	Fill in the number that replaces the # hashes in the name of copy files. The number increases.
[File name for copy to Smart Inbox]	Fill in the copy filename used to save the copy in the Smart Inbox. When the copy file name contains one or more # hashes, the # hashes are replaced by ascending numbers.

## Set the scan job default settings

In Océ Express WebTools, you can configure the default values for the scan job settings. When you optimize the scan job default settings for your document, you get the best results.

The scan job settings are grouped under the [Preferences] - [Scan job defaults] tab. You can find a short explanation of the General scan job settings below.



### NOTE

The file extensions that are defined in Scan job defaults, cannot be changed via the Smart Inbox.

### Overview of the [Scan job defaults] - [General scan job settings]

Open the [Preferences] - [Scan job defaults] tab. Click edit in the upper right hand corner of the [General scan job settings] section.

Setting	Description
[File extension for scan-to-PDF]	Enter any text string. The string is the file extension for scan-to-PDF (default: PDF).
[File extension for scan-to-TIFF]	Enter any text string. The string is the file extension for scan-to-TIFF (default: TIF).
[File extension for scan-to-JPEG]	Enter any text string. The string is the file extension for scan-to-JPEG (default: JPG).
[File extension for scan-to-CALS]	Enter any text string. The string is the file extension for scan-to-CALS (default: CAL).
[Scan delivery retry interval]	When a scan is delivered to a remote location and scan delivery fails, the printer retries after the time you set here.

# Configure the Smart Inbox settings

## The Smart Inbox and the queue concept

### Definition

You can use the Smart Inbox for customized job management. A Smart Inbox works as a personal mailbox from which you print jobs, in which you can store jobs, and where you can scan jobs to. Jobs that are waiting to be processed are visible in the queue.

The Smart Inbox and the queue concept

Concept	Used to
The queue	<ul style="list-style-type: none"> <li>• Get a job printed as soon as possible.</li> <li>• Get feedback of the printer progress.</li> <li>• Cancel requests.</li> <li>• Change priority (local).</li> </ul>
The Smart Inbox	<ul style="list-style-type: none"> <li>• Send jobs to the system.</li> <li>• Keep together sets of documents from various origin.</li> <li>• Organize documents over various Smart Inboxes, to easily retrieve jobs.</li> <li>• Reprint jobs or change settings of jobs that are already sent to the printer.</li> </ul>

### Jobs in a Smart Inbox

You can use Smart Inboxes to manage your jobs. When you open the Jobs tab in Océ Express WebTools the Smart Inbox section displays an overview of the Smart Inboxes. Define one or more Smart Inbox names that allow you to easily organize and access your jobs. For more information, see [The Smart Inbox in the Jobs tab on page 63](#) and [Create and open a Smart Inbox on page 65](#).

In the printer driver application or job submitter, you can select the specific Smart Inbox you want to print to. When a job is kept in the Smart Inbox, you can start the job manually on the user panel or in Océ Express WebTools.

Under [Preferences] - [System defaults] - [Job management] you can determine rights, make settings for the Smart Inbox, and make more settings for general job management. For more information, see [Configure the job management settings on page 70](#)

## The Smart Inbox in the Jobs tab

### Introduction

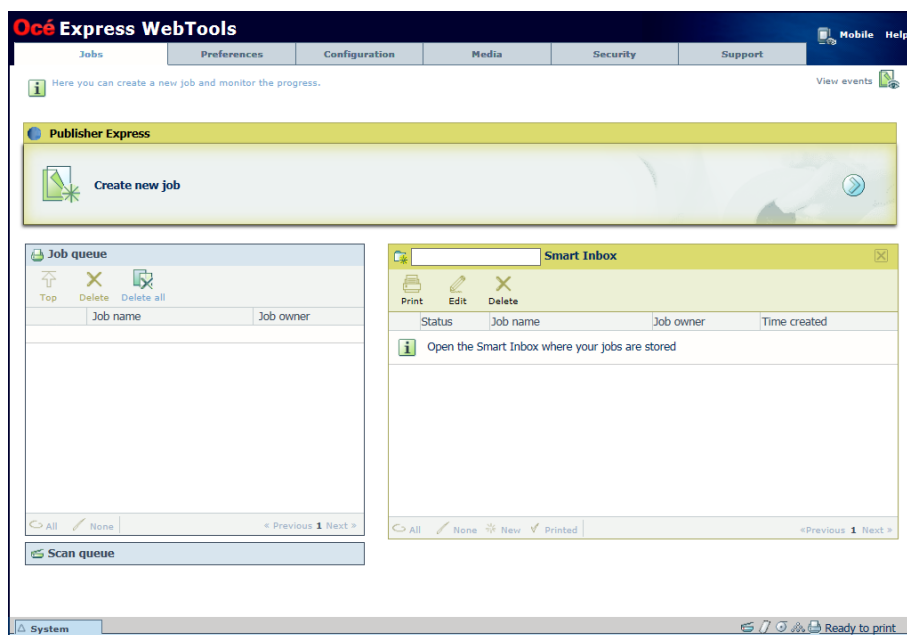
In the Jobs tab you can create jobs or manage your jobs in the queue and the Smart Inbox.



#### NOTE

When the [User authentication] setting is enabled, your rights and view on the Jobs tab can differ.

### the jobs tab



### Create a new job in the Publisher Express section.

When you want to submit a new job, click [Create new job]. A new window opens, here you can define some basic job settings and browse to the file you want to print.

### Monitor jobs in the Queue section.

In the Job queue and Scan queue you get an overview of the jobs waiting to be printed, or scans waiting to be sent. The options listed at the top of the queue section allow you to move a selected job to the top of the queue, to delete a job, to retry sending a job, or to send a scanned job to a specific location. When you click [Delete all] all jobs are deleted from the queue.

### Control your jobs in the Smart Inbox section.

You can create and open a Smart Inbox in the Smart Inbox section. For more information, see [Create and open a Smart Inbox on page 65](#).

You can get an overview of all the Smart Inboxes on your system. Click on [Open Smart Inbox], click on the white space and select a Smart Inbox name from the list. The Smart Inbox appears below.

Perform actions on your jobs in the Smart Inbox. When you select a job in the Smart Inbox you can use the options listed at the top of the Smart Inbox section to print, edit, send to, save or delete the jobs.



### NOTE

Depending on the selected job the available actions can differ.

Get an overview of all jobs on the system. When you enable the [Preferences] - [System defaults] - [Job management] - [Display a view on all Smart Inbox jobs] setting, all jobs can be displayed in one overview.



## Create and open a Smart Inbox

### Introduction

A Smart Inbox is used as a personal folder to print files from, scan files to, or store files in. In Océ Express WebTools you can create a Smart Inbox in:

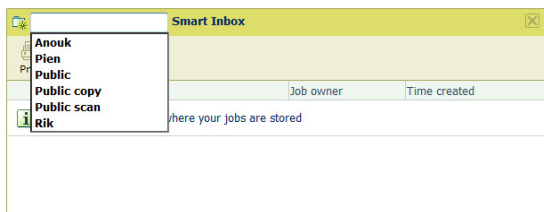
- The **[Jobs] tab - Smart Inbox** section.
- The **[Jobs] tab - Publisher Express** section.
- The **[Configuration] tab - [ Smart Inbox ]** section.



#### NOTE

- Note that the behavior of the Smart Inbox can differ, depending on which of the three ways is used for the creation.
- When user authentication is enabled your Smart Inbox rights can differ.

### Create a Smart Inbox in the [Jobs] tab - Smart Inbox section

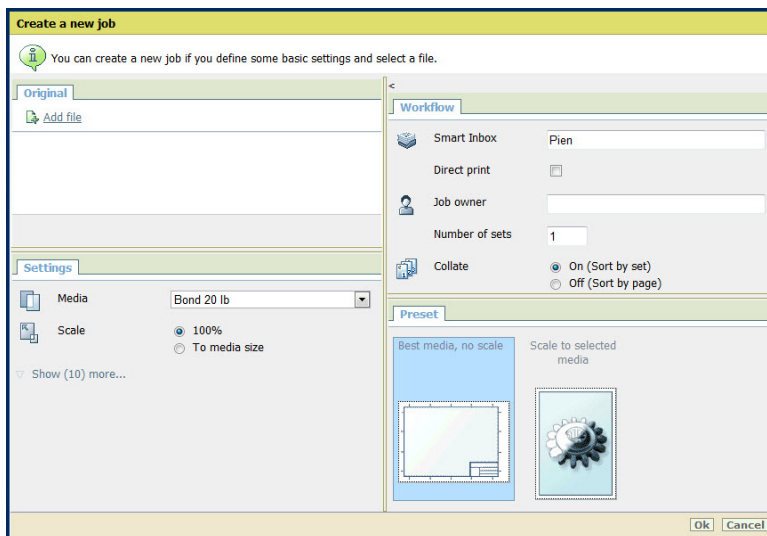


#### NOTE

- The Smart Inboxes created in the Smart Inbox section are, while empty, only visible on your personal browser. Once there is a job in the specific Smart Inbox, that Smart Inbox also becomes visible on the user panel and in other browser sessions.
- The Smart Inboxes created in the Smart Inbox section are not permanent. Once the Smart Inbox is empty, it will disappear from the user panel and from not-personal browser sessions.

Step	Action
1.	Select the [Jobs] tab.
2.	Click on [Open Smart Inbox].
3.	Click on the blank field to open a drop-down list with the Smart Inboxes available on your system.
4.	Enter the name of the new Smart Inbox and press Enter, or select the desired Smart Inbox from the list.
5.	The Smart Inbox is now displayed in the Smart Inbox section.

Create a Smart Inbox in the [Jobs] tab - Publisher Express section

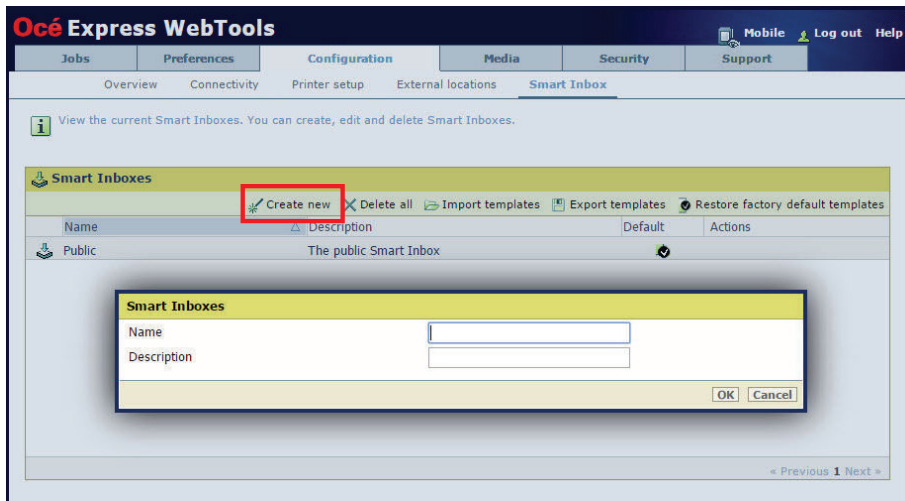


NOTE

- With this procedure you not only create a Smart Inbox, but you also send a job to the printer.
- The Smart Inboxes created in Publisher Express are, while empty, only visible on your personal browser. Once there is a job in the specific Smart Inbox, that Smart Inbox also becomes visible on the user panel and in other browser sessions.
- The Smart Inboxes created in Publisher Express are not permanent. Once the Smart Inbox is empty, it will disappear from the user panel and from not-personal browser sessions.

Step	Action
1.	Select the [Jobs] tab.
2.	Click on [Create new job] in the Publisher Express section.
3.	In the [Workflow] section, click on the Smart Inbox field. A drop-down list with Smart Inboxes that contain one or more jobs opens.
4.	Enter the name of the new Smart Inbox and press Enter.
5.	Click [Ok] to send the print job to the printer via the new Smart Inbox.
6.	The Smart Inbox is now displayed in the Smart Inbox section and on the user panel.

## Create a Smart Inbox in the [Configuration] tab - [ Smart Inbox ] section



### NOTE

The Smart Inboxes created in the [Configuration] tab - [ Smart Inbox ] section are permanent. Even when the Smart Inbox is empty, it will be available on the user panel and in the browser sessions.

Step	Action
1.	Open the [Configuration] - [ Smart Inbox ] tab.
2.	Click on [Create new]. A window opens.
3.	Enter a [Name] recognizable for the user. This name appears on the user panel.
4.	Enter a [Description].
5.	Click OK to confirm.

## Close or delete a Smart Inbox

### Introduction

In Océ Express WebTools you can close or delete a Smart Inbox in:

- The **[Jobs] tab - Smart Inbox** section.
- The **[Configuration] tab - [ Smart Inbox ]** section.



#### NOTE

- When you delete a Smart Inbox, you only delete the view on the Smart Inbox, but not the content. To permanently delete the jobs from a Smart Inbox you must select the jobs in the Smart Inbox and click [Delete].
- The default 'Public' Smart Inbox cannot be deleted, and will always be present.

### Close a Smart Inbox in the [Jobs] tab - Smart Inbox section

Step	Action
1.	Open the [Jobs] tab.
2.	Click on the X - button at the right hand side of the [ Smart Inbox ] bar.

### Delete a Smart Inbox in the [Configuration] tab - [ Smart Inbox ] section







Step	Action
1.	Open the [Configuration] - [ Smart Inbox ] tab.
2.	Select the Smart Inbox you want to delete.
3.	On the right-hand side under [Actions], click on the X. If you want to delete all Smart Inboxes at once, click on [Delete all] in the upper right corner.

## The job states







### Introduction

When a job is placed in a Smart Inbox or in the job queue, the icon in front of the job name gives information about the status of the job.

### Overview of the job states in the Smart Inbox

State	Icon	Description
Receiving		Indicates that the Smart Inbox is receiving the job data.
New		Indicates that a new job is available in the Smart Inbox.
Queued		Indicates that the job is copied to the queue and waiting to be printed.
Printed		Indicates that the job has been printed.
Attention needed		General error message.
Account data missing		State when the account data for the job is missing.

### Overview of the job states in the Job queue

State	Icon	Description
Receiving		Indicates that the Queue is receiving the job data.
Processing		Indicates that the Queue is processing the job data.
Ready to print		Indicates that the job is ready for printing.
Scheduled		Indicates that the job is waiting to be printed.
Printing		Indicates that the job is currently being printed.
Attention needed		General error message.

## Configure the job management settings

### Introduction

When you want to control the rights or actions that can be performed on jobs or Smart Inboxes, you can configure the [Job management] settings.

### Attention:

- You can read a full explanation of each setting, when you click on the specific setting's name.
- When the [User authentication] setting is enabled, rights and the available settings can differ. For more information, see [Enable user authentication on page 75](#).

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click [Edit] in the [Job management] section, or select a specific setting.
3. Change the values and make your preferred settings.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

# Configure the network and security settings

## Configure the network settings in Océ Express WebTools

### Introduction

Some of the network settings are configured during the installation of your system. When you want to define more network settings, you can do so under the [Configuration] tab.



#### NOTE

For more detailed information on network settings, refer to the Océ LF Systems Connectivity manual.

### Procedure

1. Open the [Configuration] - [Connectivity] tab.
2. Click [Edit] in the upper right hand corner of the [Network adapter] section. Here you can edit all the settings of the group in one window.  
or
3. Click on a single setting in the list to edit only one setting.  
For example, click on the value of the IP type setting to display a window where you can change the value.



#### NOTE

You can always find a short explanation of the setting in the tooltip.

4. Click [Ok] to confirm, or [Cancel] to reject your entries.

## Set the security settings for Microsoft Internet Explorer

### Introduction

You can use a web browser to open the home page of Océ Express WebTools. Depending on the Internet browser you use, set the required minimum browser security settings as indicated below.



**NOTE**

You must enable cookies.

### Procedure

Step	Action	Value
1	Select Tools / Internet Options / Security / Local intranet / Custom Level	
2	<b>ActiveX controls and plug-ins</b>	
	Binary and script behaviours	Enable
3	<b>Downloads:</b>	
	File download	Enable
4	<b>Miscellaneous</b>	
	Allow META REFRESH	Enable
	Launching applications and unsafe files	Enable
	Use Pop-up blocker	Disable
5	<b>Scripting</b>	
	Active scripting	Enable



## Set the security settings for Mozilla Firefox

### Introduction

You can use a web browser to open the home page of Océ Express WebTools. Depending on the Internet browser you use, set the required minimum browser security settings as indicated below.

**NOTE**

You must enable cookies.

### Procedure

Step	Action	Value
1	Select Firefox / Options / Options	
2	<b>Content</b>	
	Block pop-up windows	Disable
	Enable Javascript	Enable

## Set the link speed and duplex mode

### Introduction

Use Océ Express WebTools to set the transmission speed and duplex mode for your network adapter.

### Before you begin



#### NOTE

The list of values you can select depends on the network card type.

### Procedure

1. Open the [Configuration] - [Connectivity] tab.
2. Click on [Edit] in the [Network adapter] section or click on the [Link speed and duplex mode] setting.
3. Select the value. [Automatic detection] is default.
4. Click on [Ok] to confirm or [Cancel] to reject your entries.

## Enable user authentication

### Introduction

You can enable user authentication in Océ Express WebTools. A special user authentication license is required.

When user authentication is enabled:

- Users have to authenticate to get access to the system.
- Users will only see their own jobs.
- Already scanned files that have been locally stored on the controller cannot be retrieved.
- [Direct print] is disabled.
- Various [Job management] settings are disabled.
- Various Smart Inbox rights are disabled.
- Various [Other network interfaces] settings are disabled.



#### NOTE

For more details on user authentication and a full list of disabled settings please refer to the Océ PlotWave-ColorWave Systems Security manual.

### Procedure

1. Open the [Security] - [Configuration] tab.
2. In the [User access mode] section, click on the [User authentication] setting.
3. Change the [User authentication] setting to the required authentication.
  - [User name and password]: the user has to select the domain and enter his credentials (user name and password) to get access to the system.



#### NOTE

- At least one domain has to be configured under the [Domains] tab, for more information refer to the security manual.
- When you set user authentication to [User name and password] and you have configured the domain, the [Home folder] will also become available as an external location.

- [Smart card]: the user has to use a smart card to get access to the system.



#### NOTE

At least a root certificate has to be uploaded under the [Trusted certificates] tab, for more information refer to the security manual.

- [Contactless card]: the user has to use a contactless card to get access to the system.



#### NOTE

At least a root certificate has to be uploaded under the [Trusted certificates] tab, for more information refer to the security manual.

- [User name and password or smart card]: the user has to enter a user name and password or use a smart card to get access to the system.
  - [User name and password or contactless card]: the user has to enter a user name and password or use a contactless card to get access to the system.
4. Click OK to confirm.

## Enable Access control

### Introduction

When you want to control access to your printer, you need to enable access control in Océ Express WebTools. With access control enabled, you are able to choose up to five hosts who are allowed to communicate with the printer through your network. This amount of hosts allows for flexible configuration.

For each of the hosts you can decide whether the communication from this host to the system needs to be encrypted by IPsec.

### Procedure

1. Open the [Security] - [Configuration] tab.
2. In the [Access control] section, click on the [Access control] setting.
3. Change the [Access control] setting from [Disabled] to [Enabled]. The setting is enabled when you check the box.
4. Click OK to confirm.

## Access control and IPsec settings

### Introduction

When access control is enabled, you can edit the access control settings.

### [Access control] and IPsec settings

Under [Security] - [Configuration] - [Access control], you can set the following settings for each of the 5 stations:

Setting	Description
[Access control station 1]	Enable or disable communication of this host with the printer.
[Access control station 1: IPv4 address]	The IPv4 address of the host is allowed to connect to the printer.
[Access control station 1: IPv6 address]	The IPv6 address of the host is allowed to connect to the printer.
[IPsec station 1]	Enable or disable IPsec. IPsec is a security protocol that encrypts the communication between the host and the printer.
[IPsec station 1: Pre-shared key]	The key for encryption of this host connected via IPsec. If empty, the default preshared key is used.

For IPsec., you can set the following setting:

Setting	Description
[IPsec default pre-shared key]	This is the default key for encryption of hosts connected via IPsec. This key holds for all stations whose preshared key is unspecified.



#### NOTE

For more details on these settings please consult the Océ PlotWave-ColorWave Systems Security manual.

## Enable or disable the e-shredding function

### Introduction

The e-shredding function allows you to securely erase jobs from the system. This prevents unauthorized people from recovering deleted jobs. When the e-shredding function is enabled, you can select an e-shredding algorithm. You can enable the e-shredding function in Océ Express WebTools. By factory default, the e-shredding function is disabled.



#### NOTE

For more details on these settings please consult the Océ PlotWave-ColorWave Systems Security manual.

### Procedure

1. Open the [Security] - [Configuration] tab.
2. In the [E-shredding] section, click on the [E-shredding] field.
3. Select [Enabled] or [Disabled]. The setting is enabled when you check the box.



#### NOTE

When e-shredding is enabled, the system may require more time to process jobs.

4. Click OK to confirm.

## Select the e-shredding algorithm

### Introduction

The e-shredding function allows you to securely erase jobs from the system. This prevents unauthorized people from accessing deleted jobs.

You can select one of the following algorithms:

- [Gutmann].  
All jobs on the system are erased in 35 overwrite passes.
- [DoD 5220.22-M].  
All jobs on the system are erased in three overwrite passes.
- [Custom] allows you to define the number of passes manually.

The factory default is [DoD 5220.22-M].



#### NOTE

Only set the number of overwrite passes to a number higher than 1 if your security policy requires it. An increase of passes can affect the performance.

### Procedure

1. Open the [Security] - [Configuration] tab.
2. Click on [Edit] in the upper right hand corner of the [E-shredding] section.
3. Select the preferred method for the [E-shredding algorithm].
4. Click OK to confirm.

## Specify the number of overwrite passes

### Introduction

The e-shredding function allows you to erase jobs from the system. This prevents unauthorized people from accessing deleted jobs. You can manually enter the required number of overwrite passes. You can enter any number from 1 to 35. The factory default is 3.



#### NOTE

- Only set the number of overwrite passes to a number higher than 1 if your security policy requires it. An increase of passes can affect the performance.
- Note that more passes take more time.

### Before you begin

Make sure that [E-shredding] is enabled. For more information see, [Enable or disable the e-shredding function on page 78](#).

### Procedure

1. Open the [Security] - [Configuration] tab.
2. Under [E-shredding] click on [E-shredding algorithm] and select [Custom].
3. Under [E-shredding] click on [E-shredding custom number of passes].
4. Enter the required number of overwrite passes.
5. Click OK to confirm.



# Remote security

## Introduction

By default, the first certificate delivered for the use of HTTPS is an Océ self-signed certificate.

To ensure a fully trusted authentication, you can request and import a certificate delivered by a Certification Authority (CA-signed certificate). In Océ Express WebTools you can generate the certificates.

When you use a certificate, the client station that submits the print can check the identity of the controller.

## Remote security: certificates

- By default, Océ delivers an Océ self-signed certificate. This certificate provides encryption of the print data between the client and the controller. It can be easily used.  
This self-signed certificate has not been signed by a Certification Authority, consequently the web browser will display a 'Certificate Error' message the first time you use the HTTPS protocol.
- When your security policy recommends it, the administrator can request and import a certificate delivered by a Certification Authority (CA-signed certificate).  
For more information on how to do this, see [Generate a new CA-signed certificate request on page 82](#), and [Remote security: import a CA-signed certificate - Check and import the Root certificate into the workstation's browser on page 87](#).

# Generate a new CA-signed certificate

## Introduction

To ensure a fully trusted authentication via HTTPS, you can request and import a certificate delivered by a Certification Authority (CA-signed certificate).

In Océ Express WebTools, you can generate a certificate request yourself or you can import a predefined certificate via your computer or network. When generating a certificate request, you need to take the following steps.

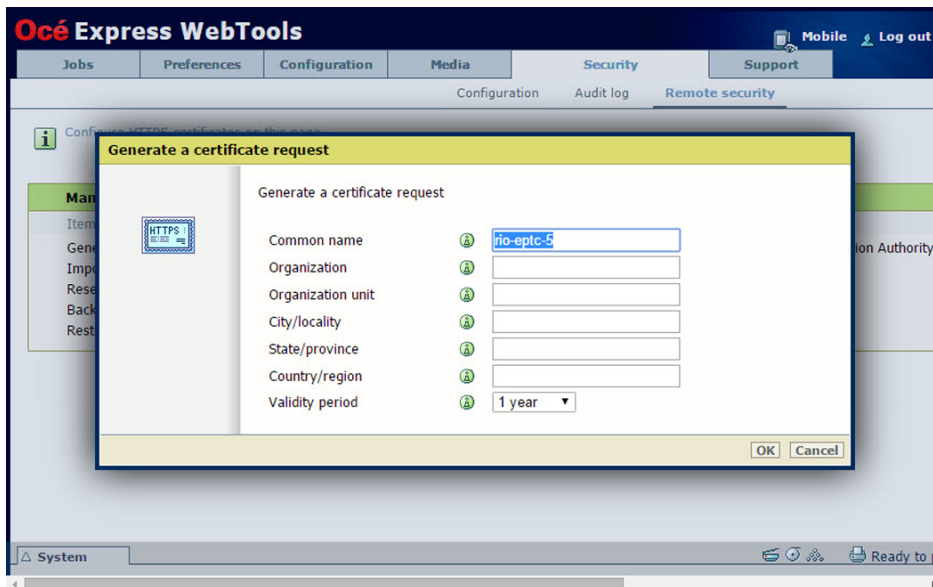


### NOTE

For more details on these settings please consult the Océ PlotWave-ColorWave Systems Security manual.

## Procedure

1. Open the [Security] - [HTTPS] tab.
2. Click on [Generate a certificate request]. A window opens.



3. Make the required settings: fill in the fully required domain name or the IP address and the additional information.
4. Click [Ok] to save.

The web server generates a certificate request. The content of the request is displayed (plain text).

Example (fake request):

-----BEGIN NEW CERTIFICATE REQUEST-----

```
MIIBvDCCASQAwwfDELMaKGA1UEBMCRIlxDDAKBgNVBAgTA0IERjEQMA4GA1UEBxMHQ1JFVEVJ
TDEBEGA1UEChMKT2NIIFBMVCBTQTEMMAoGA1UECxMDU05TMSowKAYDVQQDEyF0ZHM3M
DAAtNzQw
LnNucy5vY2VjcmV0Wlslm9jZS5uZWwZ8wDQYJKoZIhvcNAQEBBQADgY0AMIGJAoGBAJ2NKQM
d
HjiDZ1khzTJTORxHqjKl3AtE3PXqRsiHouTH5JTceYtaBjCnxCJ4pGKY5iKN8KJiJuZG8PHxY7o
W/+zpvxN2VtX7TcyTAvyCThUwL+cqo75tvODo5HMCUa2sLdl8GO9WMLpgZkxH5KzliO+Lcl4
yQbqhENynywS0C2ObXCq3yksF74+XIO0swhoA2yfDp4T+LuF3wxys8IUH3ZhhkOYg==
```

-----END NEW CERTIFICATE REQUEST-----

5. Copy and paste the content of the request in a .csr file (named 'certificate\_request.csr' by default).
6. Restart the controller
7. Send the content of this request to the Certification Authority.

## Import a CA-signed certificate: Import the root certificate

### Introduction

To ensure a fully trusted authentication via HTTPS, you can request and import a certificate delivered by a Certification Authority (CA-signed certificate).

In Océ Express WebTools, you can generate a certificate request yourself or you can import a predefined certificate via your computer or network. When you import the certificate you need to:

- **Import the root certificate**
- Import the intermediate certificate
- Import a CA-signed certificate
- Check and import the root certificate

Complete all procedures to successfully import the certificate.



#### NOTE

For more details on these settings please consult the Océ PlotWave-ColorWave Systems Security manual.

### Procedure

1. Open Océ Express WebTools
2. Open the [Security] - [HTTPS] tab.
3. Click on [Import CA-signed certificate]. A window opens.
4. Select [Root certificate] in Certificate type.
5. Browse to the Root certificate file and click on Open.



#### NOTE

The Root certificate may already exist in the web server certificates list.

6. Validate to confirm the import.
7. When the message [Certificate successfully imported.] pops up, go on to import the [Intermediate certificate].
8. Click [Ok] to save.

## Import a CA-signed certificate: Import the intermediate certificate

To ensure a fully trusted authentication via HTTPS, you can request and import a certificate delivered by a Certification Authority (CA-signed certificate).

When you import the certificate you need to:

- import the root certificate
- **Import the intermediate certificate**
- Import a CA-signed certificate
- Check and import the root certificate

Complete all procedures to successfully import the certificate.

### Procedure

1. Open the [Security] - [HTTPS] tab.
2. Click on [Import CA-signed certificate]
3. Select [Intermediate certificate] in Certificate type.
4. Browse to the Intermediate certificate file and click on Open.
5. When the message [Certificate successfully imported.] opens, go back to the main page to import the [CA-signed certificate]

## Import a CA-signed certificate

To ensure a fully trusted authentication via HTTPS, you can request and import a certificate delivered by a Certification Authority (CA-signed certificate).

When you import the certificate you need to:

- Import the root certificate
- Import the intermediate certificate
- **Import the CA-signed certificate**
- Check and import the root certificate

Complete all procedures to successfully import the certificate.

### Procedure

1. Open the [Security] - [HTTPS] tab.
2. Click on [Import CA-signed certificate].
3. Select [CA-signed certificate] in Certificate type.
4. Select 'Yes' to validate the certificate against Java root certificates and click 'Open'.
5. When the message [Certificate successfully imported.] pops up, restart the controller.  
The certificate is now installed on the server.  
Check and import (if needed) the CA Root certificate into the workstation web browser as well.  
That will secure the complete data workflow between the workstations and the server.

## Import a CA-signed certificate: Check and import the root certificate

To ensure a fully trusted authentication via HTTPS, you can request and import a certificate delivered by a Certification Authority (CA-signed certificate).

When you import the certificate you need to:

- import the root certificate
- Import the intermediate certificate
- Import the CA-signed certificate
- **Check and import the root certificate**

Complete all procedures to successfully import the certificate.

### Procedure

1. On each workstation, open the web browser.
2. Open the 'Certificates' option of the browser.  
For Internet Explorer: In the Tools - Internet Options - Content window, open "Certificates".
3. Check whether the CA Root certificate is already displayed in the "Trusted Root Certification Authorities" list.
4. If it is not on the list, import the CA Root certificate.

# Configure the presets and stamping

## What you need to know about presets

### Introduction

A preset is a predefined setting that is available on the user panel to easily perform print or copy jobs. The preset concept supports the green button approach. The default presets are automatically selected on the user panel, so you only have to press the green button to start a job with your predefined settings.

### Presets on the user panel

When you tap the copy tile on the user panel, a window opens with a list of presets. When you tap the print tile and tap the settings of a listed job, the print presets are shown.

Per preset category, the default preset is visible as a preset tile. When you tap the default tile, the other available presets are shown.

### Set the presets in Océ Express WebTools

In Océ Express WebTools you can make the settings for the print or copy presets . You only have to make the settings once, and they will be visible on the user panel as presets.

Presets	Description
Default presets	The default presets support the green button approach. When you do not make settings, the printer uses the default presets for print or copy jobs. You can set the default presets in Océ Express WebTools.
Custom presets	When you want to use your own preferred settings, you can configure custom presets in Océ Express WebTools. Make the custom preset available on the user panel or set it as the default preset.



## Set the default copy preset

### Introduction

With a preset you can predefine the settings you need for a copy job.

Copy has four preset categories: [Media], [Layout], [Image], and [Finishing] For each category you can set one default preset in Océ Express WebTools. The default preset is automatically used when you press the green button on the user panel.



#### NOTE

You can always find a short explanation of the setting in the tooltip.

### Procedure

1. Open the [Preferences] - [Copy job defaults] tab.
2. Under [ User panel configuration: Default presets for copy] select the preset category you want to change, for example [Default layout preset].
3. Select the setting you want to use as the default preset, for example [Standard half size ].  
When you want to make your custom preset default, select [Custom].
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

### After you finish

To make sure your preset is active on the user panel, press the home button on the home screen of the user panel.

## Configure the custom copy preset

### Introduction

With a preset you can predefine the settings you need for a copy job.

When you want to use other predefined settings than the default presets, you can configure custom presets in Océ Express WebTools . You can configure one custom preset per preset category: [Media], [Layout], or [Image]. The custom preset becomes available on the user panel, and you are able to set it as the default preset.

### Procedure

1. Open the [Preferences] - [Copy job defaults] tab.
2. Select the preset category you want to make a custom preset in and click on [Edit], for example [Custom image preset for copy].
3. Check the box next to the [Custom image preset for copy] setting to enable the preset, and make it available on the user panel.
4. Fill in a name and description that will be used for the preset on the user panel.
5. Select the settings you want to use for the custom preset, for example choose to set [Original type] to [Blueprint] , and [Background compensation] to [On].
6. Click [Ok] to confirm, or [Cancel] to reject your entries.

### After you finish

To make sure your preset is active on the user panel, press the home button on the home screen of the user panel. When you want to make the custom preset the default preset, follow the procedure [Set the default copy preset on page 89](#).

# Set the default print preset

## Introduction

With a preset you can predefine the settings you need for a print job from USB or an external location.

Print has four preset categories: [Media], [Layout], [Image], and [Finishing]. For each category you can set one default preset in Océ Express WebTools. The default preset is automatically used when you press the green button on the user panel.



### NOTE

You can always find a short explanation of the setting in the tooltip.

## Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Under [User panel configuration: Default presets for print] select the preset category you want to change, for example [Default layout preset].
3. Select the setting you want to use as the default preset, for example [Standard half size].  
Select [Custom] to make your custom preset default.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

## After you finish

To make sure your preset is active on the user panel, press the home button on the home screen of the user panel.

## Configure the custom print preset

### Introduction

With a preset you can predefine the settings you need for a print job.

When you want to use other predefined settings than the default presets, you can configure custom presets in Océ Express WebTools . You can configure one custom preset per preset category: [Media], [Layout], or [Image]. The custom preset becomes available on the user panel, and you are able to set it as the default preset.

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Select the preset category you want to make a custom preset in and click on [Edit], for example [Custom image preset for print].
3. Check the box next to the [Custom image preset for print] setting to enable the preset, and make it available on the user panel.
4. Fill in a name and description that will be used for the preset on the user panel.
5. Select the settings you want to use for the custom preset, for example choose to set [Mirror] to [On].
6. Click [Ok] to confirm, or [Cancel] to reject your entries.

### After you finish

To make sure your preset is active on the user panel, press the home button on the home screen of the user panel. When you want to make the custom preset the default preset, follow the procedure [Set the default print preset on page 91](#).

## Make a custom preset available on the user panel

### Introduction

When you create a custom preset, you can enable the preset to make it available on the user panel.

### Before you begin

Create the custom preset first. For more information, see [Create the custom copy preset on page 90](#) or [Create the custom print preset on page 92](#).

### Procedure

1. Open the [Preferences] tab.
2. Select the [Copy job defaults] or the [Print job defaults] tab, dependent of your custom preset.
3. Under the preferred custom preset category, select the custom preset setting.  
For example under [Custom image preset for copy], select the [Custom image preset for copy] setting.
4. Check the box to enable the setting and click [Ok].  
The custom preset is now visible on the user panel, and can be selected locally.

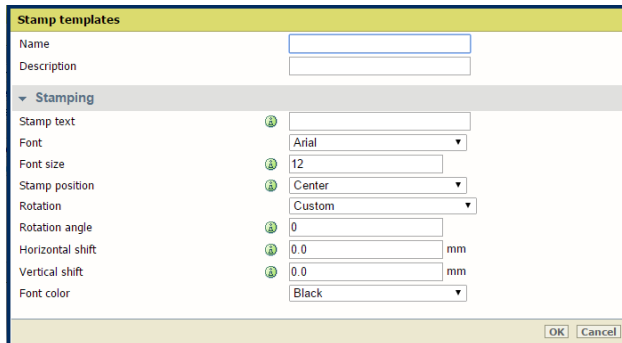
## Create a stamp

### Introduction

In the custom preset section of the [Copy job defaults] in Océ Express WebTools you can enable the stamp functionality. Under the [Stamping] tab you can create your own predefined stamp.

### Procedure

1. Open the [Preferences] - [Stamping] tab.



2. Click on [Create new] in the upper right hand corner .
3. Enter a [Name] recognizable for the user.
4. Enter a [Description] of the stamp.
5. Enter the [Stamp text] that will appear on the stamp. If you insert text, also choose the [Font] and the [Font size].
6. Choose the [Stamp position] on the original.
7. Choose the [Rotation] and the [Rotation angle], when you want to turn the stamp on the original.
8. Enter the [Horizontal shift] and [Vertical shift] in mm, to specify the position you have chosen at step 5.
9. Select the [Font color].



#### NOTE

Most settings are optional, so you do not have to enter all settings if it is not necessary.

### Result

Your stamp is created. You can now enable your stamp under [Preferences] - [Copy job defaults] - [Custom image preset for copy] - [Stamping] to use it on the user panel.

For more information, see [Define the custom copy preset on page 90](#).

# Configure the templates

## Fold and Scan templates

### Introduction

A template is a group of predefined settings you can configure yourself. Select the template on the user panel to easily submit a job with optimized settings.

You can create templates for folding and scanning in Océ Express WebTools under the [Preferences] tab. You can create various templates and select one of the templates as default. For scan templates you can also enable one of the factory installed templates.






### General template actions

There are several general actions you can perform for templates. You can:

- [Create a new template on page 96](#)
- [Delete all templates on page 97](#)
- [Export templates on page 99](#)
- [Import templates on page 98](#)
- [Restore the factory defaults of the templates on page 100](#)
- [Enable or disable scan templates on page 101](#)

### Actions per template

Next to this, you can perform actions per template. When you move the mouse pointer over the template in the list you can see the available actions:

Icon	Description
	[Edit a template], to change the settings or the destination. You can also modify factory installed scan templates.
	[Copy a template], to create a new template.
	[Delete a template], to remove one specific template.   <b>NOTE</b> <ul style="list-style-type: none"> <li>• When you have deleted a factory installed scan template, you can retrieve it by restoring the factory defaults. For more information, see <a href="#">Restore the factory defaults on page 56</a>.</li> <li>• Some destinations (external locations and Smart Inboxes) cannot be deleted when they are set as a scan destination in the scan template.</li> </ul>
	[Set this template as the default template], to set one default selected template.

## Create a new template

### Introduction

Create a new template in Océ Express WebTools.



#### NOTE

- Depending on the configuration, less or more settings are available.
- More or fewer settings will be shown depending on the selections made.
- Note that the templates on the user panel are ordered alphabetically. When you want to order the templates to your preference, it is advised to use ascending numbers in front of the name (01-02-03 etc.).
- Click on the home button on the user panel to update the scan templates.

### Procedure

1. Select the [Preferences] - [Fold] tab in Océ Express WebTools for the fold template.  
Select the [Preferences] - [Scan] tab in Océ Express WebTools for the scan template.
2. Click on [Create new] at the right hand side.
3. Enter a [Name], recognisable for the user.
4. Enter a [Description], a description of the settings used.
5. Select the desired settings. For every individual setting, there is a tooltip available in the template editor to give a short explanation.  
For more information on the settings, see [Fold settings on page 102](#) and [Scan settings on page 194](#).
6. Click [OK] to save the template or [Cancel] to reject your entries.



## Delete all templates

### Introduction

You can delete all templates at once with Océ Express WebTools.

### Procedure

1. Select the [Preferences] - [Fold] tab in Océ Express WebTools for the fold templates.  
Select the [Preferences] - [Scan] tab in Océ Express WebTools for the scan templates.
2. Click on [Delete all] at the right hand side.
3. The system displays the message [Do you want to delete all the templates?]
4. Click [Ok] to delete all templates or [Cancel] to cancel the deletion.

## Import templates

### Introduction

You can import templates with Océ Express WebTools.

Use a zip file with templates that was previously created by the [Export templates] procedure.

### Procedure

1. Select the [Preferences] - [Fold] tab in Océ Express WebTools for the fold templates.  
Select the [Preferences] - [Scan] tab in Océ Express WebTools for the scan templates.
2. Click on [Import] at the right hand side.
3. Mark the [Overwrite existing templates] checkbox to overwrite existing templates. When you do not tick the checkbox, duplicate imported templates will be given a serial number.
4. Click Browse to [Select the location of the zip file].
5. Click [Ok] to import all templates or [Cancel] to cancel the import.

# Export templates

## Introduction

You can export templates with Océ Express WebTools.

The export will be saved as a zip file. The zip file contains all available templates.

## Procedure

1. Select the [Preferences] - [Fold] tab in Océ Express WebTools for the fold templates.  
Select the [Preferences] - [Scan] tab in Océ Express WebTools for the scan templates.
2. Click on [Export all] at the right hand side.
3. Click [Save] to save the export in a zip file or [Cancel] to stop the export.

## Restore the factory defaults of the templates

### Introduction

You can restore the factory defaults of all templates with Océ Express WebTools.

The custom templates are not changed.

### Procedure

1. Select the [Preferences] - [Fold] tab in Océ Express WebTools for the fold templates.  
Select the [Preferences] - [Scan] tab in Océ Express WebTools for the scan templates.
2. Click on [Restore factory defaults] at the right hand side.
3. The system displays the message [Restore all factory default templates?]
4. Click [Ok] to restore the templates or [Cancel] to stop the restore.

## Enable or disable scan templates

### Introduction

You can enable or disable scan templates. When you enable the templates they become available on the user panel.

### Procedure

1. Open the [Preferences] - [Scan] tab.
2. Under Actions, click on the [Edit a template] icon next to the preferred template. The template window opens.
3. Under [File], set the [Display on the user panel] setting to [Yes] or [No].
4. Click on OK to confirm your entry.

### Result

When you have selected [Yes] the templates are available on the user panel in the Smart Access.



#### NOTE

The default scan template is always available in the Smart Access of the user panel, even when it is disabled.

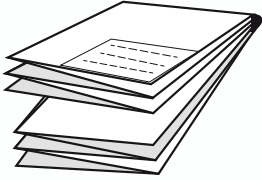
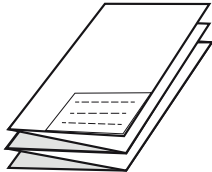
# Fold settings

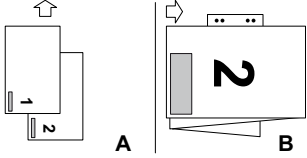
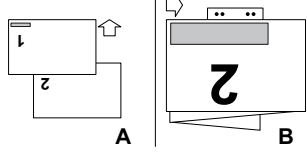
## Introduction

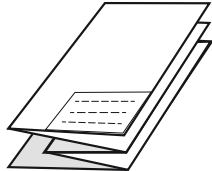
You can set the fold options in the fold template under the [Preferences] - [Fold] tab. For more information on how to create a template see, [Create a new template on page 96](#).

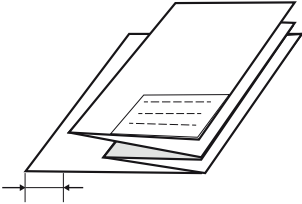

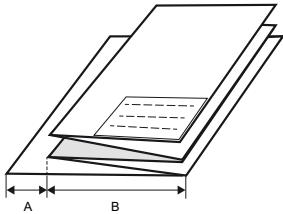
When you set the fold options, make sure you set them accordingly to operate the folding device in a correct way. Use the settings overview explanation below.


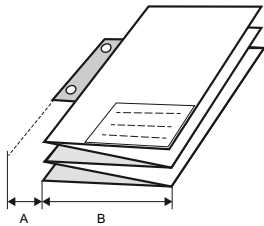
## Folding

[Folding package]	Description	Example
[Full fold]	Folded with first (Z-fold) and second fold (cross fold).	
[First fold only]	Folded only with the first fold (Z-fold).	


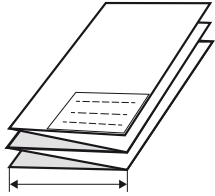
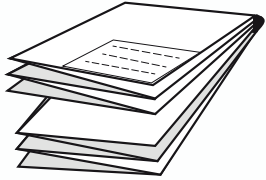
[Top of folded package]	Description	Example
[Bottom left]	The default value. This setting is suitable for most situations, in order to fold a DIN drawing (A) to a DIN package with the legend on top (B).	
[Top left]	This setting is suitable for a non-standard situation, in order to fold a drawing with the legend located on the left of the leading edge, seen from the printer (A), to a package with the legend on top (B).	

[Folding method]	Description	Example
[With same size back] (DIN-B).	Folded package, but the last fold (rear) is over the full width. The previous fold could be shorter.	

[Folding method]	Description	Example
[With binding edge] (DIN-A).	Folded package, but the last fold (rear) has additional width. The previous fold could be shorter.	
[Binding edge size]	Defines how much the binding is outside the package.   <b>NOTE</b> <ul style="list-style-type: none"> <li>The package width size (B) excludes the [Binding edge size] (A). So the back panel consists of the package width size plus the binding edge size (A+B).</li> <li>Only visible when the selection in [Folding method] is set to [With binding edge].</li> </ul>	

[Reinforcement]	Description	Example
[Enabled]	Glues the pre-punched strips to the rear of the folded package.   <b>NOTE</b> <ul style="list-style-type: none"> <li>The reinforcement strip uses a binding size of 12mm (A).</li> <li>The package width size (B) excludes the [Binding edge size] (A). So the back panel consists of the package width size plus the binding edge size (A+B).</li> <li>Only possible when [Folding method] is [With same size back].</li> </ul>	
[Disabled]	No glued strip.	

Package size

[Package size]	Description	Example
[Width]	<p>Defines the fold distance of the Z-fold.</p> <p> <b>NOTE</b>                      Note that the package width size excludes the [Binding edge size]. So the back panel consists of the package width size plus the binding edge size (A+B).</p>	
[Height]	<p>Defines the fold distance of the cross fold.</p> <p>This only applies to the folding device in [Full fold] mode.</p>	

Delivery



**NOTE**  
 Note that the available options depend on the chosen [Folding package] value.

[Fold delivery]	Description
[Stacker]	Defines that the output will be delivered on the stacker (only for [Full fold]).
[Belts]	Defines that the output will be delivered on the belt unit (only for [Full fold] and when the belt unit is installed).
[First fold output]	Defines that the output will be delivered at the first fold section (only for [First fold only]).



# Configure the locations

## Configure your locations

### Introduction


On the user panel you can find a list of locations you can scan to and print from.

To this location you send your scanned files for storage, or you save files on this location and you send them to the printer.

You can define the external locations under the [Configuration] - [External locations] tab in Océ Express WebTools.

### Type of locations

You can scan to and print from various location types.

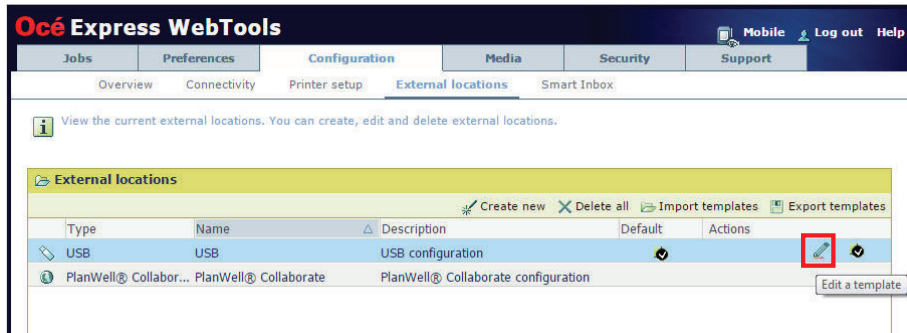
Location type	Location type description
Smart Inbox	If you select this location, you can print from your personal Smart Inbox, or your scanned file is sent to the Smart Inbox of your choice.
[USB]	If you select this location you can print from or scan to the USB Mass storage device you inserted in the user panel.
[FTP]	If you select this location you can print from or scan to a shared folder on a remote workstation via FTP.
[SMB]	If you select this location you can print from or scan to a shared folder on a remote workstation via SMB.
[WebDAV]	If you select this location type, you can enter the cloud via WebDAV and use it as a network drive.
[Home folder]	<p>When you select this location type, you can print from or scan to your personal home folder on your own workstation.</p> <p> <b>NOTE</b> The home folder is only available when [User authentication] is enabled with [User name and password].</p>
[PlanWell® Collaborate](Optional)	When you select this location you can print from or scan to the PlanWell Collaborate cloud services.

# Enable or disable USB

## Introduction

If you want to use USB as a location, you have to make settings for USB first. You can make the settings in Océ Express WebTools.

## Illustration



## Procedure

1. Open the [Configuration] - [External locations] tab.
2. Select [USB], and click on the [Edit] icon under [Actions]. A window opens.
3. Enter the [Name] recognizable for the user. This name appears on the user panel.
4. Enter the [Description] of USB as location.
5. Under [Enabled functionalities] you can choose the functionalities you want to use for USB.
  - Choose [Print from and scan to], when you want to enable print from and scan to USB.
  - Choose [Print from only] if you want to enable print from USB only.
  - Choose [Scan to only] if you want to enable scan to USB only.
  - Choose [None] if you want to disable the USB functionality.
6. Click [Ok] to save the settings for USB as an external location.

## Result

When you enable USB and insert a USB key on the user panel, the external USB location can be used via the user panel and in Océ Express WebTools.

If you disable USB, USB cannot be used as an external location.

# Enable and edit the Home folder

## Introduction

When you want to use the Home folder as a location you have to enable user authentication first. Only then the Home folder becomes visible in the external location list. When it is present you can edit the functionalities.



### NOTE

The Home folder is a personal and secure external location, you can only use when it is configured by your IT department as part of your infrastructure. You log in on the user panel using your credentials ([User name and password]) and only see your own home folder. When you scan to the home folder, the file is delivered on your own personal location on the network. In a typical configuration you can find the file on your workstation under the home drive.

## Before you begin

Make sure you enable the [User authentication] setting by selecting the value [User name and password] first. For more information, see [Enable user authentication on page 75](#)

## Procedure

1. Open the [Configuration] - [External locations] tab.
2. Select [Home folder], and click on the [Edit] icon under [Actions]. A window opens.
3. Under [Enabled functionalities] you can choose the functionalities you want to use for the home folder.
  - Choose [Print from and scan to], when you want to enable print from and scan to the home folder.
  - Choose [Print from only], when you want to enable print from the home folder only.
  - Choose [Scan to only], when you want to enable scan to the home folder only.
  - Choose [None], when you want to disable the home folder as an external location.
4. Click [Ok] to save the settings for the home folder as an external location.

## Enable PlanWell Collaborate (optional)

### Introduction

When you have a license installed for PlanWell Collaborate (ARC cloud support), you can enable this external location under the [Configuration] tab.

### Procedure

1. Open the [Configuration] - [External locations] tab.
2. Select [PlanWell® Collaborate], and click on the [Edit] icon under [Actions]. A window opens.
3. Check the box to [Use proxy settings]. When you configure the location on a local network it can be necessary to uncheck the box and not use the proxy settings.
4. Under [Enabled functionalities] you can choose the functionalities you want to use for PlanWell Collaborate.
  - Choose [Print from and scan to], when you want to enable print from and scan to PlanWell Collaborate.
  - Choose [Print from only], when you want to enable print from PlanWell Collaborate only.
  - Choose [Scan to only], when you want to enable scan to PlanWell Collaborate only.
  - Choose [None], when you want to disable PlanWell Collaborate as an external location.
5. Click [OK] to save the settings for PlanWell Collaborate as an external location.

## Create an external location

### Introduction

You can create your own FTP, SMB, WebDAV, external locations with Océ Express WebTools.

### Before you begin



#### NOTE

- Make sure you enable [SMB] protocol.
- Make sure you enable [FTP] under the [Configuration] - [Connectivity] tab.
- Make sure the URL for [WebDAV] is not blocked.
- For this procedure, you need to log in as a System Administrator.

### Procedure

1. Select the [Configuration] - [External locations] tab.
2. Click on [Create new] in the upper right-hand corner.

3. Enter a [Name] recognizable for the user. This name appears on the user panel.
4. Enter a [Description] of the settings used.
5. Select the [Type] of the external location: [FTP], [SMB], or [WebDAV].
6. Enter the [Path]. The folder path or URL to the external location.
  - For [FTP], use the syntax: hostname[/path] (example: myhost/mydirectory/scantofile).
  - For [SMB], use the syntax: \\hostname\sharename\path] (example: \\myhost\myshareddirectory\scantofile).
  - For [WebDAV] locations, use the full HTTP URL (for example: http://example.webdav.org:8080/repository/).
7. Select under [Credentials] whether or not the user has to log in to access the external location.
  - Select [Prompt the user to log in on the user panel] when you want the user to log in on the user panel.  
Login will appear when the user tries to access the external location on the user panel.
  - Select [Use the following credentials for automatic login:] when you want to configure the credentials here.  
The user is not requested to log in on the user panel when he tries to access the external location.
8. If you have selected [Use the following credentials for automatic login:] fill in the username and password.
  - The [Username] gives access to the external location. The user must at least have read and write permissions for the external location. For SMB destinations the format must be as follows: Local user name: "IPAddress\username" or "hostname\username". Domain user name: "domain\username".
  - Enter the [Password] that belongs to the username.

9. Select the [Enabled functionalities]. Enable or disable access to the selected location for print or scan jobs.
10. Click [OK] to save the external location.



### NOTE

The system will validate the external location and give an error message if the validation fails.

In case of an error, you can click "Save" to save the external location with the error or click "Change" to change the entries.

## Result

The external location can be used via the user panel and in Océ Express WebTools.

## Set a default external location

### Introduction

You can set an external location as the default location. The default location is used when you do not select a specific external location for a job.

### Procedure

1. Select the [Configuration] - [External locations] tab.
2. Under [External locations] select the external location you want to set as default.
3. Click on the checkbox icon under [Actions].

## Set a default print destination

### Introduction

You can configure the default print destination in Océ Express WebTools. When the destination of a print job is not specified in the job ticket or when there is no job ticket, the job is sent to a default destination. You can choose between two default print destinations:

- [Both queue and Smart Inbox]: the job is printed automatically and stored in the Smart Inbox.
- [Only Smart Inbox]: the job is sent to the Smart Inbox and you have to start it locally.



#### NOTE

You can only set the default print destination, when the [Override destination of print jobs] setting is set to [No, as specified in the job ticket]. You can find this setting under [Preferences] - [System defaults] - [Job management].

### Procedure

1. Select the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Job management] section, or click on the setting [Default destination of print jobs].
3. Select [Both queue and Smart Inbox] or [Only Smart Inbox].
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

### After you finish

Your preferred print destination is now default. All print jobs are sent to this destination when you do not make other settings.






## Troubleshoot the creation of an FTP external location (after an error message)

An error message displays to indicate that the creation of the FTP external location failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.

Error message	Action to perform
The user name or password is incorrect.	<p>Check the remote user name and the password. If the user name and password are correct, check the syntax of the external location name:</p> <ul style="list-style-type: none"> <li>- For a remote host user: &lt;hostname&gt;\&lt;username&gt; or &lt;IP_address&gt;\&lt;username&gt;</li> <li>• For a domain user: &lt;domainname&gt;\&lt;username&gt;</li> </ul>
The remote hostname cannot be resolved.	<ul style="list-style-type: none"> <li>• Make sure the hostname is correct and valid.</li> <li>• Make sure the printer is connected to the customer's network.</li> <li>• Check the network settings of the printer in Océ Express WebTools: Primary DNS suffix, Preferred DNS server, Subnet mask, Default Gateway</li> <li>• Check with the System administrator if the DNS server can resolve the hostname to an IPv4 address</li> <li>• If any of previously mentioned checks do not solve the problem, enter the remote host IPv4 address instead of the hostname.</li> </ul>
Missing or incorrect path.	<p>Make sure that the path syntax conforms to:</p> <ul style="list-style-type: none"> <li>• hostname/share[/folder/... ] or,</li> <li>• &lt;IP_address&gt;/share[/folder/... ]</li> </ul>
The remote host could not be found.	<ul style="list-style-type: none"> <li>• Make sure that the hostname or IP address is correctly typed.</li> <li>• Make sure that the remote host is up and running and that it is connected to the network.</li> </ul>
The remote host is not accessible.	<ul style="list-style-type: none"> <li>• Check that the FTP protocol is enabled on the remote host.</li> <li>• Check that the customer network security policy (firewall/switch) allows the FTP ports.</li> <li>• For FTP destination: check that the FTP server uses the port 21.</li> </ul>
The external location cannot be tested: the remote server has reached the maximum number of connections.	<p>The external locations server has reached the maximum number of connections. Check with the System administrator or try again later.</p>

Error message	Action to perform
<p>The remote destination test is aborted, because the time-out period has expired.</p>	<p>Check that the Firewall on the FTP server workstation does not prevent the 'FTP passive mode' connection.</p> <p> <b>NOTE</b> To know more about the FTP passive mode connection, refer to the Océ ColorWave-PlotWave Systems Security manual.</p> <p><b>Example with FileZilla Server</b> The error message may appear after the installation of FileZilla Server. In order to allow the FileZilla Server application through the Windows Firewall, follow the next steps:</p> <ol style="list-style-type: none"> <li>1. Open the Windows Firewall window.</li> <li>2. Click 'Allow a program or feature through Windows Firewall'.</li> <li>3. Click the 'Allow another app...' (or 'Allow another program...') button. A window named 'Add an app' (or 'Add a program') appears.</li> </ol> <p> <b>NOTE</b> Do NOT select 'FileZilla Server Interface' from the list.</p> <ol style="list-style-type: none"> <li>4. Click the 'Browse...' button.</li> <li>5. Locate the directory in which you installed FileZilla Server (normally C:\Program Files (x86)\FileZilla Server\).</li> <li>6. Double click or select 'FileZilla server.exe'.</li> </ol> <p> <b>IMPORTANT</b> Make sure you do NOT select 'FileZilla Server Interface.exe'.</p> <ol style="list-style-type: none"> <li>7. Click 'Open'. The 'Add an app' or 'Add a program' window displays again.</li> <li>8. Scroll down the displayed list and select 'FileZilla server.exe'.</li> <li>9. Click 'Add'. The Windows Firewall Allowed apps window displays again. Make sure that 'FileZilla server.exe' is added to the 'Allowed apps (or programs) and features' list. Make sure that it has a check mark in either the 'Private', or the 'Public', or the 'Domain' checkbox (depending on the type of network you want to access).</li> <li>10. Click 'OK' to close the Windows Firewall window.</li> </ol>
<p>The specified path or URL does not exist on the remote host, or the folder name is misspelled.</p>	<ul style="list-style-type: none"> <li>• Check that the path to the destination folder has been correctly typed.</li> <li>• Check that the destination folder exists on the remote host.</li> </ul>
<p>The specified user account has no 'write' permission on this location.</p>	<p>For scan-to-file, check that the remote user has "write" permissions on the remote share.</p>

<b>Error message</b>	<b>Action to perform</b>
The external location is full.	Make some space available on the external location for the 'Scan to' operations.
The test of the external location cannot be performed: an internal error has occurred.	Restart the system and try again.

## Troubleshoot the creation of an SMB external location (after an error message)

An error message displays to indicate that the creation of the SMB external location failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.



Error message	Action to perform
The user name or password is incorrect.	<ul style="list-style-type: none"> <li>Check the remote user name and the password. If the user name and password are correct, check the syntax of the external location name:                             <ul style="list-style-type: none"> <li>- For a remote host user: &lt;hostname&gt;\&lt;username&gt; or &lt;IP_address&gt;\&lt;username&gt;</li> <li>- For a domain user: &lt;domainname&gt;\&lt;username&gt;</li> </ul> </li> <li>Make sure that the destination workstation accepts the NTLMv1 authentication. (Windows environment: Local Security Policy - Security Settings - Local Policies - Security Options - Network Security - LAN Manager authentication level: the setting should be set to any value except 'refuse LM' or 'refuse LM &amp; NTLM')</li> </ul>
The remote hostname cannot be resolved.	<ul style="list-style-type: none"> <li>Make sure the hostname is correct and valid.</li> <li>Make sure the printer is connected to the customer's network.</li> <li>Check the network settings of the printer in Océ Express WebTools: Primary DNS suffix, Preferred DNS server, Subnet mask, Default Gateway</li> <li>Check with the System administrator if the DNS server can resolve the hostname to an IPv4 address</li> <li>If any of previously mentioned checks do not solve the problem, enter the remote host IPv4 address instead of the hostname.</li> </ul>
Missing or incorrect path.	<p>Make sure that the path syntax conforms to:</p> <ul style="list-style-type: none"> <li>\\hostname\share[\folder\... ] or,</li> <li>\\&lt;IP_address&gt;\share[\folder\... ]</li> </ul>
The remote host could not be found.	<ul style="list-style-type: none"> <li>Make sure that the hostname or IP address is correctly typed.</li> <li>Make sure that the remote host is up and running and that it is connected to the network.</li> </ul>
The remote host is not accessible.	<ul style="list-style-type: none"> <li>Make sure that SMB protocol is enabled on the remote host.</li> <li>Make sure that the SMB ports are allowed by the firewall. (TCP 445 )</li> <li>Make sure that NetBIOS over TCP/IP is enabled on the destination workstation. (Windows environment: Network and Sharing Center - Change adapter settings; Right-click on Network connection - Properties - IP V4- Properties - General - Advanced - WINS)</li> </ul>

Error message	Action to perform
The remote destination cannot be tested: the remote server has reached the maximum number of connections.	The external location server has reached the maximum number of connections. Check with the System administrator or try again later.
The specified path or URL does not exist on the remote host, or the folder name is misspelled.	<ul style="list-style-type: none"> <li>• Check that the share is correctly typed and that the share exists on the remote host.</li> <li>• Check that the path to the destination folder has been correctly typed.</li> <li>• Check that the destination folder exists on the remote host.</li> </ul>
The specified user account has no 'write' permission on this location.	For scan-to-file, check that the remote user has "write" permissions on the remote share.
The external location is full.	Make some space available on the external location for the 'Scan to' operations.
The test of the external location cannot be performed: an internal error has occurred.	<ul style="list-style-type: none"> <li>• Restart the system and try again.</li> <li>• Make sure that SMB1 is enabled on the destination workstation. (Windows environment: HKLM\System\CurrentControlSet\Services\LanmanServer\Parameters key).</li> </ul>

## Troubleshoot the creation of a WebDAV external location (after an error message)

An error message displays to indicate that the creation of the WebDAV external location failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.

Error message	Action to perform
Proxy authentication required. Please check the proxy configuration.	<ul style="list-style-type: none"> <li>• Check whether a proxy is required.</li> <li>• Check the proxy settings.</li> </ul>
The remote hostname cannot be resolved.	Check whether a proxy is required.
The specified path or URL does not exist on the remote host, or the folder name is misspelled.	<ul style="list-style-type: none"> <li>• Make sure that the path exists.</li> <li>• Make sure that 'Proxy settings' feature is not checked if the WebDAV server does not require an Internet access (local network).</li> <li>• Check the syntax of the WebDAV external location. Make sure it complies with the WebDAV syntax of your Cloud.</li> </ul> <p> <b>IMPORTANT</b> For the 'Box.com' Cloud, the WebDAV syntax changed. The new syntax is: <code>https://dav.box.com</code>. You must use the new syntax. It replaces <code>https://apps.box.com/dav</code>.</p>
Missing or incorrect path.	Check the path and the URL syntax. There may be some strange characters in the path, or an incorrect URL.
The user name or password is incorrect.	<ul style="list-style-type: none"> <li>• Check the remote user name and the password.</li> <li>• If the user name and password are correct, check also the "path" syntax.</li> </ul>
The external location cannot be tested: the remote server has reached the maximum number of connections.	The external locations server has reached the maximum number of connections. Check with the System administrator or try again later.
The specified user account has no 'write' permission on this location.	<ul style="list-style-type: none"> <li>• For scan-to-file, check that the remote user has "write" permission on the remote host.</li> <li>• Check the syntax of the WebDAV external location.</li> </ul> <p> <b>NOTE</b> Replace <code>http://</code> by <code>https://</code>.</p>
The external location is full.	Make some space available on the external location.
The test of the external location cannot be performed: an internal error has occurred.	<ul style="list-style-type: none"> <li>• Check the URL syntax entered in the Path setting.</li> <li>• Check that proxy settings are not checked if the WebDAV server does not require an Internet access (local network).</li> <li>• Restart the system and try again.</li> </ul>

---

# Configure the printer settings

## Configure the regional settings

### Purpose

The regional settings are configured during the installation of your printer. When you want to change the initial configuration, you can do this under the [Regional settings].

Define the regional settings for the printer in the following order:

- [First language] and [Second language] of the user panel
- [Measurement unit]
- [Time zone]

When you change the [Time zone] you must reboot the system first, before you set the [Current date and time].

- [Current date and time]
- [Time format]



### NOTE

Every time you change the [Measurement unit], the controller recalculates the values from millimeter to inches and vice versa. If you reverse to the original value of this setting a slight calculation difference can occur due to rounding differences.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Regional settings] section, or click on the setting you want to edit, for example [First language].
3. Modify the settings. You can choose between:
  - settings that are commonly used in the USA
  - or settings that are commonly used in the rest of the world.
4. Click [OK] to confirm, or [Cancel] to reject your entries.

## Configure the user session time-out

### Introduction

The user panel returns automatically to the home screen and its default configuration. You can set a time limit for the user session.

### When to do

Define a suitable time-out period that does not interfere with the print productivity.

### Procedure

1. Open the [Security] - [Configuration] tab.
2. Click on [Edit] in the [User access configuration] section or click on the [User session time-out] setting.
3. Enter a time period .
4. Click [Ok] to confirm, or [Cancel] to reject your entries.



---

## Configure the working hours

### Introduction

You can define the working hours of the printer in Océ Express WebTools.

Enable [Automatic on] first, to let the printer wake up automatically. Define the working days with the [First workday] setting, for example 'Monday', and [Last workday] setting, for example 'Friday'. And set the wake up time and shut down time with the [Start-up time] and [End of workday time] settings, for example '06:30' and '19:00'.

That way the printer turns on and off automatically, at the set day and time.



#### NOTE

It is not possible to disable the automatic shut down of the printer with this setting. The printer will always shut down once in twenty-four hours, due to power saving regulations.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Printer properties] section.
3. Set the [Automatic on] setting to [Enabled].
4. Set the [Start-up time], [End of workday time], [First workday] and [Last workday] settings according to your preferences.
5. Click [Ok] to confirm, or [Cancel] to reject your entries.

### Result

The printer now wakes up automatically, and is active during the preferred time frame on the set days.

## Configure the sleep mode

### Introduction

The printer offers an energy save mode that you can use when the printer is idle for a defined period. The configuration of the timer prevents unnecessary power consumption. The printer uses minimal energy because the power supply of the printer is turned off. The power supply of the controller remains on. The printer needs little time to warm up when it wakes up from the sleep mode.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Printer properties] section or click on the [Go into sleep mode after] setting.
3. Enter a new value. Thirty minutes is default.
4. Click on [Ok] to confirm or [Cancel] to reject your entries.



#### NOTE

- The window displays the minimal and maximal value you can select.
- When the printer is in sleep mode, there are several ways to activate the system:
  - send a print job
  - press the wake-up button on the user panel
  - open a media drawer
  - insert an original in the scanner
  - insert a USB device

## Configure the media request time-out

### Introduction

The user panel displays a message with a media request when the requested media is not available on the printer.

- When the [Media request timeout] setting is disabled, the media request will be displayed on the user panel until it is resolved.
- When the [Media request timeout] setting is enabled (default), you can enter a media request time-out value in seconds. When the media request is not resolved within the media request time-out period, the [Action after media request timeout] setting determines whether the printer either deletes the job from the Job queue or puts the job in attention state.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Printer properties] section or click on the [Media request timeout] setting.
3. When you enable the setting, you must enter a time period as well. If you choose to disable the setting, the time period will not be adjustable.
4. Click on the [Action after media request timeout] setting.
5. Select [Put the job on attention state] or [Delete the job].
6. Click on [Ok] to confirm or [Cancel] to reject your entries.

## Configure the media types

### Introduction

You can load various media types on the printer. In Océ Express WebTools you can indicate the media types to make them recognisable for the printer, or set one as default.

### Procedure

1. Open the [Media] - [Media types] tab.
2. Under [Installed media types] a list with the supported media types is displayed. You can enable or disable media types to tune the system to your environment.
3. Check the box in front of the media type. Select [Enable], [Disable] or [Default] on the right hand side.



#### NOTE

You cannot disable media types that are currently loaded on the printer.

## Configure the media sizes

### Introduction

You can load various media sizes on the printer. In Océ Express WebTools you can indicate the media sizes to make them recognizable for the printer.

### Procedure

1. Open the [Media] - [Media sizes] tab.
2. Under [Supported media sizes] a list with the supported media sizes is displayed. You can enable or disable media sizes to tune the system to your environment.
3. Check the box in front of the media size. Select [Enable] or [Disable] on top of the list.



#### NOTE

You cannot disable media sizes that are currently loaded on the printer.

## Configure the pen settings

### Introduction

You can define the pen settings in the application that you use to create a drawing with. When the pen settings are not defined in the application, you can configure the default pen settings in Océ Express WebTools.

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Go down to the list of pen numbers.
3. Click on the value of the pen number that you want to change.  
The pen settings window opens. You can configure the color, width and pattern for this pen.
4. Click on [Ok] to confirm or [Cancel] to reject your entries.

---

# Optimize the print quality and productivity

## Set transparency flattening for PDF

### Introduction

In Océ Express WebTools, you can select a setting to flatten transparency information in a PDF document before printing. The setting is used for PDF documents containing transparency information only.

You can choose between the following values:

- [Quality]  
Select this value if print quality is an important factor. The processing speed slows down and more memory is required.
- [Speed]  
Select this value if PDF processing performance is more important than print quality. Large and complex PDF files are processed faster and use less memory.



#### NOTE

You can only change the transparency flattening, when the [PDF render engine] setting is set to [Adobe PostScript interpreter]. You can find this setting under [Preferences] - [Print job defaults] - [PDF rasterization settings].

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Click on [Edit] in the [PDF rasterization settings] section or click on the [Transparency flattening] setting.
3. Select [Quality] or [Speed].
4. Click [Ok] to confirm, or [Cancel] to reject your entry.

## Set the wipeout correction for PDF

### Introduction

The [Wipeout correction] for PDF setting allows you to print PDF documents, that contain solid black areas that block parts of the image. If you enable this setting, PDF documents are printed correctly but the processing of the PDF files is slower.

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Click on [Edit] in the [PDF rasterization settings] section or click on the [Wipeout correction] setting.
3. Enable or disable. The setting is enabled when you check the box.
4. Click [Ok] to confirm, or [Cancel] to reject your entry.



## Set the long plot mode

### Introduction

When the [Long plot mode] setting is enabled, it allows you to print plots up to eight times longer than when the setting is disabled.

For the printer to be able to print long prints, the print quality can be reduced.



#### NOTE

The setting does not apply for PDF or PostScript files.

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Click on [Edit] in the [General (non-postscript) rasterization settings] section or click on the [Long plot mode] setting.
3. Enable or disable. The setting is enabled when you check the box.
4. Click on [Ok] to confirm or [Cancel] to reject your entries.

## Set the automatic roll switch

### Introduction

In Océ Express WebTools you can choose to enable or disable the [Automatic roll switch]. When you enable the functionality and a specific roll has been selected, the printer automatically continues printing on an (in size and type) identical roll. When you disable the functionality, the printer stops and request to load a new roll of the same size and type in the same media drawer location.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Printer properties] section or click on the [Automatic roll switch] setting.
3. Select [Enabled] or [Disabled]. Select enabled if print productivity is an important factor.
4. Click on [Ok] to confirm or [Cancel] to reject your entries.

## Set the spool threshold

### Introduction

When the job memory is full the printer cannot receive new jobs, therefore it is necessary to partly empty the memory. Set the [Spool threshold] setting to define the spool capacity for your jobs.

You can choose one of following values:

- [Low]  
Select this value if you have several small print jobs and you want to allow a higher capacity.
- [Normal]  
This is the default setting. Select this value if you have both small and large print jobs.
- [High]  
Select this value when you have more large print jobs, and you want to reduce the risk of having to abort the file transfer due to a full job memory.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Printer properties] section or click on the [Spool threshold] setting.
3. Select [Low], [Normal], or [High].  
Select [Low] if print productivity is an important factor.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

## Set the rotation mode

### Introduction

If you want to turn an image, you can use the rotation settings. The setting allows you to turn the image according to predefined rotation values or you can let the printer perform the rotation automatically.

Choose one of the following values:

- [No rotation]
- [90°]
- [180°]
- [270°]
- [Short edge first]
- [Long edge first]
- [Short edge first with additional 180° rotation]
- [Long edge first with additional 180° rotation]
- [Automatic media saving]
- [Automatic media saving with additional 180° rotation]

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Click on [Edit] in the [Layout] section or click on the [Rotation] setting.
3. Choose one of the values.  
Select [Automatic media saving] or [Automatic media saving with additional 180° rotation] when the print productivity is an important factor.
4. Click on [Ok] to confirm or [Cancel] to reject your entries.

## Set the alignment mode

### Introduction

When you want to shift the image on the sheet, you can change the alignment mode. With the alignment mode, you can also optimize the print productivity as you reduce the distance the print carriage has to travel. You can, for instance, align the image to the top right-hand corner of the sheet.

You can choose the following alignment settings:

Alignment mode		
[Top left]	[Top]	[Top right]
[Left]	[Center]	[Right]
[Bottom left]	[Bottom]	[Bottom right]

### Procedure

1. Open the [Preferences] - [Print job defaults] tab.
2. Click on [Edit] in the [Layout] section or click on the [Alignment] setting.
3. Select the correct value.  
Select [Top right] when the print productivity is the most important factor.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

## Set the climate control (optional)

### Introduction

You have the option to install a climate control in the media drawer of your printer. The climate control regulates the temperature for the media and optimises the print quality. You can enable and disable the climate control in Océ Express WebTools.



#### NOTE

Default the climate control is enabled.

### Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Click on [Edit] in the [Printer properties] section or click on the [Climate control function] setting.
3. Select [Enabled] or [Disabled].
4. Click [Ok] to confirm, or [Cancel] to reject your entries.

# Configure mobile printing and scanning

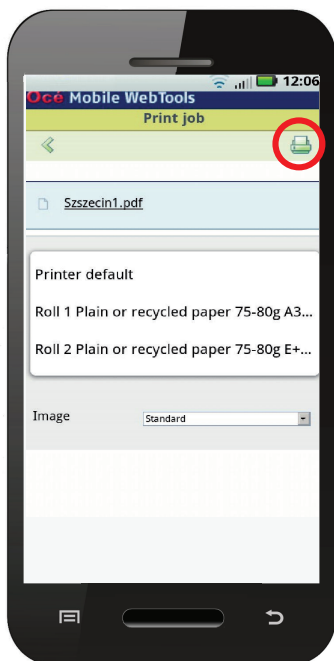
## Océ Mobile WebTools

### Introduction

Océ Mobile WebTools provides the following functionalities:

- Submit a print-ready file to the printer from a mobile device.
- Save a scanned file from the printer on a mobile device.
- Delete a scanned file on the printer.

### Illustration



### Requirements

Océ Mobile WebTools can be accessed via the browser on your mobile device.

The following are required in order for this to work:

- A Wi-Fi infrastructure connected to the printer's network.
- A compatible mobile device on which you can access and browse the file system.
- A compatible mobile operating system.
- A compatible mobile web browser.

Optionally:

- You need a mobile file explorer application to print a stored file.
- A mobile application to scan QR Code.

### How to use the functionality

When you want to use Océ Mobile WebTools:

- The system administrator configures the network and Wi-Fi infrastructure

- The System Administrator enters the configuration information on the printer controller interface.  
With this information you can generate and print the QR card.  
The QR card contains the QR code, and it contains information on how to connect to the Océ Mobile WebTools.
- The user activates Wi-Fi on the mobile device, and connects to the network. The user opens Océ Mobile WebTools on the device's web browser.
- With Océ Mobile WebTools the user can print a file from the mobile device, and the user is able to save a scanned document.

### **Get the latest information on infrastructure and mobile device compatibility**

Refer to the Océ PlotWave-ColorWave Systems Connectivity manual on the <http://downloads.oce.com> product page to get information on the connection requirements, or visit <http://www.canon.com/support/> to find more information on mobile connection.



# Configure Océ Express WebTools settings for a mobile connection

## Introduction

If you want to give users easy access to Océ Mobile WebTools, the settings must first be configured. With the information you can develop a QR card to create easy access.



### NOTE

- For this procedure, you need to log in as Key Operator or Power User.
- Make sure you configure your Wi-Fi network and connect the printer to the network.

## Procedure

1. Open the [Configuration] - [Connectivity] tab.
2. Click [Edit] in the right hand corner of the [Mobile] section.
3. Enter the settings. This information will also be printed on the QR card:



### NOTE

Enter information according to your IT policy. Contact your system administrator for more information.

Mobile section in Océ Express WebTools

Setting	Action
[Wi-Fi name on QRC sheet]	Enter the name of your Wi-Fi network. The name will be displayed on the QR card.
[Wi-Fi key on QRC sheet]	If required, enter the password for your Wi-Fi network. The key will be displayed on the QR card.

4. Click [Ok] to confirm your settings.



### NOTE

When the printer is in a Windows domain network, enter the domain name in Océ Express WebTools:

- Open the [Configuration] - [Connectivity] tab
- Go to the [Network adapter] section. Enter the domain name in the field [Primary DNS suffix].

# Generate the Quick Response Card

## Introduction

When you want users to easily access the printer from their mobile devices, you can generate the QR (Quick Response) card. The QR card contains all the information to establish a connection between the mobile device and the printer. The card contains all your settings and a uniquely generated QR code. The URL of your printer is displayed, so you can also access Océ Mobile WebTools on your mobile device via the web browser .

Print the QR card on individual cards or on a poster to provide easy access to the printer.

## Before you begin

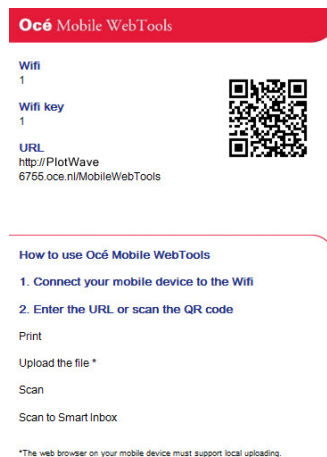
You need to edit the settings for the connectivity information in Océ Express WebTools first. Only a System Administrator or Power User can edit the information.



### NOTE

The illustration below is an example, you cannot print and use this QR card for your personal printer. The printer generates a unique QR card with your own personal QR code, based on your settings.

## Illustration



[1] Example of a QR card

## Procedure

1. Open the [Support] - [About] tab.
2. Click on [Quick Response Card] in the [Downloads] section.  
A new window opens. The QR card is automatically generated and displayed in the window.
3. Print the QR card.

## Connect your mobile device to Océ Mobile WebTools

### Before you connect:

- Make sure the system is configured.
- Make sure you generate the QR card.
- Make sure you activate the Wi-Fi connection on your mobile device.



### NOTE

- For iOS mobile devices, you can also enter the IP address of the printer in the iCab Mobile browser to get access to the more extended Océ Express WebTools.
- Find the latest compatibility information on the Océ website under the Support tab.
- If the connection fails and cannot be established on your mobile device, contact the system administrator.

### Connect to Océ Mobile WebTools

You can connect to Océ Mobile WebTools in three ways. Follow the steps to get connected.

Connect with:	Steps
The QR code	<ul style="list-style-type: none"> <li>• Open the QR Code scan application on your mobile device.</li> <li>• Scan the QR code displayed on the QR card. Océ Mobile WebTools opens in the web browser of your mobile device.</li> <li>• When requested, enter the password on the QR card in order to connect.</li> </ul>
The URL	<ul style="list-style-type: none"> <li>• Open the web browser on your mobile device.</li> <li>• Enter the printer's URL, displayed on the QR card. For example: 'http://hostname(.com)/v2/MobileWebTools'.</li> <li>• When requested, enter the password on the QR card in order to connect.</li> </ul>
The IP address	<ul style="list-style-type: none"> <li>• Open the web browser on your mobile device.</li> <li>• Enter the printer's IP address. Get the IP address from your system administrator.</li> <li>• When requested, enter the password on the QR card in order to connect.</li> </ul>
	<p>Océ Mobile WebTools opens in the web browser of your mobile device.</p> <p>You can now use it to print from your mobile device or save scanned files on your mobile device.</p>



## **Chapter 4**

Use the printing system

# How to feed an original

## Introduction

When you want to copy or scan, it is important to correctly feed the original in the printer.

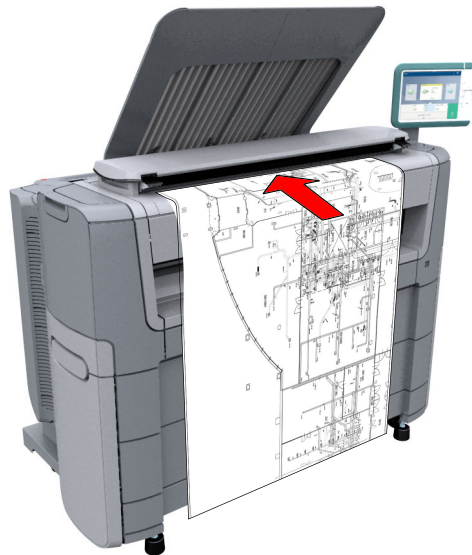


### IMPORTANT

- The scanner can not scan an original that is thicker than 0.8 mm or rigid originals. When you use the carrier sheet that is available as an option, ensure that the combined thickness of both the document and carrier sheet does not exceed 0.8 mm. For more information, see [How to use the carrier sheet on page 144](#).
- Do not retrieve the original from the printer when it is already fed into the scanner. To release the original press the stop button on the user panel and tap [Release the original] under the Smart Access.

## Procedure

1. Feed the original face up and centered on the original feeding table.



2. The scanner takes the original.  
The width of the original is automatically detected and displayed in the Smart Access. The live scan view displays the scanning process.

## Result

Depending on the selected [Original release mode] in Océ Express WebTools, the scanner holds or releases the original after the scan procedure. Tap [Release the original] under the Smart Access to let the scanner release the document.

When the original is released, you can feed the next original.

# How to auto-feed an original

## Introduction

When you activate the auto-feed functionality, you do not need to use the green button every time you scan a document. This way you improve your productivity. The scanner is activated automatically and releases the original after the scan procedure.



### NOTE

- The auto-feed functionality is disabled when you select the print tile or when the user panel reverts to the home screen after the specified time-out period.
- You can change the settings of your copy or scan job before you feed the originals.

## Procedure

1. Feed the first original face up and centered on the original feeding table.
2. The scanner takes the original.
3. Tap the green button twice. The green button displays the message [Automatic].
4. Tap the green button to start the scan job.
5. When the user panel displays the message [Insert original], you can insert the next original.
6. When you want to de-activate the auto-feed functionality, tap the green button. [Automatic] disappears from the green button.

# How to use the carrier sheet

## Introduction

The carrier sheet can help you scan an original. The use of the carrier sheet depends on the condition of your original.

## When to do

You can use the carrier sheet when you want to copy or scan:

- an original that is smaller than A4 size
- an original that is fragile or damaged
- an original that is badly creased
- an original that has other pieces of paper attached to it.



### IMPORTANT

When handling the carrier sheet, be very careful not to scratch or otherwise damage it.



### NOTE

- When you use the carrier sheet with color documents, the colors can shift slightly.
- The carrier sheet is optional and not delivered with the machine. You can order it on the company website or via your local representative.

## Procedure

1. Open the carrier sheet and place the original. The printed side of the original must be visible through the transparent protection sheet.
2. Place the carrier sheet with the original face up and centered on the original feeding table.



### IMPORTANT

Make sure that you first feed the sealed side of the carrier sheet into the scanner.

3. Feed the carrier sheet with the original into the scanner.  
The scanner will detect the width of the carrier sheet as the original width.  
The scanner takes the carrier sheet with the original.
4. A copy or scan is made of your original.



# Print Jobs - Job submission tools

## Use Océ Publisher Express to send a print job

### Introduction

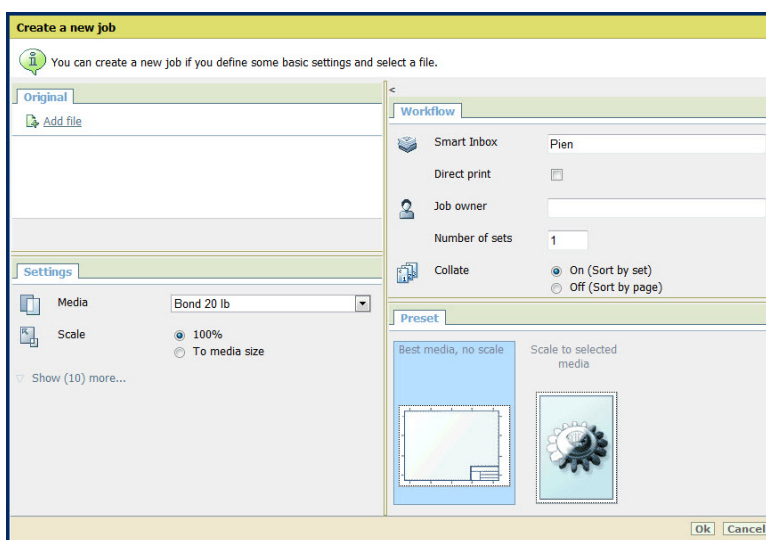
Océ Publisher Express is a job submitter that is integrated in Océ Express WebTools.



#### NOTE

When you use Océ Publisher Express to submit a print job, the maximum job size is 2 GigaByte.

### Illustration



### Procedure

Step	Action	Remarks
1	Open the [Jobs] - tab.	This tab displays the following. <ul style="list-style-type: none"> <li>• The Océ Publisher Express section.</li> <li>• An overview of all jobs that are currently available in the Job and Scan Queues.</li> <li>• An overview of all the Smart Inboxes that currently contain one or more jobs.</li> </ul>
2	Click on [Create new job] in the Océ Publisher Express section.	A separate window opens. ▶

Step	Action	Remarks
3	<p>Click on [Add file] and use the <b>Browse...</b> button to select the file you want to print. Repeat this action to add more files to the job.</p>	<p>You can only print documents with the following data formats. When you use other formats, the file cannot be sent to the printer.</p> <ul style="list-style-type: none"> <li>• - HP-GL - .hp, .hpg, .hpgl</li> <li>• - HP-GL/2 - .hp2</li> <li>• - HP RTL - .rtl</li> <li>• - CALS - .cls, .cal</li> <li>• - NIRS - .nir, .nif</li> <li>• - CalComp - .cc, .906, .907, .951, .crf, .pci</li> <li>• - Edmics (C4) - .c4</li> <li>• - TIFF - .tif</li> <li>• - PostScript 3 - .ps (licensed)</li> <li>• - PDF - .pdf (licensed)</li> <li>• - JPEG - .jpg, .jpeg</li> <li>• - DWF - .dwf</li> </ul>
4	<p>Select the [Preset] and change the [Settings] if necessary.</p>	<p>Job settings that you change in Océ Publisher Express always overrule the default settings defined in the Océ Express WebTools.</p>
5	<p>In the [Workflow] section enter the name of the Smart Inbox you want to print to and click [Ok] to send the print job to the Smart Inbox.</p>	<p>You can easily create a new Smart Inbox when you enter a new Smart Inbox name.</p>

## Use the Smart Inbox to send a print job

### Introduction

If you have already added a job to the Smart Inbox in Océ Express WebTools, you can print this job via the Smart Inbox.



#### NOTE

For more information on how to create a Smart Inbox, see [Create and open a Smart Inbox on page 65](#).

### Procedure

1. Select the [Jobs] tab in Océ Express WebTools.
2. Click on "Open Smart Inbox".
3. Click on the white field and select the correct Smart Inbox.
4. Select the job and click [Print]. The job is copied into the queue.

## Use Océ Publisher Select 2 to send a print job

### Introduction

Océ Publisher Select 2 is a job submission application that allows you to create, preview, print, and manage jobs for the Océ PlotWave 450/550.



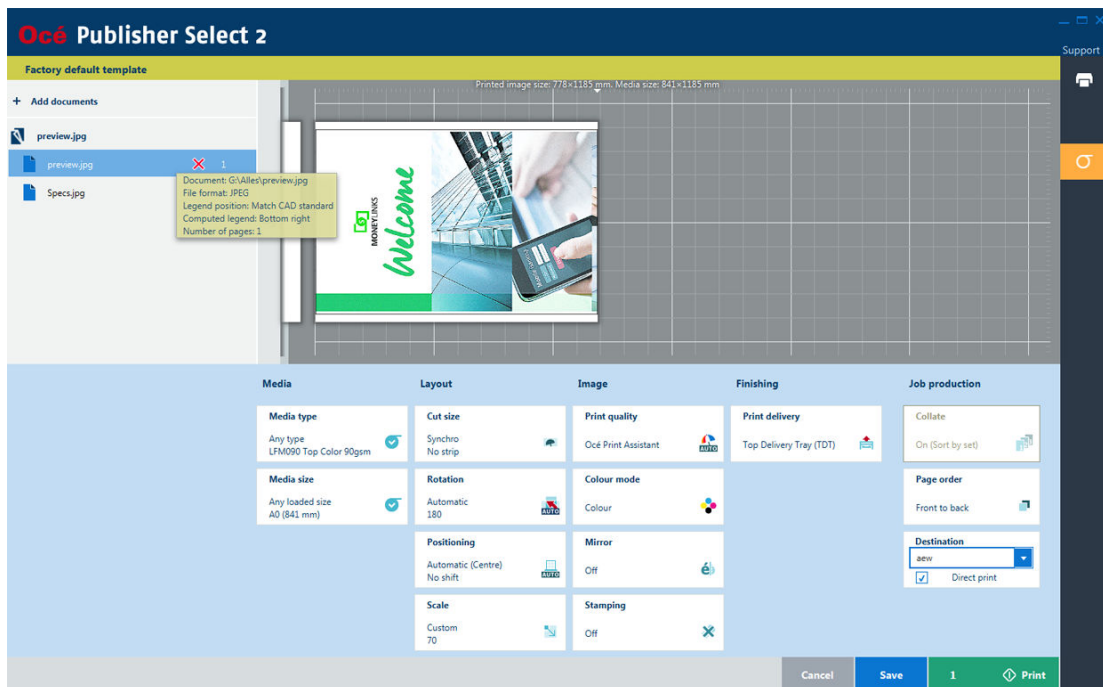
#### NOTE

You can download the Océ Publisher Select 2 software on [downloads.oce.com](https://downloads.oce.com) on page under the product page. Here you can also download the operation guide for more information.

### Océ Publisher Select 2

Use Océ Publisher Select 2 to:

- Connect to the printer.
- Set up the application settings to your preferences.
- Check the media and ink available in the printer.
- Create a job.
- Submit your job to the printer.



### Use Océ Publisher Select 2 to send a print job

1. Start Océ Publisher Select 2 and connect it to the printer.  
The home screen opens.
2. In the right screen, check the printer status for the available ink and media
3. Select a template or create a custom template and select it.
4. Add documents to the job
5. Select one document of a job to check or adjust the print settings in the bottom screen.
6. Check the print preview.
7. Click on the green print button, to print the job.
8. Track and manage a submitted job in the submitted jobs list.

# Use Océ Wide format Printer Driver 2 for Microsoft® Windows® to send a print job

## Introduction

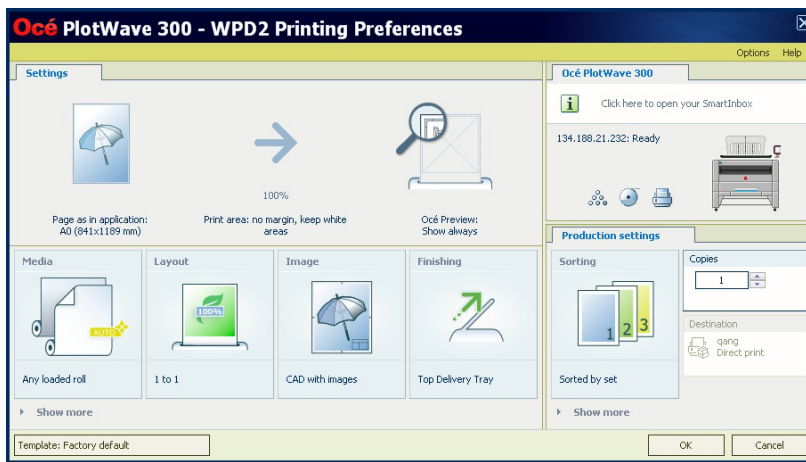
Océ Wide format Printer Driver 2 for Microsoft® Windows® is a mixed raster-vector HP-GL/2 printer driver that allows you to create, preview, print, and manage jobs for the Océ PlotWave 450/550.



### NOTE

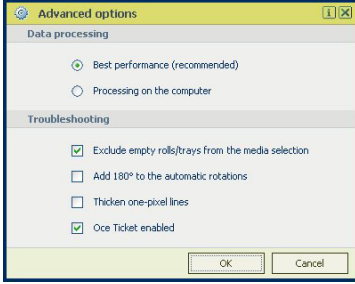
For more information on Océ Wide format Printer Driver 2 for Microsoft® Windows®, go to [oce.downloads.com](http://oce.downloads.com) on page and select your product.

## Océ Wide format Printer Driver 2 for Microsoft® Windows®



## Procedure

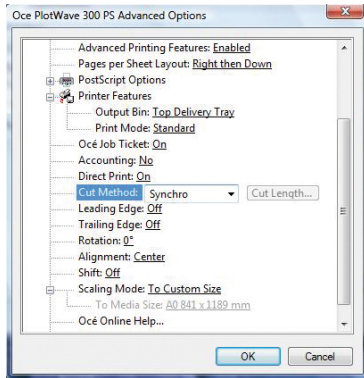
Step	Action	Remarks
1	Open the file that you want to print in the source application.	AutoCAD® or any other Windows application
2	From the [File] menu of the application, click [Print].	
3	Select the product name of your printer in the [Printer] area of the [Print] dialog box.	
4	Click [Properties].	You can define the default print job settings in Océ Express WebTools.

Step	Action	Remarks
5	In the [Options] menu in the upper right hand corner of the screen choose [Advanced options]. Make sure a checkmark is placed in the [Océ Job Ticket enabled] box of the [Troubleshooting] section to overrule the default values for the job settings.	
6	Check all tiles in the printer driver and change the settings, if necessary.	
7	Click [OK] to send the print job to the [Smart Inbox] or the print queue.	

# Use the Océ PostScript® 3 Driver to send a print job

## Introduction

Océ provides the Océ PostScript® 3 Driver that allows you to send print jobs to your printer. You need a license to be able to print PostScript files on the printer.



## Procedure

1. Open the file that you want to print in the source application.
2. From the [File] menu of the application, click [Print].
3. Select the product name of your printer in the [Printer] area of the [Print] dialog box.
4. Click [Properties] and [Advanced].  
When you select Properties you can define the settings for your print job.
5. Activate the Océ Job Ticket to overrule the default values for the job settings.
6. Check and change the Printer Features settings if necessary.
7. Click [OK] to send the print job to the Smart Inbox or the print queue.

## Use Océ Publisher Mobile to send a print job

### Introduction

Océ Publisher Mobile is an application that enables you to easily plot from an Océ system via your iPhone, iPad, or Android device.

All Océ TCS, TDS, ColorWave and PlotWave systems are supported. A user can plot all PDF\*, PLT (HPGL1/2), TIFF, JPEG and DWF\* files.



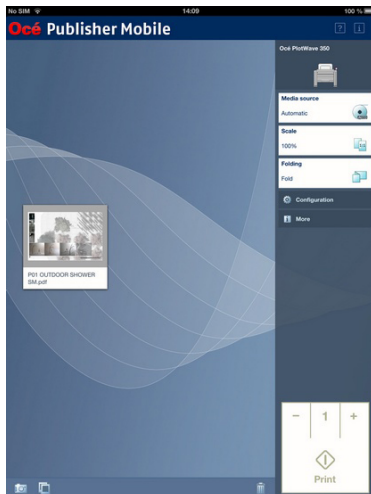
#### NOTE

\* Supported file types can vary depending on your system and active licenses.

### Before you begin

Download Océ Publisher Mobile from the Play Store for Android devices or the App Store for iOS devices.

### Illustration




### Procedure

Add a printer to Océ Publisher Mobile

Step	Action	Remarks
1	Open Océ Publisher Mobile on your mobile device.	
2	Tap the printer button.	Océ Publisher Mobile detects the compatible printers that are available in your network.
3	The detected printer, indicated with a "Connection" icon, is added to your printer list.	If your printer is not detected, you can add it manually. Tap the "Add" printer button.
4	From the printer list, select your printer.	



Step	Action	Remarks
5	Tap the "Configure" icon next to the printer name.	The printer configuration window opens.
6	Enter the IP address or hostname of the printer	
7	Add the settings for the printer.	<ul style="list-style-type: none"> <li>• Enter a name</li> <li>• Check or define the printer model</li> <li>• Define the number of rolls</li> <li>• Indicate if there is a folding device</li> </ul>
8	Save the settings. Your printer is added.	 <b>NOTE</b> You can also open Océ Express WebTools. Tap the hyperlink in the configuration window. This is useful to: <ul style="list-style-type: none"> <li>-know the printer status</li> <li>-enter accounting information</li> <li>-see your Smart Inbox</li> <li>-see if there is an error.</li> </ul>

## Send a print job from Océ Publisher Mobile

Step	Action	Remarks
1	Open the file you want to print in Océ Publisher Mobile.	
2	Select your printer.	
3	Define the print settings you need.	Main settings you can select: <ul style="list-style-type: none"> <li>• Media source</li> <li>• Scale</li> <li>• Folding</li> </ul>
4	Indicate the number of copies.	
5	Tap the green button	Your job is sent to the printer.

## Print from your mobile device

### Introduction

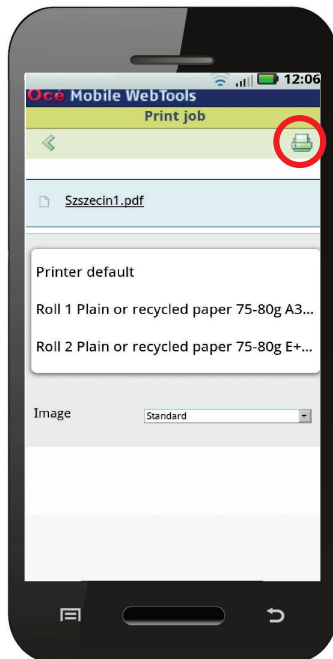
When you have access to Océ Mobile WebTools you can print a file from your mobile device on the printer .



#### NOTE

- You can navigate in a file repository on your mobile device. If needed, install a file explorer application. For more details refer to the Océ website.
- Make sure you have a working connection.
- When the system requires accounting information, your print job is sent to the Smart Inbox named [Mobile] in Océ Express WebTools. It is not printed. Connect to Océ Express WebTools from a workstation. Enter the accounting information to print the job.

### Illustration



### Procedure

1. Go to the [Print] section and select [New job].  
The [Print job] window opens.
2. Click on [Select a file].
3. Browse to the file you want to print and click Open.
4. Define the settings for your print job and click Ok.
5. After defining your settings, click on the printer icon in the upper right-hand corner. The job is sent to the printer.

### Result

Your document is printed. Your print job appears on the user panel and in the job queue of Océ Express WebTools, while it is being printed.

## Use FTP to send a print job

### Introduction

The printer supports printing through FTP.

When you send your print job through FTP the default Océ Express WebTools settings are leading.



#### NOTE

- You must enable printing through FTP in Océ Express WebTools.
- For more information on how to create an external location via FTP on the user panel, see [Create an external location on page 109](#).

### Before you begin

Find the network settings and IP address of your printer on the user panel.

Tap the system menu thumbnail and select [Network settings] in the list. A wizard opens with the required information.

### How to send a print job via FTP

You can print the files through FTP in the following ways.

- Via a command line prompt
- Via an FTP application
- From a web browser:

Enter the address **ftp://<hostname or IP address> /jobs** in your workstation browser.

The printer has a dedicated FTP Jobs folder. You cannot delete or change this folder. It is created at installation and protected. The most convenient way to print files through FTP is to drag and drop the files, or to copy and paste the files into this [Jobs] folder on the FTP site of the printer controller. The documents in the folder are printed on your printer.

### Web browsers that support job submission through FTP

Level of functionality	Web browser	Operation
Supports drag and drop of files	Microsoft® Internet Explorer Mozilla Firefox™	Drag the jobs into the [Jobs] folder on the FTP site of your printer.
Supports copy and paste of files.	Microsoft® Internet Explorer Mozilla Firefox™	Paste the jobs into the [Jobs] folder on the FTP site of your printer.

## Use LPR to send a print job

### Introduction

The printer supports printing through LPR.

When you send your print job through LPR, the default Océ Express WebTools settings are leading.



#### NOTE

You must enable printing through LPR in Océ Express WebTools.

### How to send a print job via LPR

Type the following line command after the Command prompt: **lpr -S** <hostname or IP address> **-P** <print queue name> <file name>.



#### NOTE

You can use any name for <print queue name>, for example **jobs**.

## Use the cloud to send a print job

### Introduction

The cloud can be seen as a virtual network drive you use to send files to, but also to save and share files on.

There are general cloud applications, such as SharePoint or applications via a HTTP URL, but companies can also use their own private and internal clouds.

### Before you begin

Create an external location via [WebDAV] in Océ Express WebTools to enable your cloud connection with the printer. For more information, see [Create an external location on page 109](#).

### Illustration



### Procedure

1. Open your cloud application, on your mobile device.
2. Depending on the application you use:
  - add and save the file you want to print or...
  - send the file to the printer.

## Use the home folder to send a print job

### Introduction

When you have enabled user authentication in Océ Express WebTools you can submit a print or scan job to the home folder as a secure location.



#### NOTE

The Home folder is a personal and secure external location, you can only use when it is configured by your IT department as part of your infrastructure.

### Before you begin

Enable [User authentication] with [User name and password] configured and enable the home folder as a location first. For more information, see [Enable and edit the Home folder on page 107](#).

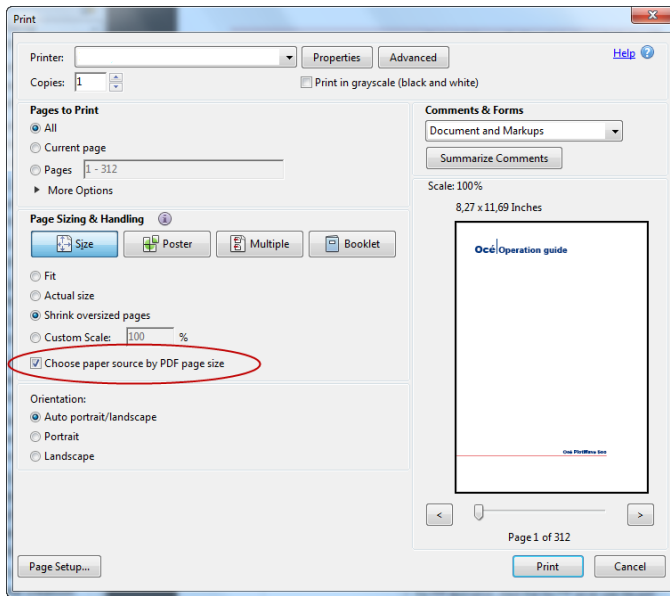
### Procedure

1. Log in on Océ Publisher Express or any of the other job submitters, using your credentials [User name and password].
2. Create a job and submit it to the printer.
3. Log in on the printer user panel using your credentials [User name and password]. You only see your personal locations and the home folder with your jobs.
4. Select the job and click on the green button.

# Troubleshoot print job submission

## Introduction

Check the issues and solutions to troubleshoot print job submission.



Issue	Solution
Unable to print a PDF file using Adobe Acrobat reader.	When you submit the print job (File - Print), make sure you check the box 'Choose paper source by PDF page size' in the print dialog.

# Print Jobs

## Do a default print job

### Introduction

When you want to print a job and you do not make any settings, the default presets are used. You only use the Smart Access to start your job.

You can see the presets that are used in the job settings section of your job.

### Before you begin

Make sure you submit a job via one of the job submitter applications:

Océ Publisher Express	<a href="#">Use Océ Publisher Express to send a print job on page 145</a>
Océ Publisher Select	<a href="#">Use Océ Publisher Select 2 to send a print job on page 148</a>
Océ Wide format Printer Driver for Microsoft® Windows®	<a href="#">Use Océ Wide format Printer Driver 2 for Microsoft® Windows® to send a print job on page 149</a>
Océ Postscript Driver	<a href="#">Use the Océ PostScript® 3 Driver to send a print job on page 151</a>
Océ Publisher Mobile	<a href="#">Use Océ Publisher Mobile to send a print job on page 152</a>
Océ Mobile WebTools	<a href="#">Print from your mobile device on page 154</a>

Or submit a job via

LPR	<a href="#">Use LPR to send a print job on page 156</a>
FTP	<a href="#">Use FTP to send a print job on page 155</a>
The cloud (WebDAV)	<a href="#">Use the cloud to send a print job on page 157</a>
The home folder	<a href="#">Use the home folder to send a print job on page 158</a>
PlanWell Collaborate	<a href="#">Use the cloud to send a print job on page 157</a>
USB	<a href="#">Print from a USB key on page 163</a>



#### NOTE

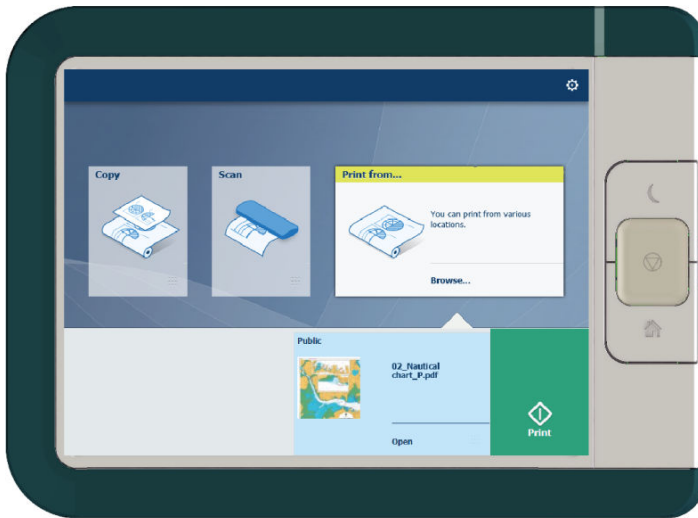
This following procedure applies when you have not made settings to enable direct print. With direct print, the job will be printed immediately. For more information, see [Direct print on page 162](#).

### Procedure

1. After you have submitted a job to the printer, tap the print tile on the user panel to open the list of locations.



2. Select the location of your job. Default, the public Smart Inbox.



The jobs are listed in a new window.

3. Select your job from the list.
4. Tap the green button, next to the job settings.

## Direct print

### Introduction

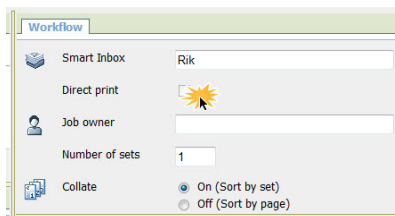
When you want to do a default print job:

- You can print with direct print.  
When you print with direct print, the print job is sent to the queue immediately.
- You can print without direct print.  
When you print without direct print you can start the job locally at the printer.



#### NOTE

- When the [Preferences] - [System defaults] - [Job management] - [Override destination of print jobs] is set to [Yes, send only to Smart Inbox], you cannot print directly and you have to start the print job at the printer. When you want to print with direct print, you must change this setting in Océ Express WebTools.
- For more information on how to submit a print job via Océ Publisher Express see [Use Océ Publisher Express to send a print job on page 145](#).



### Do a default print job with direct print

Step	Action
1	Send a job to the printer via one of the job submitters and select "direct print" in the job ticket. Usually via Océ Publisher Express in Océ Express WebTools.
2	Go to the printer to collect your print.

### Do a default print job without direct print

Step	Action
1	Send a job to the printer and select the preferred Smart Inbox as a location, via one of the job submitters.
2	Go to the printer and open your Smart Inbox, via the Smart Access on the user panel.
3	Select your job in the Smart Inbox.
4	Tap the green button to print your job.

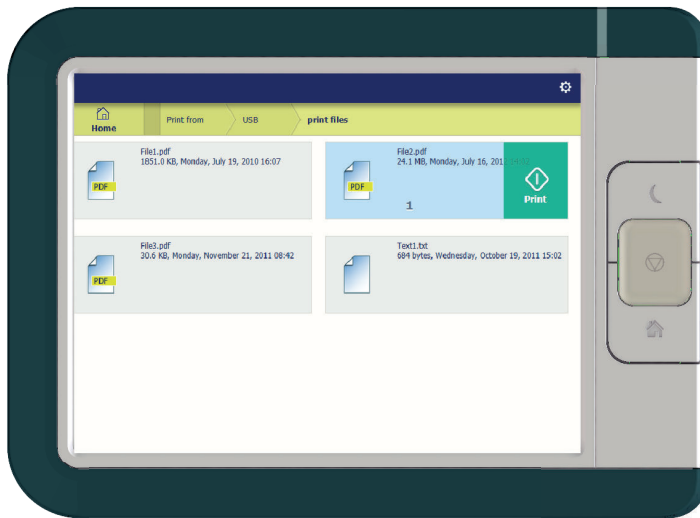
## Print from a USB key

### Introduction

With a USB key, you can perform print and scan jobs on the printer.

### Procedure

1. Insert a USB key into the USB port on the multi-touch user panel.  
The print tile is automatically selected on the user panel, and the USB location is active.
2. Tap on the USB location in the print Smart Access.  
A window with a list of the folders and files present on your USB key opens. Swipe through the list and find the correct file.



3. Tap the green button to start the job.  
When you want to make more settings, you can tap on the job name and job settings. The preset window opens, and you can make additional settings.

## Print presets on the user panel

### Introduction

The printer uses the default presets for print and copy jobs, when you do not make different settings. The print presets are divided into four categories:

- [Media]
- [Layout]
- [Image]
- [Finishing]

You can change the presets for all of these categories in Océ Express WebTools. For more information on:

The preset concept	<a href="#"><i>What you need to know about presets on page 88</i></a>
How to change the preset settings	<a href="#"><i>Set the default print preset on page 91</i></a>


## Advanced settings for print jobs

### Introduction

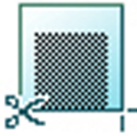


When you tap the [Print] tile on the multi-touch user panel, you can make your own settings.


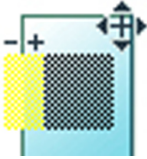
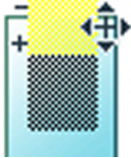


Apart from the preset tiles, you can select the advanced settings under [Show all settings]. The following table gives an overview and a short description of the available settings on the printer. You can find a detailed description of each setting in Océ Express WebTools.

### Preset category: [Media]



Setting	Settings values	Function
[Media type]	Any type List of media types	The type of media you use.
[Media size]	Any size List of media sizes	The size of media you use.
[Media source]	[Automatic] [Roll 1] (description of media type and media size loaded on roll 1) [Roll 2] (description of media type and media size loaded on roll 2) [Roll 3] (description of media type and media size loaded on roll 3) [Roll 4] (description of media type and media size loaded on roll 4) [Manual]	Define the media feed to copy or print on. When you select [Auto] the printer automatically selects the media roll. 

Preset category: [Layout]


Setting	Settings values	Function
[Cut size]	[Cut method]: <ul style="list-style-type: none"> <li>• [Synchro]</li> <li>• [Standard]</li> <li>• [Custom]</li> </ul>	When set to [Synchro], the print is cut depended of the image. When set to [Standard], the print is cut to a standard media size. When set to [Custom], you must enter the sizes manually. 
	[Add a leading strip]	Adds a blank strip at the beginning of the output. From 0 to 400 mm, or 0 to 16 inches. 
	[Add a trailing strip]	Adds a blank strip at the end of the output. From 0 to 400 mm, or 0 to 16 inches. 
[Rotation]	[Automatic media saving] [0°] [90°] [180°] [270°]	Rotates the image counterclockwise. Select [Automatic media saving] to use the media in the most efficient way.

Setting	Settings values	Function
[Positioning]	[Alignment]: <ul style="list-style-type: none"> <li>• [Top left]</li> <li>• [Top]</li> <li>• [Top right]</li> <li>• [Left]</li> <li>• [Center]</li> <li>• [Right]</li> <li>• [Bottom left]</li> <li>• [Bottom]</li> <li>• [Bottom right]</li> </ul>	[Aligns the image on the media.] 
	[Horizontal shift]	[Shifts the image in the horizontal direction (after alignment to one of the positions given in 'Alignment').] From - 914 mm to 914 mm or - 36" to 36". 
	[Vertical shift]	[Shifts the image in the vertical direction (after alignment to one of positions given in 'Alignment').] From - 1219 mm to 1219 mm or - 48" to 48". 
[Scale]	[1:1]	Scales the image to the original size.
	[To media size]	Scales to the selected media width.
	[To standard size]	Scales the image to fit the media size you select from a list. 
	[Custom]	Scales the image to a custom percentage. 10 - 1000[%] 

Preset category: [Image]

Setting	Settings values	Function
[Print quality]	[Standard] [Lines/text] [Photo]	Define the type of original you use 
[Mirror]	[On] [Off]	[When "on", the image is mirrored along the vertical axis (the media transport direction). ] 

Preset category: [Finishing]

Setting	Settings values	Function
[Delivery]	[Top Delivery Tray]	Location on top of the printer that deposits the sheet face-down.   <b>NOTE</b> Not all media types can be delivered to the [Top Delivery Tray].
	[Back output] or [Fold].	Select the [Back output] to deliver your output face-up, at the back of the printer. Select the folding device when it is configured, and you want to fold your output.
	[Fold template]	When a folding device is configured, you can select the preferred fold template, to fold with predefined settings.



# Copy Jobs

## Do a default copy job

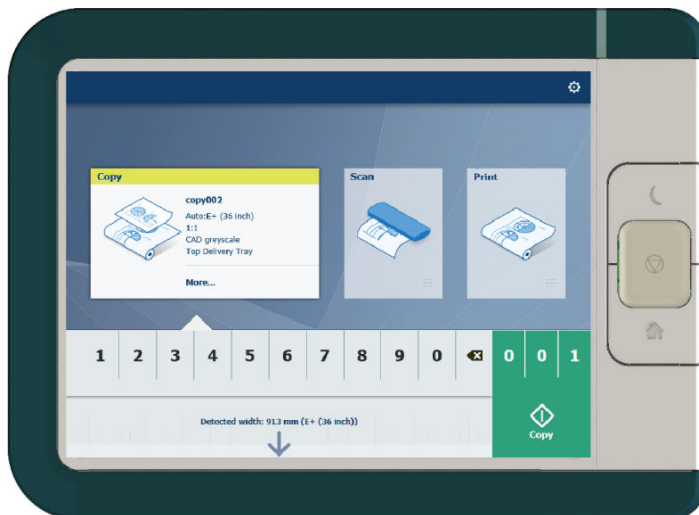
### Introduction

When you want to copy an original and you do not make any settings, the default presets are used. You only use the Smart Access to submit your job.

You can see the presets that are used in the job settings section of your job.

### Procedure

1. Feed the original face up and centered on the original feeding table.  
The copy tile with the copy Smart Access is automatically selected on the user panel.



2. Select the number of copies and tap the green button.



#### NOTE

Tap on [Release the original] under the Smart Access to release your original from the scanner.

## Copy presets on the user panel

### Introduction

The printer uses the default presets for print and copy jobs, when you do not make different settings. The copy presets are divided into four categories:

- [Media]
- [Layout]
- [Image]
- [Finishing]

You can change the presets for all of these categories in Océ Express WebTools. For more information on:

The preset concept	<a href="#"><i>What you need to know about presets on page 88</i></a>
How to change the preset settings	<a href="#"><i>Set the default copy preset on page 89</i></a>

## The Image preset for copy jobs

### Introduction

With the [Image] preset, the quality and the productivity of a copy job can be defined. There are four pre-defined presets and a fifth custom preset you can create in Océ Express WebTools.

### Image presets

Use the [Image] setting to select the default stamp for your output.

Image preset	Properties
[CAD grayscale]	Use the preset for black and white CAD drawings. Line information is enhanced while background is being suppressed.
[CAD color]	Use the preset for color CAD drawings. Colors are converted to gray shades. Line information is slightly enhanced while background is being suppressed slightly.
[Photo]	Use the preset for the full contrast range of a photo-like originals. 'Photo' gives a softer contrast than 'colored original'. You can also use this preset to enlarge smaller photos and artwork to create large posters.
[Diazo]	Use the preset for originals with a varying background , like 'diaz' drawings and 'Chinese blueprints'. Line information is enhanced while the varying background is being suppressed.


## Advanced settings for copy jobs

### Introduction




When you tap the [Copy] tile on the multi-touch user panel, you can make your own settings.





Apart from the preset tiles, you can select the advanced settings under [Show all settings]. The following table gives an overview and a short description of the available settings on the printer. You can find a detailed description of each setting in Océ Express WebTools.


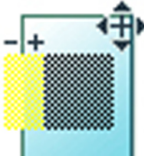
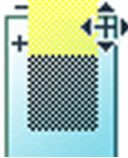


### Preset category: [Media]

Setting	Settings values	Function
[Media type]	Any type List of media types	The type of media you use.
[Media size]	Any size List of media sizes	The size of media you use.
[Media source]	[Automatic] [Roll 1] (description of media type and media size loaded on roll 1) [Roll 2] (description of media type and media size loaded on roll 2) [Roll 3] (description of media type and media size loaded on roll 3) [Roll 4] (description of media type and media size loaded on roll 4) [Manual]	Define the media feed to copy or print on. When you select [Auto] the printer automatically selects the media roll. 





## Preset category:[Layout]

Setting	Settings values	Function
[Cut size]	[Cut method]: <ul style="list-style-type: none"> <li>• [Synchro]</li> <li>• [Standard]</li> <li>• [Custom]</li> </ul>	<p>When set to [Synchro], the print is cut depended of the image.</p> <p>When set to [Standard], the print is cut to a standard media size.</p> <p>When set to [Custom], you must enter the sizes manually.</p> 
	[Add a leading strip]	<p>Adds a blank strip at the beginning of the output.</p> <p>From 0 to 400 mm or 0 to 16".</p> 
	[Add a trailing strip]	<p>Adds a blank strip at the end of the output.</p> <p>From 0 to 400 mm or 0 to 16".</p> 





Setting	Settings values	Function
[Remove strip]	[Top]	[Erase a strip from the beginning of the original.] From 0 to 400 mm or 0 to 16". 
	[Bottom]	[Erase a strip from the bottom of the original.] From 0 to 400 mm or 0 to 16". 
	[Left]	[Erase a strip from the left side of the original. ] From 0 to 400 mm or 0 to 16". 
	[Right]	[Erase a strip from the right side of the original.] From 0 to 400 mm or 0 to 16". 

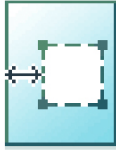



Setting	Settings values	Function
[Positioning]	[Alignment]: <ul style="list-style-type: none"> <li>• [Top left]</li> <li>• [Top]</li> <li>• [Top right]</li> <li>• [Left]</li> <li>• [Center]</li> <li>• [Right]</li> <li>• [Bottom left]</li> <li>• [Bottom]</li> <li>• [Bottom right]</li> </ul>	[Aligns the image on the media.] 
	[Horizontal shift]	[Shifts the image in the horizontal direction (after alignment to one of the positions given in 'Alignment').] From - 914 mm to 914 mm or - 36" to 36". 
	[Vertical shift]	[Shifts the image in the vertical direction (after alignment to one of positions given in 'Alignment').] From - 1219 mm to 1219 mm or - 48" to 48". 
[Scale]	[1:1]	Scales the image to the original size.
	[To media size]	Scales to the selected media width.
	[To standard size]	Scales the image to fit the media size you select from a list. 
	[Custom]	Scales the image to a custom percentage. 10 - 1000[%] 

Preset category: [Image]


Setting	Settings values	Settings values	Function
[Original]	[Original type]	[Lines/text standard] [Lines/text draft] [Colored original] [Folded lines/text] [Blueprint] [Dark original] [Photo]	Define the type of original you use. For more information on choosing the correct original type, see <a href="#">The original type on page 180</a> . 
	[Background compensation]	[Auto] [On] [Off]	Reduce the background noise of the image. <ul style="list-style-type: none"> <li>• Default is [Automatic]. Dependent of the chosen [Original type], background compensation is automatically applied or not.</li> <li>• Override [Automatic] by selecting [On] or [Off].</li> </ul> The applied background compensation method depends on the chosen original type.
	[Original width]	[Auto]	The width of the original is automatically detected by the scanner. 
		[Standard] Select one of the available standard sizes from the list.	The width of the original is a standard size.   NOTE Depends on the media series defined in Océ Express WebTools
		[Custom] You can enter a size within the range of 210 to 914 mm or 8.5 to 36".	The width of the original is a custom size. 



Setting	Settings values	Settings values	Function
[Image]	[Color highlighting]	[On] [Off]	<p>When enabled, all colored information is printed darker on the original than black/gray information. For instance, marked or highlighted text becomes more visible.</p> <p> <b>NOTE</b> It is only relevant for the copy modes: [Colored original], [Lines/text standard], [Lines/text draft], [Folded lines/text], [Dark original].</p>
	[Lighter/Darker]	Value from -5 to 5	<p>Define the lightness and the contrast of a scan. Increase the value for making a lighter copy, and decrease the value for a darker copy.</p> <p>When you make a copy darker, the information becomes darker while the background is less affected. When you make a copy lighter, weak information is not clipped to white.</p>
	[Mirror]	[On] [Off]	<p>[When "on", the image is mirrored along the vertical axis (the media transport direction). ]</p> 
[Stamp]	Select a stamp from the list.	<p> <b>NOTE</b> For more information on how to create a stamp, see <a href="#">Create a stamp on page 94</a></p>	<p>Copy with a stamp</p> 

Setting	Settings values	Settings values	Function
[Area to erase]	[Area to erase: X origin]	From 0 to 914 mm or 0 to 36".	[The horizontal offset where the erase area starts.] 
	[Area to erase: Y origin]	From 0 to 6000 mm or 0 to 250".	[The vertical offset where the erase area starts.] 
	[Area to erase: width]	From 0 to 914 mm or 0 to 36".	[The width of the area to erase.] 
	[Area to erase: length]	From 0 to 6000 mm or 0 to 250".	[The length of the area to erase.] 

**Preset category: [Finishing]**

Setting	Settings values	Function
[Delivery]	[Top Delivery Tray]	Location on top of the printer that deposits the sheet face-down.   <b>NOTE</b> Not all media types can be delivered to the [Top Delivery Tray].
	[Back output] or [Fold].	Select the [Back output] to deliver your output face-up, at the back of the printer. Select the folding device when it is configured, and you want to fold your output.
	[Fold template]	When a folding device is configured, you can select the preferred fold template, to fold with predefined settings.

## Recommended settings for copy jobs

### Introduction

When you use a certain type of original document you can select specific presets and settings that influence the quality and productivity of your job. Use the advised settings in the table below to get the best results.

### Workflow

1. Start by selecting the best image preset for your job. Use column two in the table below, or for more information see [The Image preset for copy jobs on page 171](#).
2. When you want to further optimize the settings, you can select the advanced settings, under [Show all settings] on the user panel. When you want to influence the imaging process and thus optimize the output quality, you can select the corresponding [Original type] for your job. Use column three in the table below, or for more information see [Advanced settings for copy jobs on page 172](#) and [The original type on page 180](#).

### Advised settings

Original document	Preset [Image]	Optimize under [Show all settings]
Monochrome CAD Drawings	[CAD grayscale]	
Folded monochrome CAD drawing	[CAD grayscale]	Set the original type to [Folded lines/text]
Monochrome CAD drawings with marks from marker pens	[CAD color]	When 'color highlighting' is needed, set [Color highlighting] to on.
Monochrome CAD drawings with some color information that should be emphasized	[CAD color]	When 'color highlighting' is needed, set [Color highlighting] to on.
(Folded) Color CAD drawings, maps, business graphics, etc.	[CAD color]	When 'color highlighting' is needed, set [Color highlighting] to on.
CAD originals with a non uniform background	[Diazo]	
Diazo copies / "Chinese blueprints"	[Diazo]	
Dark (transparent) originals	[Diazo]	
Photos and high-definition color prints	[Photo]	
Blueprints with white lines on a blue background	[CAD grayscale]	Set original type to [Blueprint]



#### NOTE

When setting [Color highlighting] to on, the color accents on a black and white drawing are kept by copying the color information darker than the monochrome information. Note that [Color highlighting] is not supported with the original type [Photo] and [Blueprint].

## The original type

### Introduction

When you change the [Original type] setting under [Show all settings] - [Original] on the user panel, you can further optimize the quality of your job.

Use the overview to select the correct type.

### Original types

Original type	Definition
[Lines/text]	Used for monochrome CAD drawings.
[Colored original]	Used for most colored originals, such as colored CAD drawings.
[Photo]	Used for photos and high resolution prints. Photo gives a softer contrast than colored original.
[Dark original]	Used especially for Diazo originals. Originals with a changing 'cloudy' background.
[Folded lines/text]	Used for monochrome CAD drawings with folds. Lines and wrinkles are suppressed. For folded color CAD drawings use [Colored original].
[Blueprint]	Used for classic blueprints, with white information on a blue background.

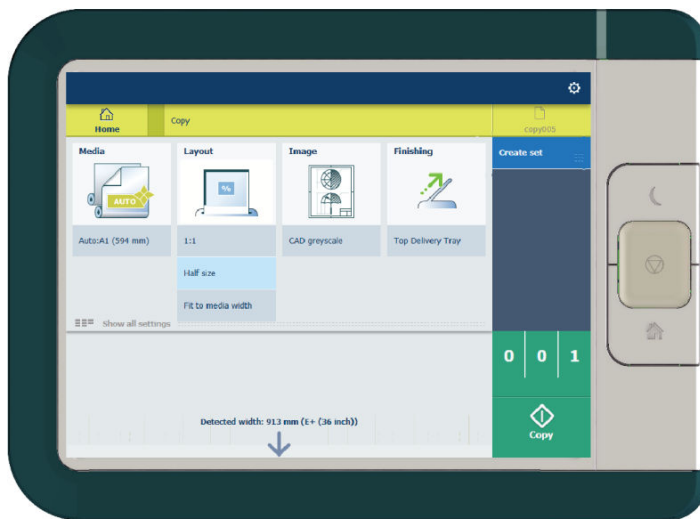
## Make a half size copy

### Introduction

When you want to scale your original to a 50% copy, you can change a preset on the user panel.

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap the [Layout] preset.



4. Tap [Half size].
5. Define the number of copies and tap the green button.

### Result

The printer copies to 50%.

## Make a copy and add a strip

### Introduction

When you make a copy, you can add a strip to a document.

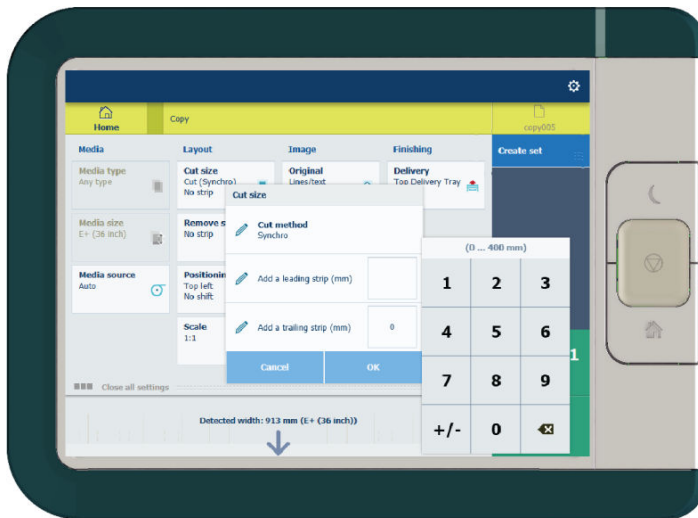
Use [Cut size] to copy an original without a strip and add a strip to the copy. You can add a strip at the top or bottom of a copy.



#### NOTE

For more information on the cut size settings, see [Preset category:Layout on page 173](#).

### Illustration



### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Cut size] under the [Layout] preset.



5. Tap [Add a leading strip] or [Add a trailing strip] and define the values.
6. Make your settings and tap [OK].
7. Define the number of copies and tap the green button.

### Result

The document is printed with a strip attached to the top or bottom.

## Make a copy and remove a strip

### Introduction

When you have an original with a strip, you can remove the strip from your copy.

Use the option on the user panel to copy an original with a strip, and remove the strip from the copy. You can remove a strip from the top, the bottom, the left or the right side of the original.

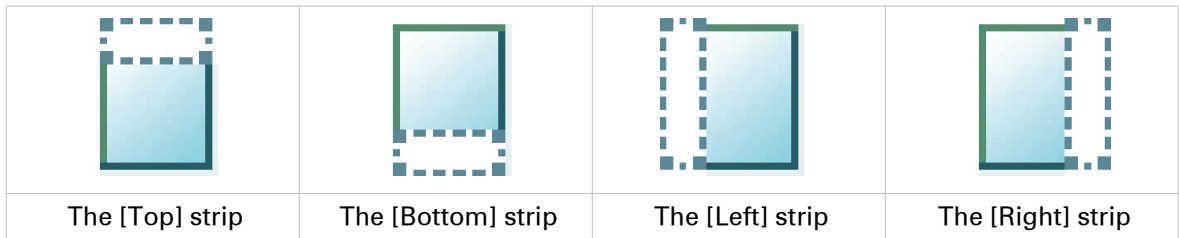


#### NOTE

- For more information on the cut size settings, see [Preset category:Layout on page 173](#).
- You can also use this setting to copy a specific area of the original. For more information, see [Make a copy of a specific area of an original on page 184](#).

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.



4. Tap [Remove strip] under the [Layout] preset.
5. Select [Top], [Bottom], [Left], or [Right] and define the values.
6. Make your settings and tap [OK].
7. Define the number of copies and tap the green button.

## Make a copy of a specific area of an original

### Introduction

You can make a copy of a specific area of an original. Use the option [Remove strip] to copy a specific area.

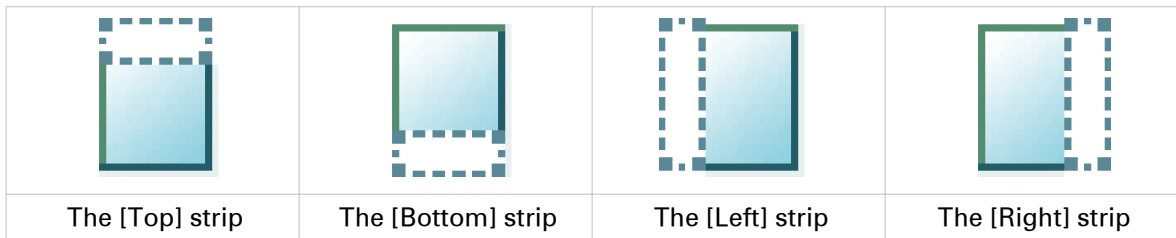


#### NOTE

For more information on the cut size settings, see [Preset category:Layout on page 173](#).

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Remove strip] under the [Layout] preset.



5. Select [Top], [Bottom], [Left], or [Right], and define the values for your specific area.
6. Make your settings and tap [OK].
7. Tap [Positioning] and then [Alignment].
8. Select [Center] from the list and tap [OK].
9. Define the number of copies and tap the green button.



## Make a copy and remove a specific area of an original

### Introduction

You can make a copy and delete a specific area of an original. You can use two settings: [Area to erase: width] and [Area to erase: length] to define the dimensions of the delete area. And you can use two settings: [Area to erase: X origin] and [Area to erase: Y origin], to define the relative position of the delete area on the sheet.

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Area to erase] under the [Image] preset.

			
[Area to erase: X origin]	[Area to erase: Y origin]	[Area to erase: width]	[Area to erase: length]

5. Select [Area to erase: X origin], [Area to erase: Y origin], [Area to erase: width], or [Area to erase: length] and define the values for your specific area.
6. Make your settings and tap [OK].
7. Define the number of copies and tap the green button.

## Make a copy and scale to another size

### Introduction

When you want to scale your copy to another size, you can make changes under the advanced settings. With the custom setting, you can choose any scale percentage you want between the range of 10 - 1000%.



#### NOTE

For more information on the other scale modes, see [Preset category:Layout on page 173](#).

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Scale] under the [Layout] preset.
5. Tap [Scale] in the new window and select [Custom].
6. Under [Custom] select any percentage between 10 - 1000%.
7. After you made your settings tap [OK].
8. Enter the number of copies and tap the green button.

## Make a copy of a dark original (Diazo)

### Introduction

It can be difficult to make a good copy of a Diazo original. Diazo originals have a changing lightness with a 'cloudy' background, which can give an unclear output. The Océ PlotWave 450/550 has a special [Diazo] preset, that follows the lightness and changing background of the original and copies to an even and high quality output.

### Before you begin

Use the [Diazo] mode for originals that have a changing 'cloudy' background.

Dark and light Diazo originals, or other light or dark originals with a changing background can be copied in [Diazo] mode.

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap the [Image] preset.
4. Tap [Diazo].
5. Define the number of copies and tap the green button.

## Make a copy of an original with highlighted colors

### Introduction

When you have an original on which colors are used to accentuate or highlight information on a black and white drawing, it can be difficult to make a good black and white copy. The Océ PlotWave 450/550 has a special setting [Color highlighting], that highlights the color accents of the original by making them darker than the other information.



#### NOTE

- The [Color highlighting] setting is only relevant for the copy modes: [Colored original], [Lines/text], [Lines/text draft], [Folded lines/text], [Dark original].
- Control the level of accents with the [Lighter/Darker] setting. You can, for example, decrease the [Lighter/Darker] value to reduce the difference between 'foreground' and 'background' information. For more information, see [Preset category: Image on page 176](#).

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Image] under the [Image] preset.
5. Tap [Color highlighting].
6. Select [On] and tap [OK].
7. Define the number of copies and tap the green button.

## Make a copy on a cut sheet

### Introduction

You can copy on cut sheet media if the required media type or size is not available on the media rolls of the printer.

### Procedure

1. Feed the original face up and centered on the original feeding table.



#### NOTE

The page orientation must be portrait.

2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Media source] under the [Media] preset.
5. Tap [Media source] in the new window.
6. Select [Manual] from the list of settings.
7. Define the number of copies and tap the green button.
8. Wait for the media request.



9. Place the cut sheet media on the media bypass of the printer.



#### NOTE

Use the media size indication on the media bypass to align the cut sheet media correctly. When you use a B1 media size (707 mm) you must align the cut sheet media with the A1 indent.

## Make a copy with a stamp

### Introduction

A stamp is a mark you can put on every copy.

### Before you begin

To enable the stamp functionality, you must first create a stamp in Océ Express WebTools. For more information on how to do this, see [Create a stamp on page 94](#).

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.
3. Tap [Show all settings]. A list with settings opens.
4. Tap [Stamp] under the [Image] preset.
5. Select your stamp and tap [OK].
6. Define the number of copies and tap the green button.

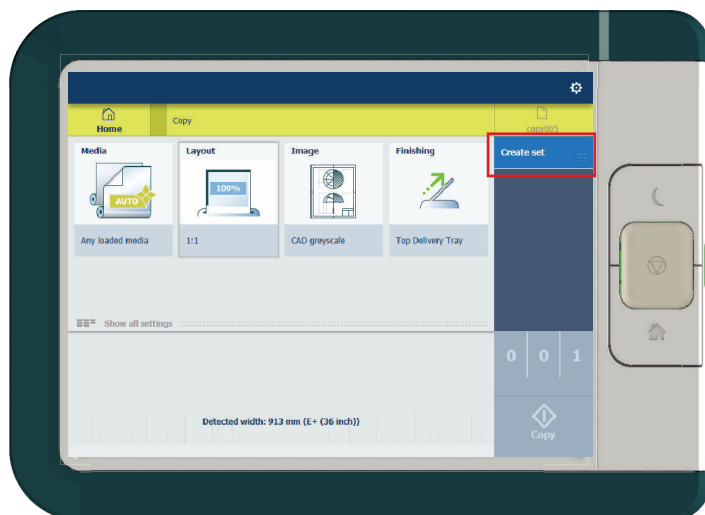
## Copy by set

### Introduction

You can use the [Create set] option to make multiple scans and copy in one set.

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Tap the copy tile. A window with a list of presets opens.



3. In the job pane on the right, tap [Create set].  
The green button changes color and displays [Add].
4. Tap the green button to start scanning.
5. When the printer releases the original, insert the next original.
6. Tap the green button. The scan is added to the set.  
Repeat this step until your set is complete.
7. Tap the [Finish set] tile to finish the set.

### Result

The printer copies the set of originals.

# Scan Jobs

## Do a default scan job

### Introduction

When you want to scan an original and you do not make any settings the default templates are used. You only use the Smart Access to submit your job.

You can see an overview of the template settings that are used in the job settings section of your job.

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Select the scan tile on the user panel. The scan Smart Access is visible.



3. Select the preferred template in the Smart Access and tap the green button.



#### NOTE

Tap on [Release the original] under the Smart Access to release your original from the scanner.

### Result

A scan to file is made, and sent to the location defined in the template.

You can also see the job under [Recent scans] on the user panel. Open it to view or print the file.



## Scan templates on the user panel

### Introduction

A template is a group of predefined settings you can configure yourself. Select the template on the user panel to easily submit a job with optimized settings.

### Scan template workflow

The printer uses the scan templates that are configured in Océ Express WebTools. Several templates are factory installed and by default visible on the user panel. Customize the use of templates to your needs first:

- Create a new template. For more information, see [Create a new template on page 96](#).
- Make templates available on the user panel. For more information, see [Enable or disable scan templates on page 101](#).

Then feed the original in the scanner. Tap the scan tile.

Select the template in the Smart Access. Note that the scan destination is defined in the template as well.

## Advanced settings for scan jobs

### Introduction

When you tap the Scan tile on the multi-touch user panel, you can select a template.


When you select a template and tap it again, a window with all settings opens. The following table gives an overview and a short description of the available settings on the printer. You can find a detailed description of each setting in Océ Express WebTools.





#### NOTE


The values for the compression mode and organization change depending on the color mode and file type you select. In some situation and for some file types you cannot set the compression and organization settings. For more information on this, see [File type on page 204](#).





### Category: [File]






Setting	Settings values	Settings values	Function
[File type]	Type	[TIFF] [TIFF multipage] [PDF] [PDF multipage] [PDF/A] [PDF multipage] [JPEG] [CALs]	[The file type of the scanned image. The list of file types depends on scan to color, grayscale, or black-and-white: CALs is only available when scanning to black-and-white; JPEG is not available when scanning to black-and-white.] 
	[Compression]	[Group 4] [Group 3] [Flate] [Packbits] [JPEG] [LZW] [None]	The compression type when scanning to TIFF or to PDF. Depends on the [File type].
	[JPEG quality]	[Maximum] [High] [Medium] [Low]	The image quality when scanning to JPEG and to PDF with JPEG compression. With a lower quality, the compression increases giving a smaller file size.
	[Organization]	[Raw] [Striped] [Tiled]	[The file organization when scanning to TIFF.]

Setting	Settings values	Settings values	Function
[Resolution]	[100] [200] [300] [400] [600]		[The resolution of the scanned image in dpi.] 
[Color mode]	[Color] [Grayscale] [Black and white]		[Defines whether a color, grayscale or black-and-white scan must be made. Not all combinations of 'Color mode' and 'File type' are valid. Changing 'Color mode' resets 'File type', 'Compression for TIFF' and 'Compression for PDF' to a default value. ] 


**Category: [Original]**


Settings values	Settings values	Function
[Original type]	[Lines/text standard] [Folded lines/text] [Colored original] [Artwork] [Map] [Blueprint] [Dark original] [Photo]	Define the type of original you use. For more information on choosing the correct original type, see <a href="#">The original type on page 202</a> . 

Settings values	Settings values	Function
[Original width]	[Auto]	<p>The width of the original is automatically detected by the scanner.</p> 
	<p>[Standard] Select one of the available standard sizes from the list.</p>	<p>The width of the original is a standard size.</p>  <p> <b>NOTE</b> Depends on the media series defined in Océ Express WebTools</p>
	<p>[Custom] You can enter a size within the range of 210 to 914 mm or 8.5 to 36".</p>	<p>The width of the original is a custom size.</p> 

[Remove strip]	[Top]	<p>[Erase a strip from the beginning of the original.] From 0 to 400 mm or 0 to 16".</p> 
	[Bottom]	<p>[Erase a strip from the bottom of the original.] From 0 to 400 mm or 0 to 16".</p> 
	[Left]	<p>[Erase a strip from the left side of the original.] From 0 to 400 mm or 0 to 16".</p> 
	[Right]	<p>[Erase a strip from the right side of the original.] From 0 to 400 mm or 0 to 16".</p> 
[Mirror]	[On] [Off]	<p>[When "on", the image is mirrored along the vertical axis (the media transport direction).]</p> 

Category: [Quality]

Setting	Settings values	Function
[Scan quality]	[Automatic] [Normal] [High]	<p>Define the quality of the scan.</p> <ul style="list-style-type: none"> <li>• [Automatic] is the default value that selects the best scan quality value for your job based on your scan settings.</li> <li>• Select [High] to scan with a higher resolution. This can prevent a moiré pattern for originals that contain gray or colored areas.</li> <li>• Select [Normal] when productivity is an important factor. For pure CAD originals [Normal] is mostly sufficient.</li> </ul>
[Lighter/Darker]	Value from -5 to 5	<p>Define the lightness and the contrast of a scan. Increase the value for making a scan lighter, and decrease it for making a scan darker. When you make a scan darker, the information becomes darker while the background is less affected. When you make a scan lighter, weak information is not clipped to white.</p>
[Background compensation]	[On] [Off] [Automatic]	<p>Reduce the background noise of the image.</p> <ul style="list-style-type: none"> <li>• Default is [Automatic]. Dependent of the chosen [Original type], background compensation is automatically applied or not.</li> <li>• Override [Automatic] by selecting [On] or [Off].</li> </ul> <p>The applied background compensation method depends on the chosen original type.</p> 

Setting	Settings values	Function
[Color highlighting]	[On] [Off]	<p>Set to [On]:</p> <ul style="list-style-type: none"> <li>to make notes made with marker pens more visible.</li> <li>to emphasize colors, of a CAD drawings with colored information and a solely grayscale (black) background information.</li> </ul> <p> <b>NOTE</b></p> <ul style="list-style-type: none"> <li>When the [Color mode] is set to [Color], color highlighting will make the colors more saturated.</li> <li>When the [Color mode] is set to [Grayscale], colors will be scanned darker than the grayscale information on the original.</li> <li>The setting is disabled for the original types, [Photo], [Artwork], [Blueprint].</li> </ul>

**Category: [Workflow]**

Setting	Settings values	Function
[Destination]	[Type]	Select the location you want to scan to. For more information, see <a href="#">Configure your locations on page 105</a> .
[Scan name]		Use the keyboard to change the scan file name.
[Check print]	[On] [Off]	Set to [On] to make a print of your scanned image.

## Advised settings for scan jobs

### Introduction

When you use a certain type of original document you can select specific templates and settings that influence the quality and productivity of your job. Use the advised settings in the table below to get the best results.

### Workflow

1. Start by selecting the best template for your job. Use the table below for the ten factory installed scan templates.  
Ten scan templates are factory installed on the system, and you can create new scan templates in Océ Express WebTools. The first five factory installed templates are available on the user panel after installation. You can enable or disable the templates via Océ Express WebTools. For more information, see [Create a new template on page 96](#) and [Enable or disable scan templates on page 101](#).
2. When you then want to further optimize the settings, you can select the advanced settings when you tap the scan tile on the user panel. When you want to influence the imaging process and thus optimize the output quality, you can select the corresponding [Original type] for your job. For more information, see [Advanced settings for scan jobs on page 194](#) and [The original type on page 202](#).

### Advised settings

Scan template	Original document
01 - [Fast CAD B/W]	Black and white CAD drawings, when productivity or a small file size is an important factor. Line information is enhanced and background is suppressed. For black and white CAD originals with large area fills, choose the [CAD B/W] template.
02 - [CAD B/W]	Black and white CAD drawings, when quality is an important factor. Line information is enhanced and background is suppressed.
03 - [Fast Color]	Productive scanning of a wide range of colored originals. For originals with large area fills, choose the [Color] template.
04 - [Color]	Almost all originals, to make a good quality color scan. The quality settings are balanced between color accuracy and the enhancement of fine information, while background is being suppressed.
05 - [Fast CAD Color]	Color CAD drawings, when productivity or file size is an important factor. Line information is enhanced and background is suppressed. When you have a CAD original with large area fills, choose the [Color] template.
06 - [Diazo/Blueprint B/W]	CAD original with a varying background, like a Diazo original or a Chinese blueprint, to make a black and white scan.
07 - [CAD with foldings]	Folded monochrome CAD original, to make a black and white scan.
08 - [CAD color to B/W]	Color CAD drawings, maps, business graphics etc., to make a black and white scan.



Scan template	Original document
09 - [CAD color + high-light]	Color CAD drawings with marks from maker pens. Colors become more saturated.
10 - [Photo color]	Photo-like originals with high color accuracy.

# The original type

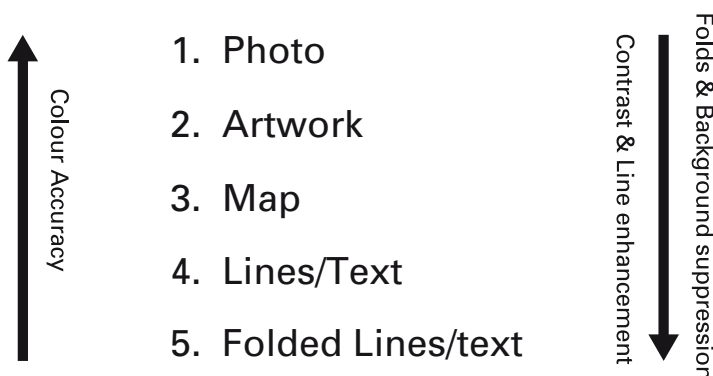
## Introduction

When you tap the scan tile and select the [Original] - [Original type] setting on the user panel, you can further optimize the quality of your job.

Change the original type for color or grayscale. Use the overview to select the correct type.

## Original types for color

- When you move from original types [Photo] to [Folded lines/text], line enhancement and contrast enhancement are increased, while folds and background are more suppressed.
- When you move from original types [Folded lines/text] to [Photo] the color accuracy is increased.



Original type	Definition
[Photo]	Used for photos and high resolution prints. Photo gives a softer contrast than artwork.
[Artwork]	Used for artwork-like colored originals with more defined color areas and transition between colors.
[Map]	Used for originals with large color areas, that also include lines and finer details. For a wide range of originals this mode is the best balance between color accuracy and line enhancement.
[Lines/text]	Used for CAD drawings. Line information is enhanced and background is suppressed.
[Folded lines/text]	Used for CAD drawings with folds. Lines and wrinkles are suppressed.

## Original types for grayscale

Original type	Definition
[Lines/text]	Used for monochrome CAD drawings.
[Colored original]	Used for most colored originals, such as colored CAD drawings. ▶

---

Original type	Definition
[Photo]	Used for photos and high resolution prints. Photo gives a softer contrast than colored original.
[Dark original]	Used especially for Diazo originals. Originals with a changing 'cloudy' background.
[Folded lines/text]	Used for monochrome CAD drawings with folds. Lines and wrinkles are suppressed. For folded color CAD drawings use [Colored original].
[Blueprint]	Used for classic blueprints, with white information on a blue background.

## File type

Depending on the color mode and file type you select, the values for the compression mode and organization change. For some file types and some situations, the compression and organization settings cannot be set. The list below helps you to define the correct file type and color mode, and shows you which compression and organization settings are possible.



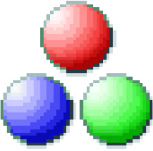
**NOTE**

On the user panel you can set an automatic compression value. The controller determines the most common compression method for the file type that is selected.

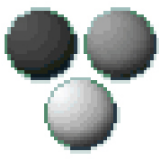
The automatic compression value can be found on the user panel under the scan tile. Tap the scan tile twice and select [File type]. Set the compression to automatic under:

- [PDF compression] (when PDF is selected)
- [PDF/A compression] (when PDF/A is selected)
- [TIFF compression] (when TIFF is selected)

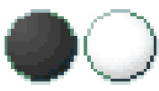
### Color mode: Color

[Color] mode	[File type]	[Organization]	[Compression]	[JPEG quality]
[Color] 	[TIFF] [TIFF multipage]	[Raw] [Striped] [Tiled]	[LZW] [Packbits] [None]	Not applicable
	[PDF] [PDF multipage]	Not applicable	[File type] [LZW] [None]	Not applicable
			[JPEG]	[Maximum] [High] [Medium] [Low]
	[PDF/A] [PDF/A multi-page]	Not applicable	[Flate] [None]	Not applicable
			[JPEG]	[Maximum] [High] [Medium] [Low]
[JPEG]	Not applicable	Not applicable	[Maximum] [High] [Medium] [Low]	

**Color mode: Grayscale**

[Color] mode	[File type]	[Organization]	[Compression]	[JPEG quality]
[Grayscale] 	[TIFF] [TIFF multipage]	[Raw] [Striped] [Tiled]	[LZW] [Packbits] [None]	Not applicable
	[PDF] [PDF multipage]	Not applicable	[Flate] [LZW] [None]	Not applicable
			[JPEG]	[Maximum] [High] [Medium] [Low]
	[PDF/A] [PDF/A multi- page]	Not applicable	[Flate] [None]	Not applicable
			[JPEG]	[Maximum] [High] [Medium] [Low]
[JPEG]	Not applicable	Not applicable	[Maximum] [High] [Medium] [Low]	

**Color mode: Black and White**

[Color] mode	[File type]	[Organization]	[Compression]	[JPEG quality]
[Black&white] 	[TIFF] [TIFF multipage]	[Raw] [Striped] [Tiled]	[Group 4] [Group 3] [Packbits] [None]	Not applicable
	[PDF] [PDF multipage]	Not applicable	[Group 4] [Flate] [LZW] [None]	Not applicable
	[PDF/A] [PDF/A multi- page]	Not applicable	[Group 4] [Flate] [None]	Not applicable
	[CAL5]	Not applicable	Not applicable	Not applicable

## Scan to a USB key

### Introduction

When you insert a USB key in the user panel, you can scan to USB.

### Before you begin

- Before you scan to USB, make sure the correct settings are enabled. For more information see, [Enable or disable USB on page 106](#).
- You can create a template with USB as destination to easily submit your job. For more information, see [Create a new template on page 96](#).

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Insert a USB key into the USB port on the user panel.  
The scan tile is automatically selected on the user panel. Select a template with USB as destination or change the destination to USB.
3. Tap the green button to start the scan job.



#### NOTE

Wait until the light in the USB port stops blinking, before you retract the USB key.

### Result

A scan to file is made, and saved on your USB key. You can retrieve the file from your USB key.

## Scan to the home folder

### Introduction

When you have enabled user authentication in Océ Express WebTools you can submit a print or scan job to the home folder as a secure location.



#### NOTE

The Home folder is a personal and secure external location, you can only use when it is configured by your IT department as part of your infrastructure.

### Before you begin

Enable [User authentication] with [User name and password] configured and enable the home folder as a location first. For more information, see [Enable and edit the Home folder on page 107](#).

### Procedure

1. Log in on the printer user panel using your credentials [User name and password].
2. Feed the original face up and centered on the original feeding table.
3. Select the scan tile.
4. Select a template with home folder as destination or change the destination to home folder.
5. Tap the green button to start the scan job.

### After you finish

The file is delivered on your own personal location on the network. In a typical configuration you can find the file on your workstation under the home drive.

## Save a scanned document on your mobile device

### Introduction

When you have access to Océ Mobile WebTools you can scan a document on the printer and save it on your mobile device.

### Before you begin

Make sure you have a working connection.

### Procedure

1. Feed the original face up and centered on the original feeding table.
2. Select the scan tile on the user panel. The scan Smart Access is visible.
3. In the Smart Access, select the preferred template and make sure a Smart Inbox is set as destination.
4. Tap the green button.  
The scanned file is sent to the selected Smart Inbox and is visible in Océ Express WebTools and in Océ Mobile WebTools.
5. Open Océ Mobile WebTools on your mobile device.
6. Open the preferred Smart Inbox section. The scanned file is displayed here.  
The Smart Inbox section is automatically refreshed within a few seconds.
7. Select the file and click on the Save icon.
8. Browse to a folder on your mobile device, and click Ok.



#### NOTE

The stored location or folder is sometimes determined by the browser on your mobile device.

Some mobile device browsers change the name, or the extension of the file while storing it.

### Result

The file is stored on your mobile device.

Click the “delete” icon if you want to delete the file from the inbox on the printer.




# Pause, resume, or stop an active job

## Introduction

If you want to pause, resume or stop an active job there are several things you can do.

## Procedure

### Pause or resume an active print job

Step	Action
1.[Pause]	<p>Tap on the active job in the dynamic bar of the user panel. The queue opens and [Pause] is visible in the dynamic bar. Tap [Pause] to pause the printer. The [Pause] tile turns into a [Resume] tile.</p> <p> <b>NOTE</b> Note that running prints are finished by the printer, so it might take a moment for the printer to pause.</p>
2.[Resume]	Tap [Resume] in the dynamic bar to resume the printer.

### Stop and delete an active job on the user panel

Step	Action	Result
1	Press the stop button.	For scan jobs: the machine stops scanning immediately.
2	For print jobs: a dialog box appears asking if you want to delete the job.	Your print job is saved or deleted.
3	For print jobs: a dialog box appears asking if you want to delete the job from the Smart Inbox.	Your print job is saved or deleted.
4	For copy and scan jobs: tap on [Release the original] under the Smart Access, to release your original from the scanner.	The scanner releases the original.

### Stop and delete an active job in Océ Express WebTools

Step	Action	Result
1	Open the [Jobs] tab.	
2	In the Job queue section tick the box in front of the job you want to delete and click [Delete].	The system aborts and deletes the job.

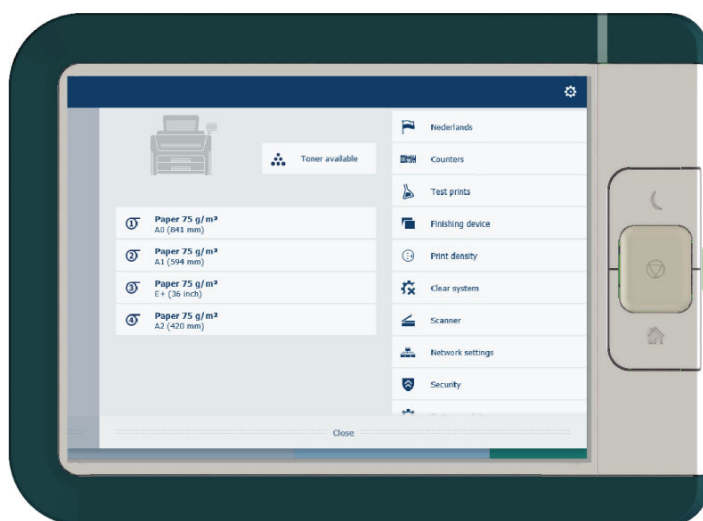
# Clear the system

## When to do

On the user panel, you can remove all print and copy jobs from the system.

## Procedure

1. Tap on the system menu thumbnail in the dynamic bar. The system menu opens.
2. Tap on [Clear system] in the list in the right part of the display.  
A wizard opens.



### NOTE

Make sure you have saved all the information. All print and copy jobs are removed.

3. Follow the steps in the wizard and complete the procedure.

## Result

After you have followed the steps, the system will reboot and all print and copy jobs are removed.

# **Chapter 5**

Use the folder

# The components of the Océ PlotWave folder

## Introduction

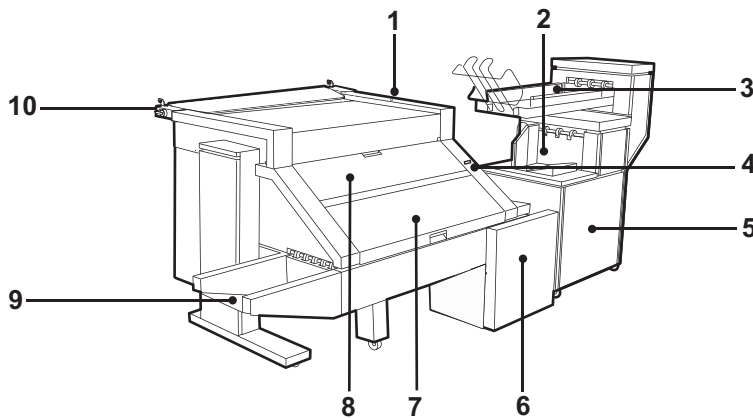
The Océ PlotWave folder can be connected to the printer to fold your output.



### IMPORTANT

You can only fold paper. When you try to fold polyester, transparent or vellum media, a media jam will occur.

## Illustration



[2] The Océ PlotWave folder

## Folder components

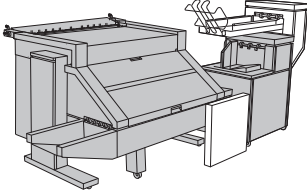
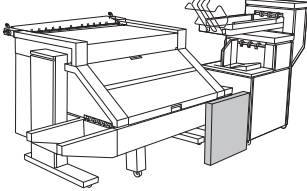
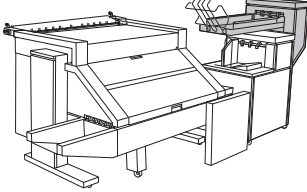
Component	Function
1	LED light
2	Stacker
3	Belt unit
4	On/off switch
5	Second fold section
6	Reinforcement unit
7	Folder transport section
8	First fold section
9	First fold delivery
10	Lever

# The folder configuration options

## Introduction

The Océ PlotWave 450/550 can be configured with the following folder options.

## Configuration options of the folder

Component	Function	Position of the component
Folder	Folds and stacks the output.	
Reinforcement unit	The optional reinforcement unit adds reinforcement strips to the folded output.	
Belt unit	The optional belt unit transports the folded output and provides high capacity stacking.	

# Fold methods

## Introduction

The Océ PlotWave folder for the Océ PlotWave 450/550 supports two fold methods: DIN A and DIN B.

## Fold methods

### DIN-A

The front page and back page fully cover the folded package and the back panel extends to create a binding edge. A compensating fold in between is required to ensure that the back panel completely covers the package and extends to provide the binding edge.

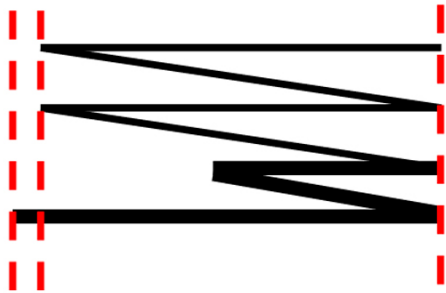
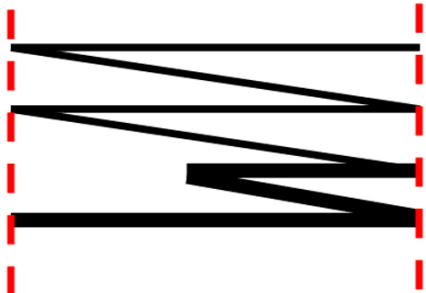
### DIN-B

The DIN-B is equal to DIN-A but provides a package without a binding edge. The folder provides a package with front panel and back panel covering the package. A compensating fold in between is required to ensure that both panels are covered. This format is used for a basic fold package.



### NOTE

You can make the setting for your preferred fold method by creating a template in Océ Express WebTools. Make sure you set the [Folding method] setting to the corresponding value. For more information, see [Fold settings on page 102](#)

Fold method	Template [Folding method] setting in Océ Express Webtools	Illustration
DIN-A	[With binding edge]	
DIN-B	[With same size back]	

# Fold delivery destination

## Introduction

The actual fold delivery destination can vary depending on the media weight, the selected folding package and fold delivery, and the printer output length.



### NOTE

- It is not possible to fold when the printer output length is smaller than 0,276m.
- The output length sizes that result in the delivery destination listed below, are based on the default values for the maximum folding length settings ([Maximum sheet length for first fold] is 2m; [Maximum sheet length for second fold] is 6m).

For more information on the maximum folding length settings, see [Set the maximum folding length on page 217](#).

## Media 60 grams

[Folding package]	[Fold delivery]	Output length	Actual delivery destination
[Full fold]	[Stacker] or [Belts].	< 1.22 m	Delivered on stacker or belt.
		1.22 m - 2 m	Delivered on stacker or belt. Possible paper jam.
		2 m - 6 m	Delivered in first fold delivery
		> 6 m	Length known at start. Unfolded, delivered in top delivery tray.
		> 6 m	Length not known at start. Possible paper jam.
[First fold only]	[First fold output]	< 1.22 m	Delivered in first fold delivery.
		1.22 m - 6 m	Delivered in first fold delivery. Possible paper jam.
		> 6 m	Length known at start. Unfolded, delivered in top delivery tray.
		> 6 m	Length not known at start. Possible paper jam.

## Media 75 grams

[Folding package]	[Fold delivery]	Output length	Actual delivery destination
[Full fold]	[Stacker] or [Belts].	< 2 m	Delivered on stacker or belt.
		2 m - 6 m	Delivered in first fold delivery
		> 6 m	Length known at start. Unfolded, delivered in top delivery tray.
		> 6 m	Length not known at start. Possible paper jam.

## Fold delivery destination

---

[Folding package]	[Fold delivery]	Output length	Actual delivery destination
[First fold only]	[First fold output]	< 6 m	Delivered in first fold delivery.
		> 6 m	Length known at start. Unfolded, delivered in top delivery tray.
		> 6 m	Length not known at start. Possible paper jam.

## Media 110 grams

[Folding package]	[Fold delivery]	Output length	Actual delivery destination
[Full fold]	[Stacker] or [Belts].	< 1.22 m (2 folds)	Delivered on stacker or belt.
		< 1.22 m (3 folds)	Delivered in first fold delivery.
		1.22 m - 6 m	Delivered in first fold delivery.
		> 6 m	Length known at start. Unfolded, delivered in top delivery tray.
		> 6 m	Length not known at start. Possible paper jam.
[First fold only]	[First fold output]	< 2.5 m	Delivered in first fold delivery.
		2.5 m - 6 m	Delivered in first fold delivery. Possible paper jam.
		> 6 m	Length known at start. Unfolded, delivered in top delivery tray.
		> 6 m	Length not known at start. Possible paper jam.



# Set the maximum folding length

## Introduction

The best maximum folding length differs for the various media densities, fold delivery destinations and number of folds.

Use the recommended maximum folding length values listed below to prevent media jams and guarantee the selected fold delivery destination.

## Set the [Maximum sheet length for first fold]

1. Open Océ Express WebTools.
2. Open the [Configuration] - [Printer setup] tab.
3. Click on [Edit] in the [Finishing] section or click on the [Maximum sheet length for first fold] setting.
4. Use the overview to fill in the maximum length.

Media density	First fold - 1 fold
60 g/m <sup>2</sup>	1220 mm / 48 inch
75 g/m <sup>2</sup>	6000 mm / 236 inch
110 g/m <sup>2</sup>	2500 mm / 98 inch

5. Click on [Ok] to confirm or [Cancel] to reject your entries.

## Set the [Maximum sheet length for second fold]

1. Open Océ Express WebTools.
2. Open the [Configuration] - [Printer setup] tab.
3. Click on [Edit] in the [Finishing] section or click on the [Maximum sheet length for second fold] setting.
4. Use the overview to fill in the maximum length.

Media density	Stacker or Belts - 2 folds	Stacker - 3 folds
60 g/m <sup>2</sup>	1220 mm / 48 inch	1220 mm / 48 inch
75 g/m <sup>2</sup>	2000 mm / 79 inch	2000 mm / 79 inch
110 g/m <sup>2</sup>	1220 mm / 48 inch	not possible

5. Click on [Ok] to confirm or [Cancel] to reject your entries.

# Use offline folding (manual fold)

## Introduction

An important feature of the Océ PlotWave folder is offline folding, also known as manual folding. Create a template in Océ Express WebTools and enable offline folding on the user panel to use offline folding with the Océ PlotWave 450/550.



### NOTE

- Use offline folding only for the sheets that do not exceed a maximum length of 6m, otherwise an error occurs.
- You can only fold paper. When you try to fold polyester, transparent or vellum media, a media jam will occur.

## Procedure

1. On the printer's user panel, open the system menu.
2. Select [Offline folding], follow the wizard and select a template to enable offline folding.
3. Check the status of the folder light. Make sure the light is on.

When the light is	Then
Off	The printer is online and off-line folding is not possible.
Blinks slowly	The printer is offline but the folder is still processing the last prints.
Blinks rapidly	An error has occurred
On	The printer is offline and you can insert the paper.
For more information, see the label on the top cover of the folder.	

4. Feed the sheet of paper short edge, face down and with the legend on the side of the folder's LED light.



### NOTE

When you want to insert another sheet, make sure the folder light does not blink. A media jam can occur.

5. Collect your output.

## Result

Depending on the output length your delivery destination can differ.

## After you finish

When you want to disable offline folding:

1. On the printer's user panel, open the system menu.
2. Select [Offline folding], follow the wizard to disable offline folding.

# Use the reinforcement unit

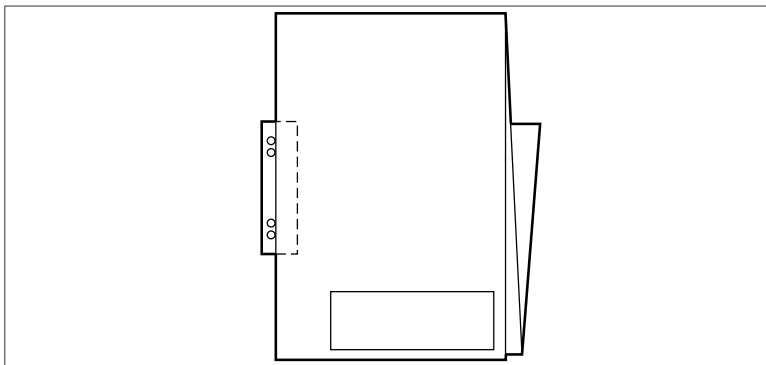
## Introduction

When you install a reinforcement unit, output can be delivered with a pre-punched, self-adhesive strip.

## When to do

The reinforcement unit glues pre-punched strips to the back of the folded package. You can:

- Store the folded package in a binder, without the risk of torn-out punching holes.
- Unfold a folded map in a binder without opening the binder mechanism.



[3] Example of a folded map

See [Maintain the reinforcement unit \(Optional\)](#) on page 252 for more information about inserting a new tape roll and other maintenance issues.

## Enable and use reinforcement

### Procedure

1. Open Océ Express WebTools.
2. Open the [Preferences] - [Fold] tab.
3. Click on the edit icon to change an existing template, or click on the create new icon to create a new template.  
The template window opens.
4. Set the [Folding method] setting to [With same size back].
5. Set the [Reinforcement] setting to [Enabled].
6. Make any additional settings and save the template.
7. Send a job to the printer, or submit one locally.
8. On the user panel of the printer, select the fold template you created for reinforcement.  
Your output will be delivered with a reinforcement strip.

# Use the belt unit

## Introduction

When you install a belt unit, you increase capacity and flexibility. For standard media, up to 100 A0 prints can be delivered offset stacked on the belt unit.



### NOTE

Under [Configuration] - [Printer setup] - belt capacity you can change the maximum of folded packages that can be delivered on the belt unit.

## Use the belt unit as fold delivery

### Procedure

1. Open Océ Express WebTools.
2. Open the [Preferences] - [Fold] tab.
3. Click on the edit icon to change an existing template, or click on the create new icon to create a new template.  
The template window opens.
4. Set the [Fold delivery] setting to [Belts].
5. Make any additional settings and save the template.
6. Send a job to the printer, or submit one locally.
7. On the user panel of the printer, select the fold template you created for the belt unit delivery.  
Your output will be delivered on the belt unit.

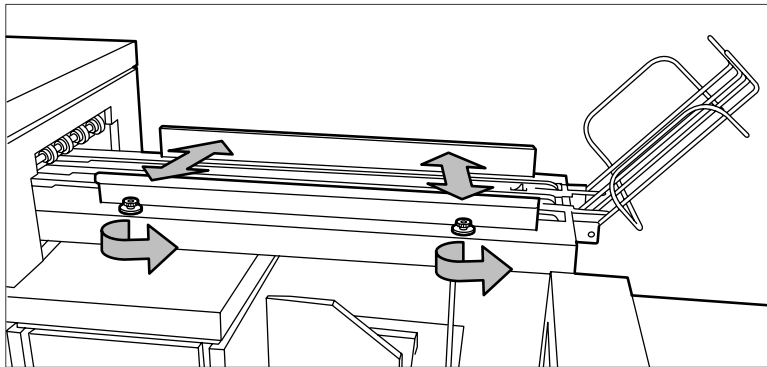
# Adjust the side guides of the belt

## Introduction

You can adjust the side guides of the belt, depending on the width of the folded package.

## Procedure

1. Loosen the nuts; see the illustration below.



2. Adjust the plate based on the width of the fold package.
3. Tighten the nuts.



# **Chapter 6**

Maintain the printing system

# Update your system

## Update the system software on the user panel

### Introduction

You can update the system software on the user panel with a USB device that includes a new version of the software.

### Before you begin

For an update of the system software, get the packages for the system software update from your local representative.

You need a NTFS formatted USB device. Make sure the update files ([Open source package (\*\_os.sup)] and [Software package (\*\_sw.sup)]) are present under the [USB:\Packages] directory of the USB device.



#### NOTE

- The update process deletes all jobs on the system.
- During the update process the system is unavailable for approximately 20 minutes.
- The update contains a complete update of the operating system. As a result, all installed third-party applications will be erased. You can reinstall the third-party applications after the update.

### Procedure

1. Tap the system menu thumbnail on the user panel. The system menu opens.
2. Tap on [System update] in the setup menu.
3. Log in as a System administrator or Power user. The update wizard appears.
4. Insert the USB device into the USB port on the user panel.
5. Follow the instructions of the wizard.  
During the update the system is not available. When the update is finished, the printer will restart.
6. Remove the USB device before the printer restarts.

### After you finish

You can check the current software version under System menu - [System update] on the user panel, or under the [Support] - [Update] tab in Océ Express WebTools.



# Update the system software in Océ Express WebTools

## Introduction

You can update the system via Océ Express WebTools. You can find the settings under the [Support] - [Update] tab.

The [Update] tab has the following functionalities:

- **update** the system software
- **install** system patches (security)
- check the current software version
- check the execution status of the latest patch applied ('Success' or 'Failure').

## Before you begin

For an update of the system software, get the packages for the system software update from your local representative.



### NOTE

- When the system update package is larger than 2 GB and you use Internet Explorer, you must use Internet Explorer version 9 or higher.
- Do not restart the printer during the upload and update process.

## Procedure

1. Select the [Support] - [Update] tab.
2. Click on the [Update] button for an update of the current system software.
3. Browse to the packages you need ([Open source package (\*.os.sup)] or [Software package (\*.sw.sup)]).  
Select the files you need and click 'Open'.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.
5. You are now ready to update the software. A warning message appears.  
Click [Ok] to confirm, or [Cancel] to reject your entries.
6. The update starts. At the end of the process, the controller restarts.  
Click [Ok] to open Océ Express WebTools.
7. You are informed whether the update was successful.

## Install the system security patches in Océ Express WebTools

### Introduction

You can install system security patches in Océ Express WebTools.

### Before you begin

Download the system security patches from "<http://downloads.oce.com>".



#### NOTE

- When the system update package is larger than 2 GB and you use Internet Explorer, you must use Internet Explorer version 9 or higher.
- Do not restart the printer during the upload and update process.

### Procedure

1. Select the [Support] - [Update] tab.
2. Click on the [Install] button for an installation of the system patches.
3. Browse to the location of the [Software package (\*.oce)] patch file.  
Select the file and click 'Open'.
4. Click [Ok] to confirm, or [Cancel] to reject your entries.
5. You are now ready to install the patches. A warning message appears.  
Click [Ok] to confirm, or [Cancel] to reject your entries.
6. The installation starts. At the end of the process, the controller restarts.  
Click [Ok] to open Océ Express WebTools.
7. You are informed whether the installation was successful.

## Replace the media

### Remove a media roll



#### IMPORTANT

- Handle the media roll with care. A dented media roll can damage the printer.
- Do not open the media drawer during the printing process.



#### CAUTION

- Watch your fingers when you handle the media roll.
- If you want to remove an A0 media roll from position 2, make sure to bend your knees, as indicated below, to spare your back.

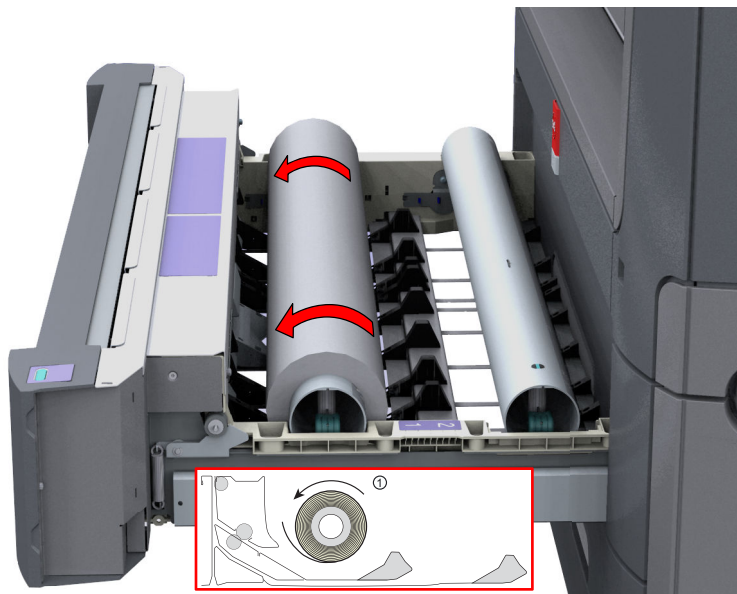


**Procedure**

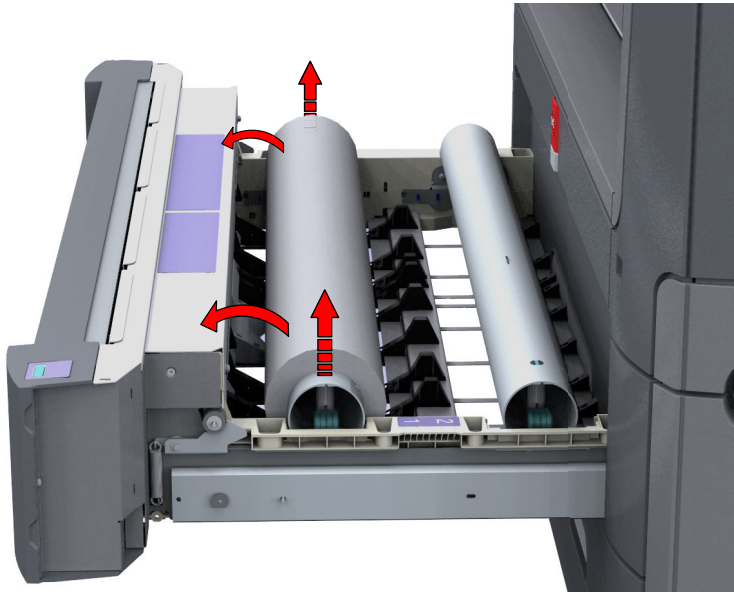
1. Pull firmly on the media drawer to open it.



2. Roll the media back manually, to remove the media from the metal paper guide.



- Use both hands (as indicated) to lift the roll holder with the media roll and put it on the roll loading station.



- Pull the handle of the roll holder locking mechanism towards you and remove the roll holder from the core of the media roll. Put the empty roll holder back into the drawer (as shown in the illustrations)



- Remove the media roll from the roll loading station. Store it in a safe place, so that it cannot fall over or roll away.

## Unpack a media roll



### IMPORTANT

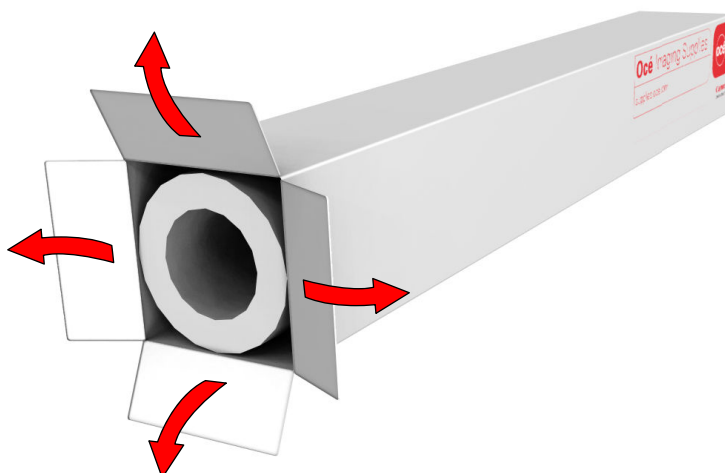
- Handle the media roll with care. A dented media roll can damage the printer.
- Always write the correct media name inside the core, after you unpack the media roll. This way, you will have the correct media information available if you replace the roll before it is empty and you want to reuse it later,.

### Procedure

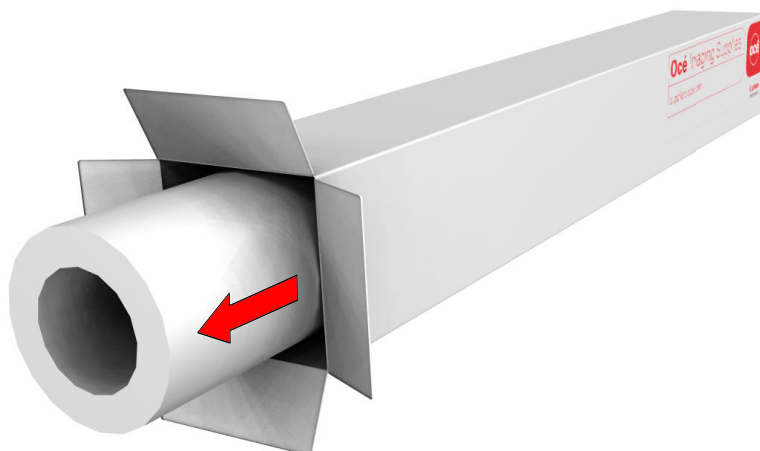
1. Place the media box on a table.



2. Open the box, and if present remove the plug.



3. Carefully remove the media roll from the box.



4. If present, remove the other plug and any plastic on the media roll.

## Load a media roll (position 1)

### Introduction

You can load your media in the front of the drawer on position 1, or in the back of the drawer on position 2. Load the media for position 1 and 2 similarly for both drawers.



#### NOTE

- To spare your back, it is advised to load an A0 or E-size media roll on position 1 and an A2 or C-size media roll on position 2.
- To improve productivity, it is advised to load the most used media in the upper drawer.



#### CAUTION

- Loading heavy media, 10kg or more, on position 2, 3, or 4 has to be done by two people or with the help of external lifting tools.
- Watch your fingers when you handle the media roll.

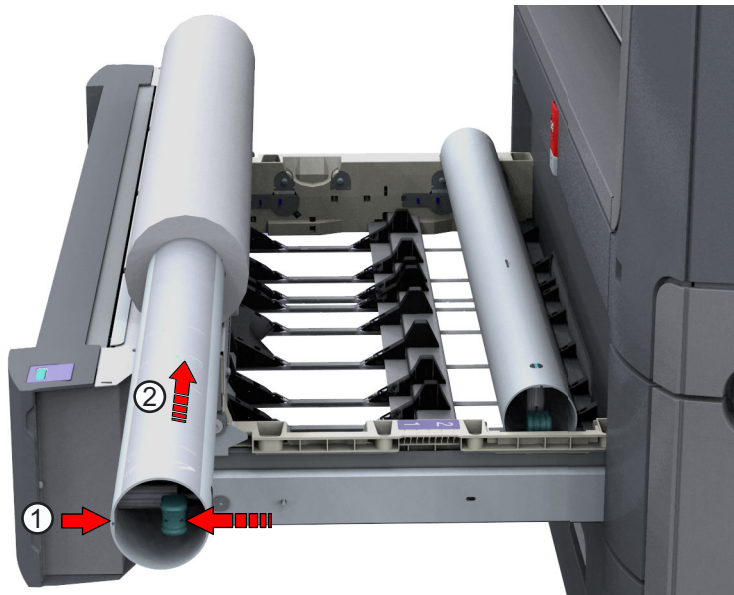
### Procedure

1. Pull firmly to open the media drawer.

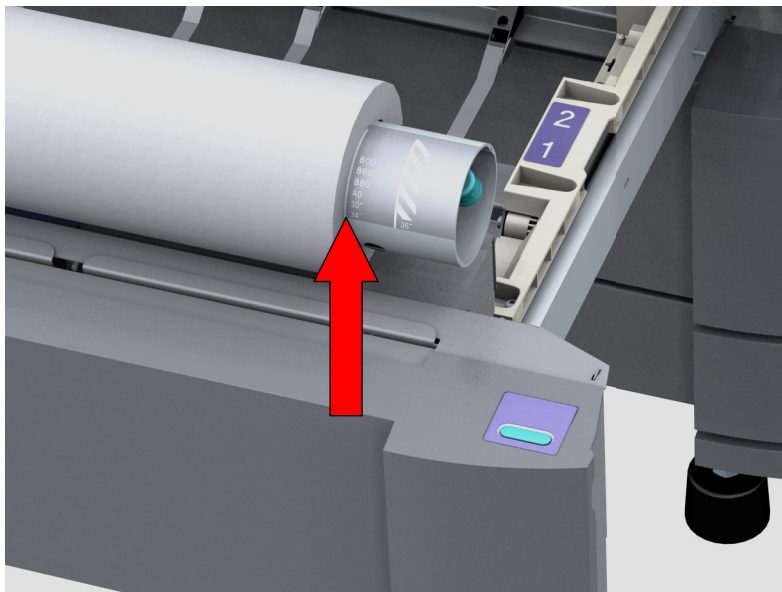


2. Place the new media roll on the roll loading station.
3. Pull (1) the handle of the roll holder locking mechanism toward you.  
Slide (2) the roll holder into the right side of the core of the new media roll.

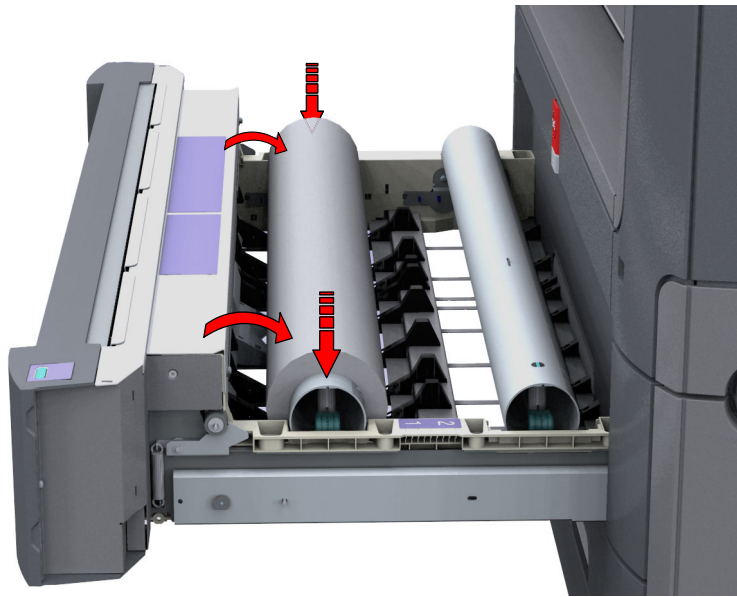




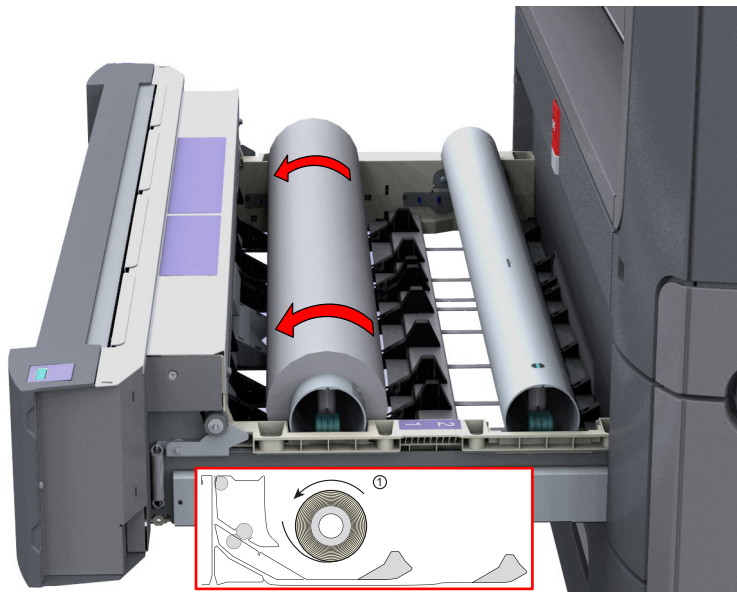
4. Align the side of the roll with the **center of the correct size indicator** on the roll holder and release the handle of the locking mechanism.



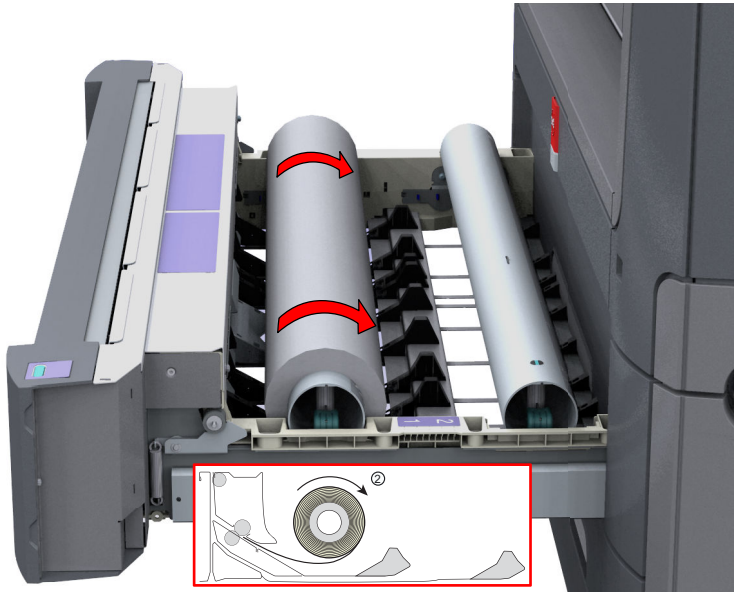
5. Remove the tapes from the new media roll.  
Use both hands (as indicated) to place the media roll in the media drawer.



6. Use both hands to turn the media roll backwards (1) until the media flap has passed the metal paper guide.



7. Use both hands to slide the media under the metal paper guide (2) until the media is transported automatically.



8. If necessary, press the clean cut button to trim a strip of the new media roll. Press once for a strip of approximately 20 cm (7.9 in) or hold the button and release it when the strip has the desired length.



9. Close the media drawer.



**NOTE**  
Do not open the media drawer during loading.

10. The user panel displays the message that new media is detected. Follow the steps in the wizard to define the correct media type and size if not detected automatically.

## Load a media roll (position 2)

### Introduction

You can load your media in the front of the drawer on position 1, or in the back of the drawer on position 2. Load the media for position 1 and 2 similarly for both drawers.



#### NOTE

- To spare your back, it is advised to load an A0 or E-size media roll on position 1 and an A2 or C-size media roll on position 2.
- To improve productivity, it is advised to load the most used media in the upper drawer.



#### CAUTION

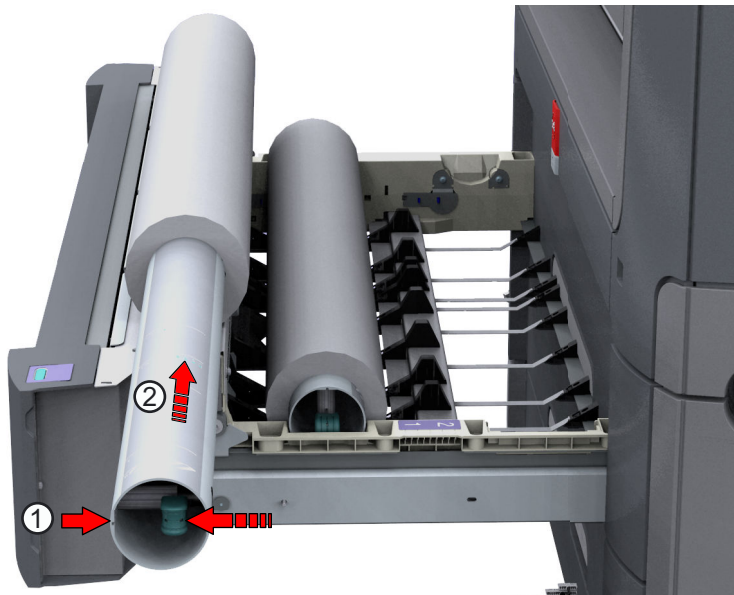
- Loading heavy media, 10kg or more, on position 2, 3, or 4 has to be done by two people or with the help of external lifting tools.
- Watch your fingers when you handle the media roll.
- If you want to load an A0 media roll on position 2, make sure to bend your knees, as indicated below, to spare your back.

### Procedure

1. Pull firmly to open the media drawer.



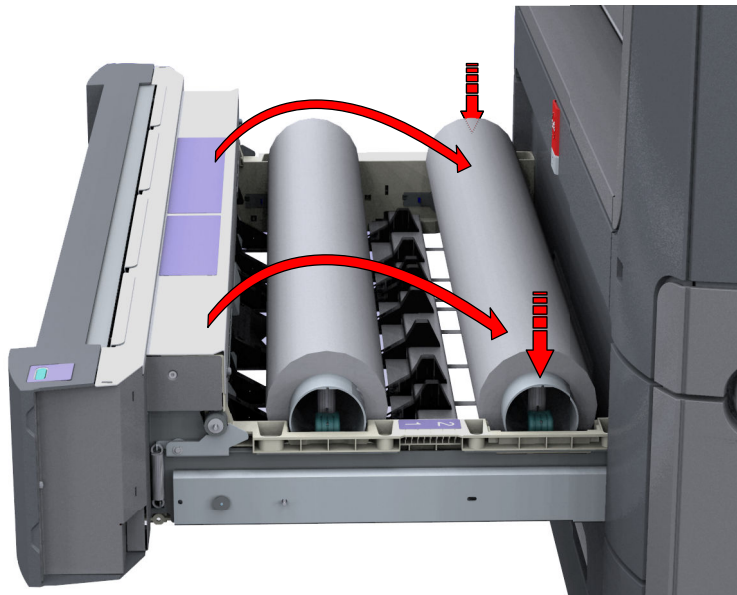
2. Place the new media roll on the roll loading station.
3. Pull (1) the handle of the roll holder locking mechanism toward you.  
Slide (2) the roll holder into the right side of the core of the new media roll.



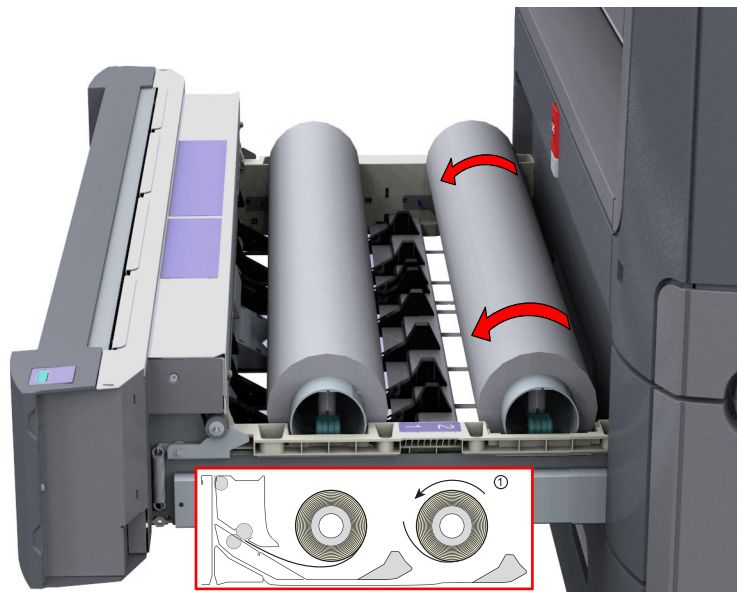
4. Align the side of the roll with the **centre of the correct size indicator** on the roll holder and release the handle of the locking mechanism.



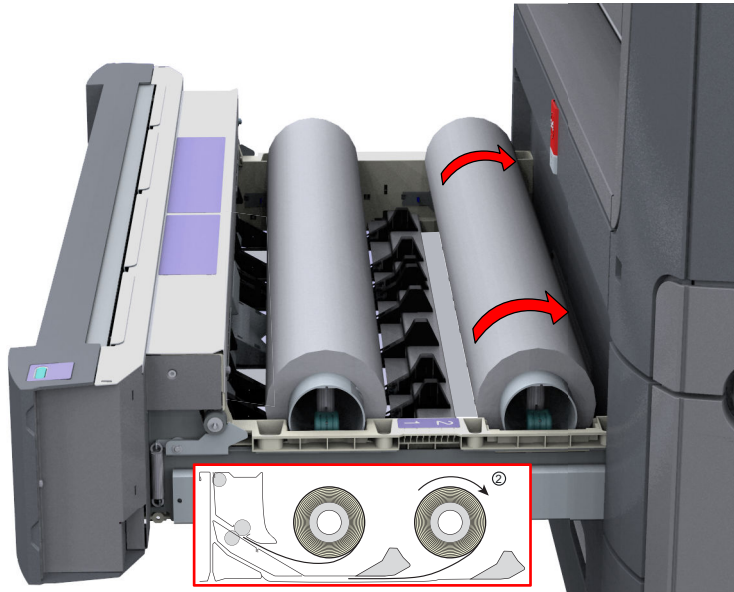
5. Remove the tapes from the new media roll.  
Use both hands (as indicated) to place the media roll in the media drawer.



6. Use both hands to turn the media roll backwards (1) until the media flap has passed the metal paper guide.



7. Use both hands to slide the media under the metal paper guide (2) until the media is transported automatically.



8. If necessary, press the clean cut button to trim a strip of the new media roll. Press once for a strip of approximately 20 cm (7.9 in) or hold the button and release it when the strip has the desired length.



9. Close the media drawer.

**NOTE**

Do not open the media drawer during loading.

10. The user panel displays the message that new media is detected. Follow the steps in the wizard to define the correct media type and size if not detected automatically.

## Media types

### Introduction

Océ machines and media are matched for the best quality and performance. You can receive a list of media (that includes plain or recycled paper, transparent paper, colored papers, and different polyester films) from your local representative.

You can select the media names on:

- the multi-touch user panel
- Océ Express WebTools
- Océ Wide format Printer Driver 2 for Microsoft® Windows®
- Océ PostScript® Driver
- Océ Publisher Express

### Media types and weights



#### IMPORTANT

Do not store paper in rooms where temperature and humidity are high. In a recommended environment, with best print quality, temperature is not higher than 27 degrees Celsius or 80 degrees Fahrenheit and relative humidity is between 30 to 60 percent. Avoid dust and direct sunlight. Wrap unused paper in plastic to prevent it from absorbing moisture.

Name Europe	Weight	Name US	Weight
Paper	60gr	Bond	16lb
Paper	64gr	Bond	17lb
Paper	75gr	Bond	20lb
Recycled Paper	80gr	Recycled Bond	20lb
Paper	80gr	Bond	20lb
Paper	90gr	Bond	24lb
Paper	100gr	Bond	28lb
Transparent	75gr	Transparent	20lb
Transparent	90gr	Transparent	24lb
Film	88 µm / 3.5 mil	Film	88 µm / 3.5 mil
Film	123 µm / 4.5 mil	Film	123 µm / 4.5 mil
Translucent	68 gr	Translucent	18lb
Vellum	75 gr	Vellum	20lb



#### NOTE

Visit the company website for the latest information.

### Roll size

Roll	Maximum	Minimum
Width	914 millimeters / 36 inch	279 millimeters / 11 inch
Length	200 meters / 650 feet	279 millimeters / 11 inch (minimum cut length)



## Media sizes

### Introduction

Océ machines and media are matched for the best quality and performance. Océ recommends the use of approved Océ media. You can receive a list of media (that includes plain or recycled paper, transparent paper, colored papers, and different polyester films) from your local representative.



#### IMPORTANT

Do not store paper in rooms where temperature and humidity are high. In a recommended environment, with best print quality, temperature is not higher than 27 degrees Celsius or 80 degrees Fahrenheit and relative humidity is between 30 to 60 percent. Avoid dust and direct sunlight. Wrap unused paper in plastic to prevent it from absorbing moisture.

### ISO A (DIN) range

Media	Width [mm]	Length [mm]
A3	297	420
A2	420	594
A1	594	841
A0	841	1189

### ISO B (DIN) range

Media	Width [mm]	Length [mm]
B2	500	707
B1	707	1000

### Carto B range

Media	Width [mm]	Length [mm]
CartoB2	500	700
CartoB1	700	1000

### ANSI range

Media	Width [inch]	Length [inch]
B	11	17
C	17	22
D	22	34
E	34	44

### ARCH range

Media	Width [inch]	Length [inch]
B+	12	18
C+	18	24
D+	24	36
E+	36	44

### ARCH1 range

Media	Width [inch]	Length [inch]
15inch	15	21
21inch	21	30
E1 (30 inch)	30	42

### Japanese range

Media	Width [mm]	Length [mm]
430x620	430	620
440x594	440	594
620x880	620	880
660x841	660	841
800x1189	800	1189
880x1230	880	1230
891x1260	891	1260

### Chinese range

Media	Width [mm]	Length [mm]
310x440	310	440
440x620	440	620
460x620	460	620
620x880	620	880
860x1210	860	1210
880x1210	880	1210

# Refill the toner

## Refill the toner

### Introduction

With the completely closed toner system, you can easily refill toner.

### When to do

When a 'Toner Low' message appears on the user panel, you need to refill the toner. The message will be displayed until you refill the toner. Under normal conditions the printer can finish the current job, before it stops printing.



### Before you begin

- You can leave the printer turned on when you refill the toner.
- Make sure you use toner suitable for the Océ PlotWave 450/550.
- You must use only one bottle of toner at a time. If you use more than one bottle, the compartment will flood and toner will spill.
- When you have refilled two toner bottles, you must also replace the residual toner container. For more information, see [Replace the residual toner container on page 246](#).

**Procedure**

1. Open the toner compartment.



2. Shake the toner bottle well. Leave the bottle closed.
3. Place the bottle on the refill opening of the toner unit.



4. Pull the slider towards you to open both the bottle and the refill opening of the toner unit.



5. Tap the toner bottle gently (sideways), to let the toner flow from the bottle.
6. When the toner bottle is empty, return the slider of the toner unit to the original position to close the refill opening and the toner bottle. You can now remove the toner bottle from the opening.

## Replace the residual toner container

### Introduction

A sensor detects when the residual toner container is full. When the container is full, the printer stops printing and a message appears on the user panel: [The residual toner container is full or not installed.] [Place the empty container.] Replace the container to continue printing.



#### NOTE

Replace the residual toner container after you have refilled two complete toner bottles.

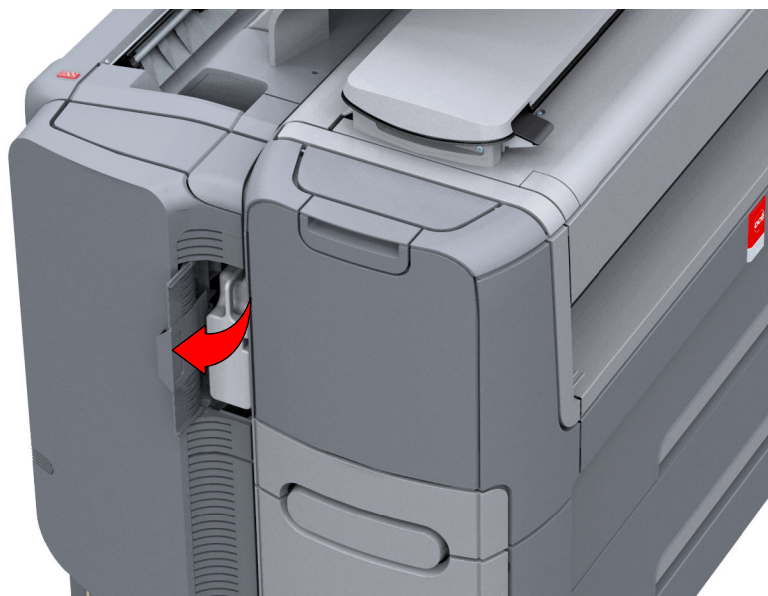


#### IMPORTANT

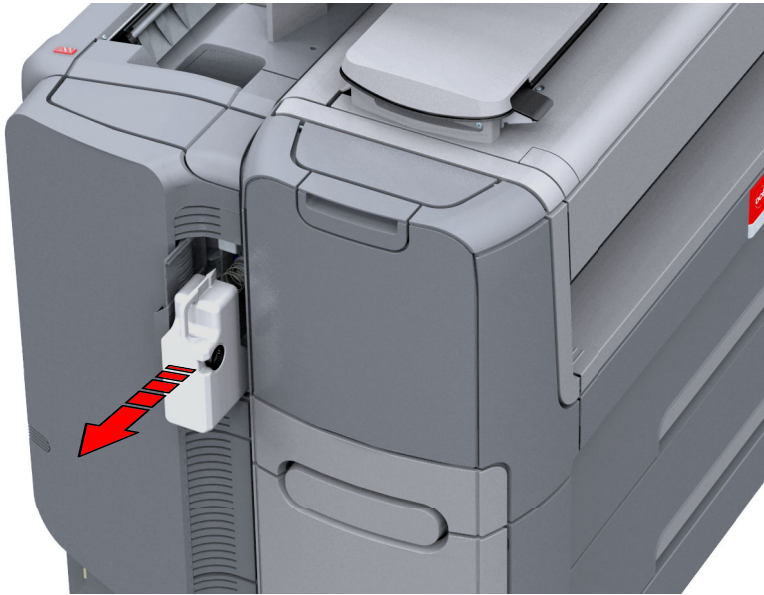
Do not replace the container during the printing process. You can replace the container when the printer is on.

### Procedure

1. Open the residual toner compartment.



2. Remove the full residual toner container.



**NOTE**

The residual toner container can be disposed normally.

3. Place the empty residual toner container.
4. Close the residual toner compartment.

# Maintain the scanner

## Clean the scanner

### Introduction

Clean the scanner from time to time, to prevent decrease of copy and scan quality.

### When to do

Clean when:

- the transparent contact plates are dirty and static
- the original support rollers are dirty, and you use transparent originals

### Procedure

1. Use both hands to push up the left and right scanner open levers to fully open the scanner top cover.  
A locking mechanism prevents the scanner top cover from closing.





**IMPORTANT**

To clean the scanner, use the soft lint-free muslin towels from the scanner cleaning kit.

2. Use a muslin towel that has been moistened with water and firmly wrung out to clean the following parts of the scanner:
  - The [original support rollers]  
Rotate the rollers to clean them.
  - The [transparent contact plates]  
Wipe off any soiled areas.



3. Wipe all the cleaned parts once again using a dry muslin towel.

**CAUTION**

Watch out, not to get your fingers caught in the scanner top cover.

4. Press the scanner top cover down gently with both hands, to close it.



**NOTE**

Check that the left and right scanner open levers are locked into position.

# Calibrate the scanner

## Introduction

You can calibrate the scanner when you are not satisfied with the copy or scan quality. Use the calibration wizard to calibrate the scanner.

## Before you begin

Clean the scanner before you start the calibration procedure. Dirty parts of the scanner cause copy and scan quality to decrease. For more information, see [Clean the scanner on page 248](#).

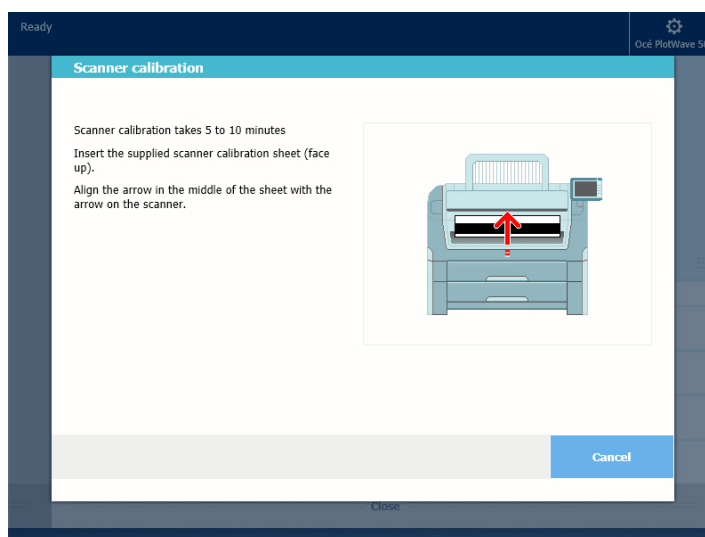


### IMPORTANT

- Handle the calibration sheet with care.
- Do not touch the black area of the calibration sheet with your fingers.
- Before you use the calibration sheet, wipe off any dust from the calibration sheet.

## Procedure

1. Select the system menu thumbnail.
2. In the list in the bottom right corner of the screen, select [Scanner]. A wizard opens.
3. Select [Scanner calibration] and follow the instructions in the wizard.



4. Insert the scanner calibration sheet when instructed in the wizard.
5. Tap the green button to start the scanner calibration.



### NOTE

[Calibrating the scanner takes between 5 to 10 minutes.]

## Maintain the reinforcement unit (Optional)

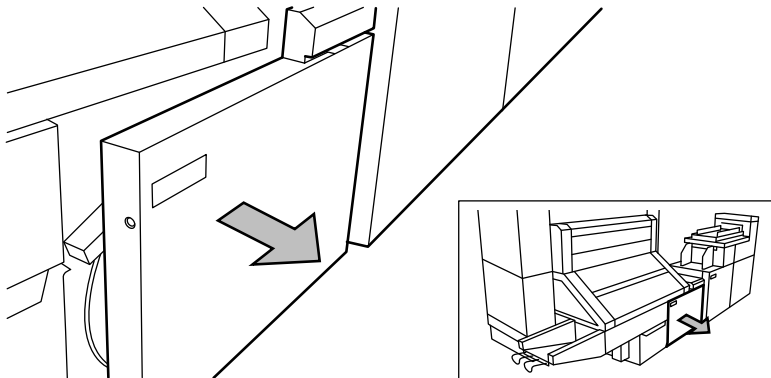
### Remove an empty tape roll

#### Introduction

When the tape roll of the reinforcement unit is empty a message appears on the user panel.

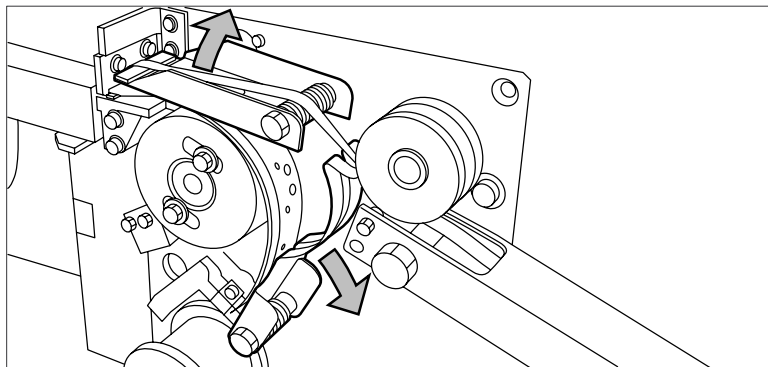
#### Procedure

1. Open the side door of the reinforcement unit; see the illustration below.



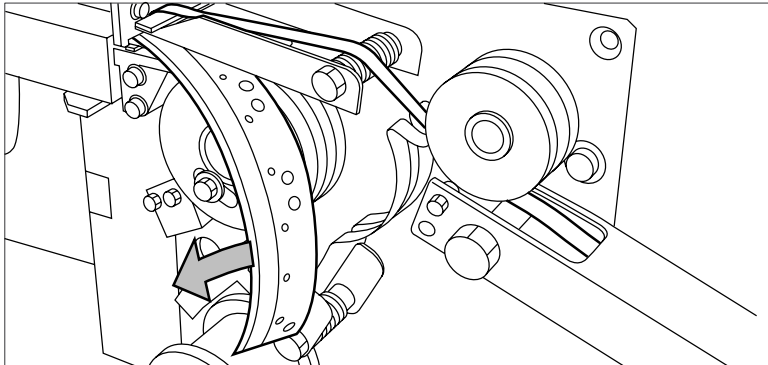
[4] Opening the side door of the reinforcement unit

2. Turn the two guide plates away from the pin roller and lock the two guide plates into their open position.



[5] Opening the guide plates

3. Remove the trailing strip of the old tape.



[6] Removing the trailing strip of the old tape

4. Open the front side plate of the roll holder (remove the screw and the old kernel.)

### Result

You can now insert a new tape. For more information, see [Insert a new tape roll on page 254](#) .

## Insert a new tape roll

### Introduction

When you have removed the old tape ([Remove an empty tape roll on page 252](#)), you can insert a new roll.

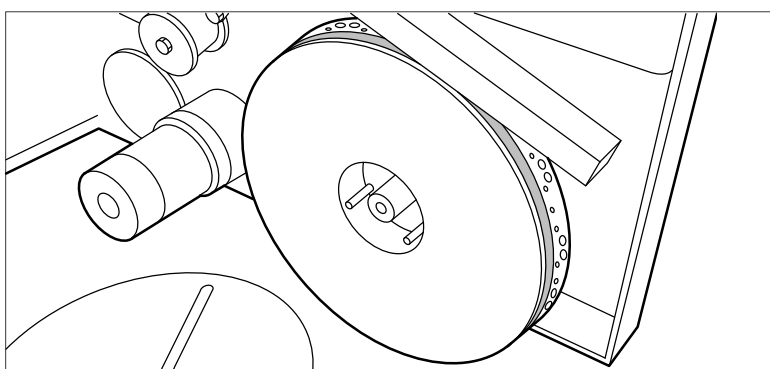


#### IMPORTANT

Only use Océ reinforcement strips, to prevent damage to the reinforcement unit.

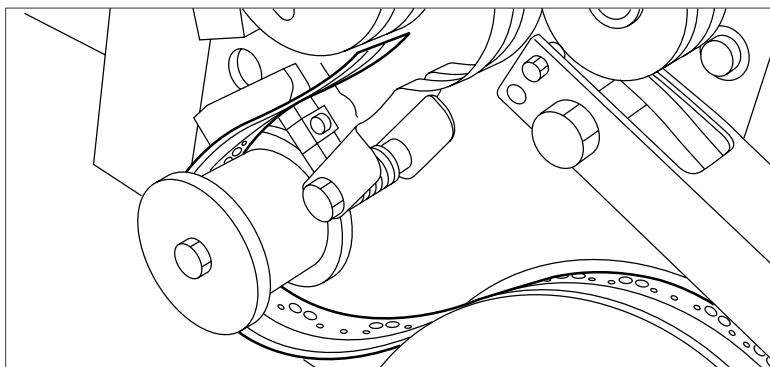
### Procedure

1. Place the new roll and close the side plate. Make certain that the roll is placed with the holes to the back and the protection sheet to the front, see the illustration below.



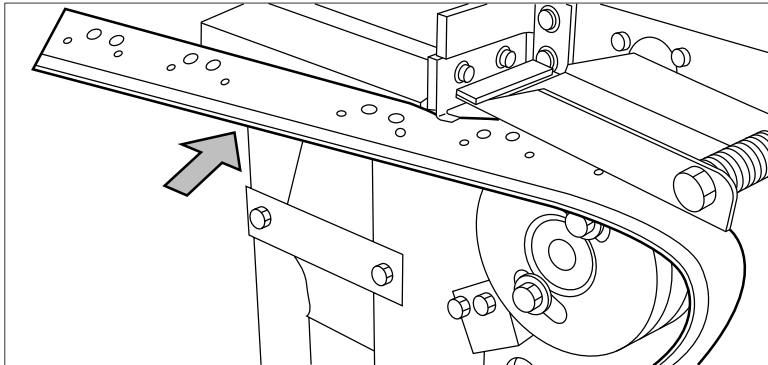
[7] Positioning the new roll

2. Loosen the end of the roll and lead the tape over the large guide roller.



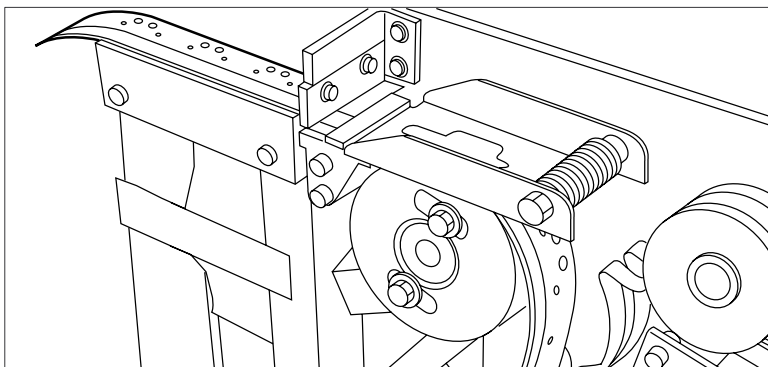
[8] Guiding the tape around the guide roller

3. Guide the tape between the upper and lower knife and over the pin roller.



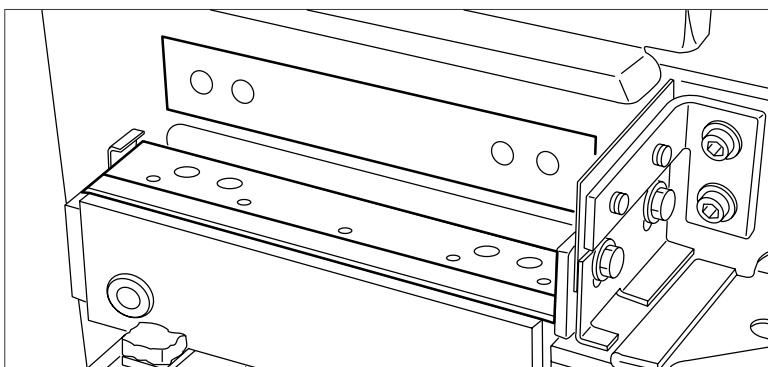
[9] Leading the tape between upper and lower knife

4. Make sure that at least 200 mm (2 strip lengths) of tape protrudes out of the knife section.



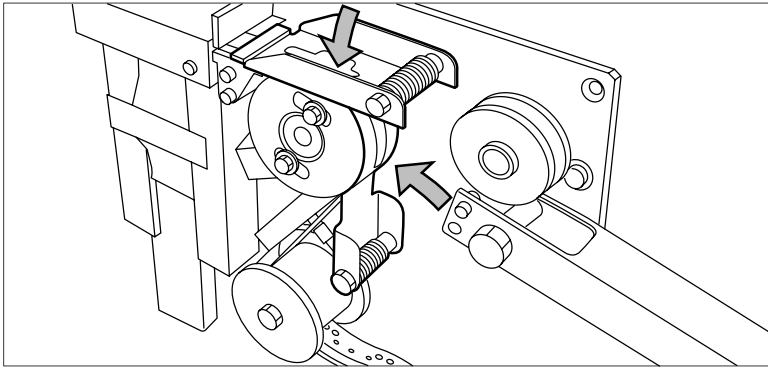
[10] Protruding tape

5. Align the holes in the tape with the hole pattern on the label. (You can find the label on the frame plate of the reinforcement unit.) Lift the tape from the pin roller and push the tape between the two knives until the holes are aligned.



[11] Adjusting the holes on the tape

6. Close the guide plates of the pin roller.



[12] Closing the guide plates

## Result

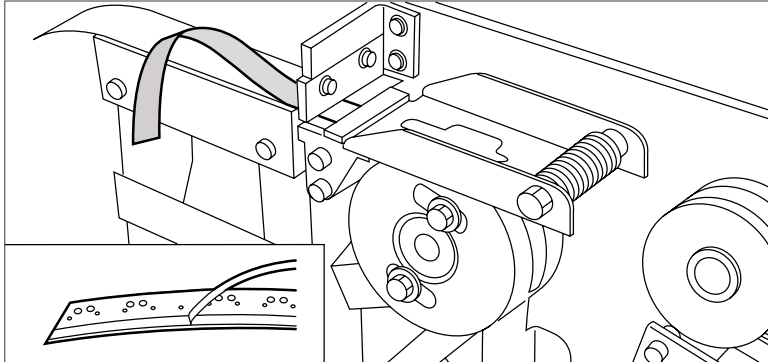
Make sure you also, [Prepare the tape roll for operation on page 257](#) and [Clean the reinforcement knives on page 260](#).



## Prepare the tape roll for operation

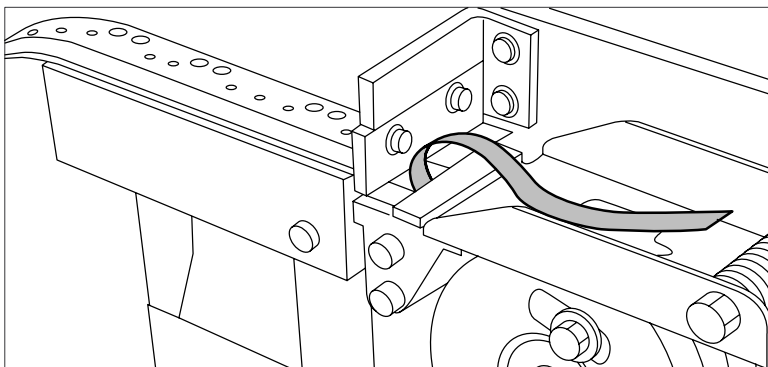
### Procedure

1. Remove the protection sheet from the tape.



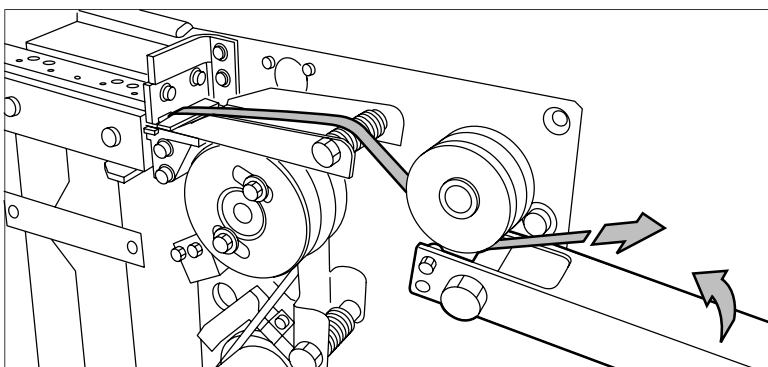
[13] Peeling off the protection sheet

2. Guide the protection sheet back between the upper and lower knife.



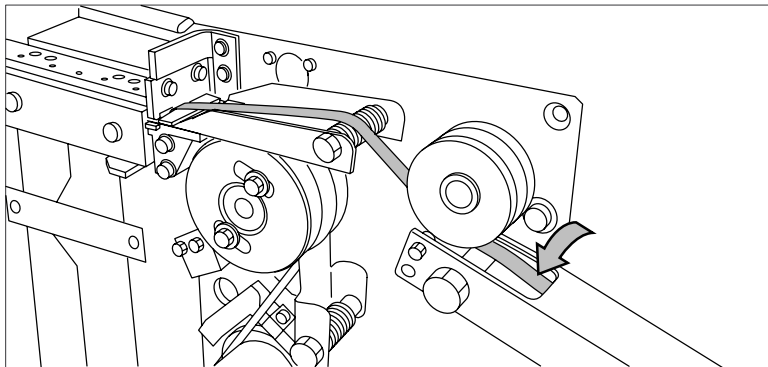
[14] Leading the protection sheet between upper and lower knife

3. Lift the guide and move the protection sheet between the protection sheet rollers. Pull the protection sheet tight.



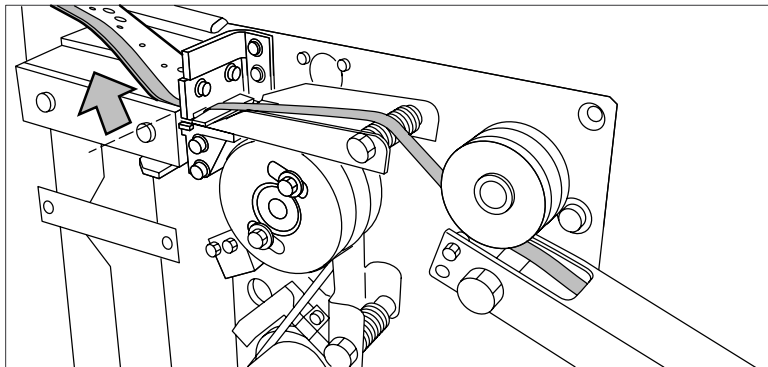
[15] Leading the protection sheet between the rollers

4. Insert the strip of the tape into the closed section of the slide.



[16] Inserting the tape into the closed section of the slide.

5. Hold the upper guide plate down and cut the tape at the knife section. (Quickly pull the strip up so that the upper knife cuts the tape.)



[17] Cutting the tape at the knife section

6. Close the side door of the reinforcement unit.

## Empty the waste box of the reinforcement unit

### Introduction

The protective sheet from the reinforcement tape is stored in a waste box. For each roll of tape, you must empty the box twice.

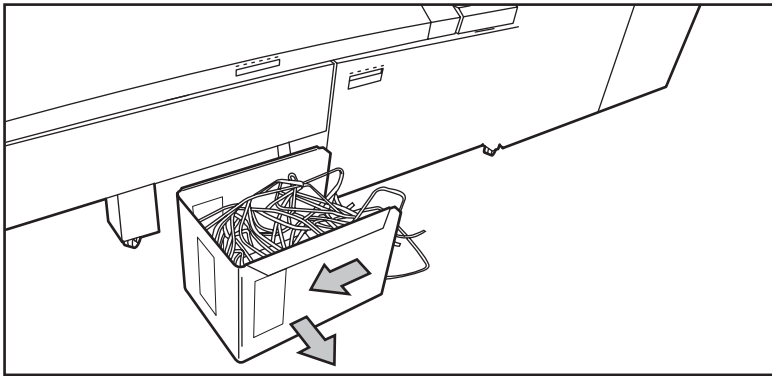


#### NOTE

You can empty the waste box while the printer is running.

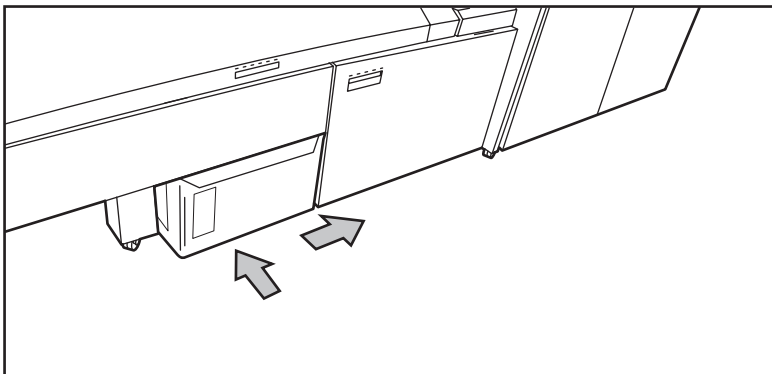
### Procedure

1. Open the waste box.
  - First pull the waste box to the left-hand side.
  - Next pull the waste box to the front'.



[18] Opening the waste box

2. Empty the box.
3. Close the waste box.
  - First push the waste box forward.
  - Next push the waste box to the right-hand side.



[19] Closing the waste box

## Clean the reinforcement knives

### Introduction

The knives of the reinforcement unit get sticky from the glue on the reinforcement tape, therefore you have to clean the knives regularly.

### When to do

Clean the knives:

- Before you install a new tape roll [Insert a new tape roll on page 254](#).
- When an error in the reinforcement unit has occurred.

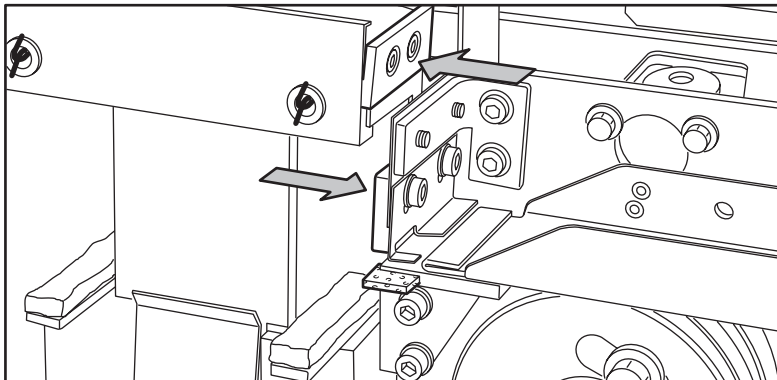


#### IMPORTANT

Use only the original Cleaner K and Fixing Unit Cleaning Oil (silicon oil) from Océ to prevent damage to the reinforcement unit.

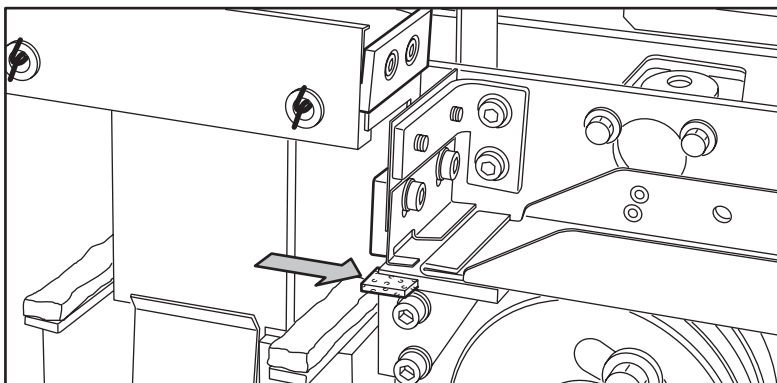
### Procedure

1. On the printer's user panel, open the system menu.
2. Select [Clean the knife] and follow the wizard.
3. Open the side door of the reinforcement unit.
4. Clean the upper and lower knife using Cleaner K.



[20] Cleaning the upper and lower knife

5. Use the Fixing Unit Cleaning Oil (silicon oil) to oil the felt.



[21] Oiling the felt

6. Close the side door of the reinforcement unit. The knives are automatically put back in their original positions.



# **Chapter 7**

## License management

# Introduction to license management

## Introduction

For certain applications your printer uses, you need to activate a license. A product license for the Océ PlotWave 450/550 is always required. You can perform several actions for licenses:

## Procedure

1. View the currently active licenses.  
View which licenses you already have, and which you would like to have. You can make a list of new options you need and note down the license number. Your local representative needs the list of new options and the license number to create a new license file.
2. Get the host ID of your system.  
The host id is needed to create a new license file.
3. Send the list of new options, the license number, and the host ID to your local representative.  
Your local representative creates and delivers a new license file.
4. Create a back-up of the currently active licenses, if necessary.  
Save the current active licenses to do so.
5. Activate the licenses.  
The license activation job guides you through the following steps.
  - 1. Locate the license file.
  - 2. Preview the new active licenses.
  - 3. Accept the end user license agreement.
  - 4. Finish the license activation job.
  - 5. Restart your system.



# Check your licenses

## About the licenses

The license section in Océ Express WebTools allows you to manage the licenses that are active on your system. A license is needed to activate certain functions on your printer.

## License information overview

Open the [Support] - [Licenses] tab in Océ Express WebTools to view the available licenses.

You can view the license information for the following purposes:

- Check the license state, license type and license duration of active licenses.
- View all options available for your system.
- Make a list of the new options you need.
- Note down the license number.

Information	Description
[Option]	This field displays all the available licenses for the printer.
[State]	This field displays one of the following license states. <ul style="list-style-type: none"><li>• [Authorized]. You are authorized to use the function.</li><li>• [Not authorized]. You are not authorized to use the function, you can get a license for the function.</li></ul>
[License type]	This field displays one of the following license types. <ul style="list-style-type: none"><li>• [Resale].</li><li>• Not for resale.</li></ul>
[Duration in days]	This field displays the time your license is valid.
[License number]	This field displays the license number.

# Save the currently active licenses

## Introduction

You can save all active licenses into one single file.

## When to do

Save the currently active licenses before starting a license activation job or if you want to save the current license situation.

## Procedure

1. Open the [Support] - [Licenses] tab.
2. Click on the [Save] button.  
A zip file is being downloaded.
3. Select a directory on your workstation to store the zip file.
4. Enter the new file name and click on [Save] to back-up the currently active licenses.

# Get a new license file

## Introduction

The Océ applications and optional functions are protected against unauthorized use. You need to activate licenses to enable various options. When you want to get a new license you have to provide the correct information to your local representative.

## Procedure

1. Open the [Support] - [Licenses] tab to display the license information page.
2. View which licenses you have and do not have. Note the [Option] information and the license number down of the licenses you would like to have.
3. Click on [Host id], and note the host id information down.
4. Send the license information and the host id to your local representative.
5. After receiving the license file from the representative, store the file on the network.

## Result

After you stored the new license file, you can activate the license. For more information, see [Activate a new license on page 268](#) .

# Activate a new license

## Introduction

Under the [Licenses] tab in Océ Express WebTools you can activate new license files.



### NOTE

- It is advised to store the license information of the currently active license files in a back-up file before you activate a new license file. Use the [Save] button to store the current license files information.
- After the license is uploaded you must restart your system to activate the license file.

## Procedure

1. Open the [Support] - [Licenses] tab to display the license information page.
2. Click [Activate] to open a browser window to search for the license file on the network.
3. Browse the network and select the license file.
4. Click [Next], read the step and click [Next] again.
5. When the user agreement appears, scroll down to the bottom and check the box in front of [I agree].



### NOTE

If you do not check the box for agreement, your license will not be installed.

6. Click [Next].
7. Click [OK] to start the activation of the license file. A message appears when the process is completed.
8. Restart the system to activate the changes.

## Result

- If you update an expired license, the new license file overwrites the previous license file.
- If you upload a new license, the license state in the overview is changed from [Not authorized] to [Authorized].

# **Chapter 8**

## Account management

# An overview of Océ Account Center

## Introduction

Use Océ Account Center to manage the account information of print jobs, copy jobs and scan jobs for your Océ devices.



### NOTE

For this application a separate user guide and a Readme are available. Visit "<http://downloads.oce.com>", select your printer and find your document in the list.

## Definition

Océ Account Center includes software module:

- Océ Account Console.

Océ Account Console runs on a PC that functions as a server. Access to the Océ Account Console application is password protected and limited to authorized personnel.

The administrator uses Océ Account Console to create the account information dialog. The administrator publishes the account information dialog for Océ Express WebTools, the user panel and other applications.

The bookkeeper uses Océ Account Console to retrieve and export the log data.

The bookkeeper uses the log data for accounting purposes.

## User roles and tasks in Océ Account Center

Users	Tasks
1) Administrator	<ul style="list-style-type: none"><li>• Create, manage and delete the account dialog.</li><li>• Publish the account dialog to Océ Express WebTools and the user panel.</li></ul>
2) Users	<ul style="list-style-type: none"><li>• Use the dialog of Océ Express WebTools to enter the account information for print jobs, copy jobs and scan jobs.</li></ul>
3) Bookkeeper	<ul style="list-style-type: none"><li>• Retrieve and use the account information of print jobs, copy jobs and scan jobs that is stored on the embedded controller of your Océ device. The log data serves as input for the accounting reports and invoices.</li></ul>

# Océ Account Console ®

## Introduction to Océ Account Console

### Definition

Océ Account Console is installed on the administrator's workstation.

### Purpose

Océ Account Console has the following functionalities:

- Manage, preview, and publish the account information dialog.
- Retrieve and export the log files.
- Manage the devices.



### NOTE

For this application a separate user manual is available.

### Illustration

The screenshot displays the Océ Account Console interface. The top navigation bar includes 'Dialog', 'Devices', and 'Export filters'. The 'Dialog' tab is active, showing a 'Fields' list on the left and a 'Values' table on the right. The 'Fields' list includes 'User ID', 'Project', and 'Account ID'. The 'Values' table contains two entries: 'Jeff' with 'jdc' and 'Arthur' with 'agb'. The interface also features a toolbar with actions like 'Create...', 'Add...', 'Delete...', 'Edit...', 'Move...', 'Sort A. Z', and 'Sort Z. A'. A status bar at the bottom left indicates 'Last published: Wednesday, 27 Apr 2005 12:56:36 PM'.

Name	Id
Jeff	jdc
Arthur	agb

## Summary of Océ Account Console

### Main parts of Océ Account Console

An administrator uses Océ Account Console to perform a number of maintenance and configuration tasks.

The main functional areas of Océ Account Console are described in the table below.

Main parts of Océ Account Console

Part	Description
The [Dialog] tab	<p>[Fields] section.</p> <ul style="list-style-type: none"> <li>• Create an accounting dialog. The accounting dialog consists of a number of accounting fields.</li> <li>• Save an accounting dialog. The accounting dialog is saved in .xml for reference, back-up or uploading.</li> <li>• Load an accounting dialog. An accounting dialog can be uploaded for use.</li> <li>• Delete an accounting dialog. Please note that this action cannot be reversed.</li> <li>• Edit an accounting dialog. You can change the type of accounting field.</li> <li>• Change the order of the accounting field in the list.</li> <li>• Make a preview of the accounting dialog to test the validity.</li> <li>• Publish the accounting dialog. Make the accounting dialog available to external applications and devices.</li> </ul> <p>[Values] section.</p> <ul style="list-style-type: none"> <li>• Create values for each accounting field.</li> <li>• Import values with a CSV file.</li> <li>• Add values for each accounting field. You add existing values to an accounting field.</li> <li>• Delete values for each accounting field. Please note that this action cannot be reversed.</li> <li>• Edit values for the selected accounting field</li> <li>• Move the selected value up or down in the list.</li> <li>• [Sort A..Z]. Use this option to organize the list in ascending order.</li> <li>• [Sort Z..A]. Use this option to organize the list in descending order.</li> </ul>
The [Devices] tab	<p>[Devices] section.</p> <ul style="list-style-type: none"> <li>• [Create...]. Use this option to create a new device.</li> <li>• [Delete]. Use this option to remove the device. The log data for the device is removed as well. Please note that this action cannot be reversed.</li> <li>• [Edit...]. Use this option to change the values for a device.</li> <li>• [Delete log data]. Use this option to remove log data of a device.</li> </ul> <p>[Tasks] section.</p> <ul style="list-style-type: none"> <li>• 'Compress database'. Use this option to clean up the database.</li> <li>• [Start]. Use this option to run an update dialog or to retrieve log data.</li> <li>• [Edit...]. Use this option to change the conditions for the update dialog and the log data retrieval.</li> </ul>



Part	Description
The [Export filters] tab	<p>[Overview] section.</p> <ul style="list-style-type: none"> <li>• [Create...]. Use this option to define a new filter.</li> <li>• [Delete]. Remove the export filter.</li> <li>• [Edit...]. Change the filter definition.</li> <li>• [Copy...]. Make a duplicate of the filter settings to create another export filter.</li> <li>• [Run...]. Select the required filter and start the export of the log data.</li> </ul> <p>'Statistics' section.</p> <ul style="list-style-type: none"> <li>• [Create...]. Create a statistic's summary (statistics export) of all the data in Océ Account Console.</li> <li>• [Delete]. Delete the statistics export.</li> <li>• [Edit...]. Select the field you want to create a statistics export of.</li> <li>• [Run...]. Start creating the statistics export.</li> </ul>
The [Licenses] screen	<p>The license screen enables you to perform the following actions.</p> <ul style="list-style-type: none"> <li>• Determine the host ID necessary to receive a valid license file.</li> <li>• Select and activate the license file.</li> <li>• Create a back-up of the license file.</li> </ul>
The [Administration] screen.	<p>The administrator screen enables you to perform the following actions.</p> <ul style="list-style-type: none"> <li>• Change the password.</li> <li>• Publish the data that are retrieved from other applications.</li> <li>• Define the remaining settings for Océ Account Console.</li> <li>• Set the regional settings <ul style="list-style-type: none"> <li>-Application language</li> <li>-Units of measure (points, metric values or imperial values)</li> <li>-Units of measure of the print area (points, metric values or imperial values).</li> </ul> </li> </ul>

# Enable account management in Océ Express WebTools

## Introduction

To enable account management you can define the values in Océ Express WebTools

## Definition


The account information requirements are defined and managed by the administrator.

## How to define the 'Logging and accounting' settings

Open the [Preferences] - [System defaults] tab, and under [Job management] enable the [Force entry of accounting data for print jobs] or [Force entry of accounting data for copy and scan jobs]. Then define the settings for accounting under [Accounting log].

Setting	Value	Description
[Force entry of accounting data for print jobs] [Force entry of accounting data for copy and scan jobs]	[Yes]  [No]	When [Yes], it will only be possible to print jobs or create copy and scan jobs that have valid accounting data. All print jobs will be forced to go to the Smart Inbox. If you use Océ Publisher Express to send your print job, you must enter the required accounting data in the "Create new job" window. When you want to copy or scan from the user panel, or print a job from a USB key, you must enter the required accounting data on the user panel. The accounting data fields are displayed on the user panel.  No accounting data is required.
[Log file format]	[ASCII (7-bits)] [Unicode (UTF-16)]	Define the file format for the export file of the account logging data. This file is retrieved by the Account Console application for account management.
[Log data field separator]	[Comma] [Semicolon] [Tab]	Define the field separator that must be used in the log file.
[Number of days to keep log files]	numeric value	Enter a value between 1 and 99 days.
[Accounting dialog upload: host]	[From any host] [From single host]	Defines if an accounting dialog upload is accepted from any host or from a single host only.
[Accounting dialog upload: single host]	hostname	The hostname or IP address from which an accounting dialog can be uploaded. Only valid when [Accounting dialog upload: host] has value [From single host].

## Accounting data missing

If the required accounting data is missing, the  icon is displayed in front of the job in the Smart Inbox. To enter the missing accounting data, select the job and click [Edit].

# Accounting workflow

## Introduction

After the administrator configures the settings, accounting can be integrated in the workflow.

## Procedure

1. Define an accounting dialog and publish it.
2. Add the Océ PlotWave 450/550 to the devices in Océ Account Console and configure the tasks.



### NOTE

Configure the task 'Retrieve log data' to run every day at a time that the printer is switched on.

3. Run the task update dialog for the Océ PlotWave 450/550, to provide the dialog to the printer.
4. Enable accounting in Océ Express WebTools.

## Result

When you print via the driver, Océ Publisher Express or Océ Publisher Select you will have to provide accounting information before you can print.

When you copy, scan, or print from USB, you will have to provide accounting information on the user panel before you start your job.

## Workflow on the printer

### Procedure

1. Create a copy, scan or print job.
2. Press the green button, to start the job.  
A dialog appears, asking the user to enter the required accounting information.  
If the user does not enter the information, he cannot finish the job.



# **Chapter 9**

Solve problems

# How to solve problems with jobs

## Procedure

1. When there is a problem with a job, the color of the green job queue bar in Océ Express WebTools turns red.  
The system monitor section of Océ Express WebTools displays the message: [User intervention required].  
The job that has the problem remains in the queue as an active job, displayed in bold fonts.
2. On the user panel detailed information about the problem is displayed. You can use this information to solve the problem.



### NOTE

If a media jam occurs often, you can perform the following checks:

- Is the media loaded correctly?
- Did you use the correct media? For more information, see .
- Did you remove all the pieces of media from the paper path?



### NOTE

If an error occurs that you cannot solve, please remember the error code displayed on the user panel and contact the helpdesk for assistance.

# Clear an original jam in the scanner

## Introduction

When an original jam occurs in the scanner, the message [Scanner original jam] appears on the user panel. You must remove the original from the scanner. Follow the steps in the wizard on the user panel to clear the jam.

If an original jam occurs often:

- Check whether you used the correct type of original.
- Check whether you have to use a carrier sheet.
- Check if the original is damaged before you insert it.

## Procedure

1. Use both hands to push up the left and right scanner open levers to fully open the scanner top cover.  
A locking mechanism prevents the scanner top cover from closing.



2. Remove the original.  
Pull the original from the scanner, or from the originals exit at the front.
3. Press the scanner top cover down gently with both hands to close it.



### NOTE

Check that the left and right scanner open levers are locked into position.

4. Smooth out the original, and feed the original.

## Clear a media jam in the heater section

### Introduction

When a media jam in the heater section occurs, you have to handle with care.

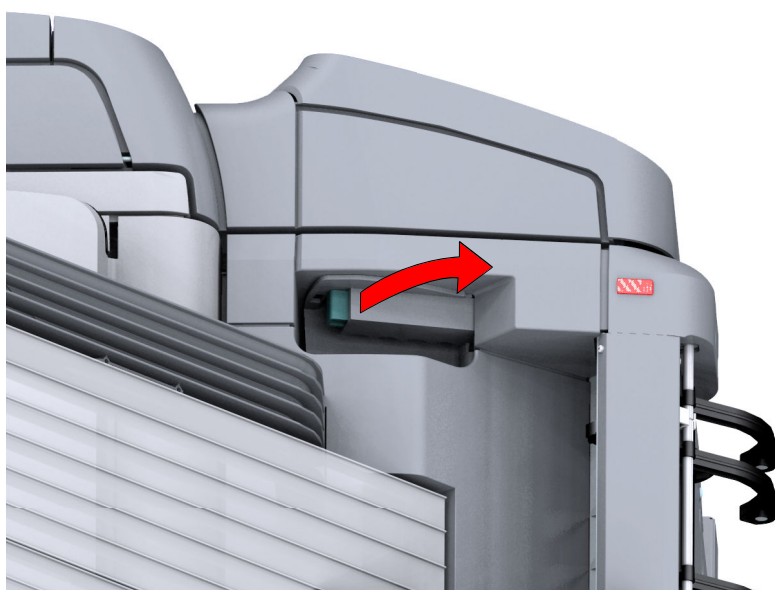


#### IMPORTANT

During normal use, the fuser has to remain closed. Only open it to remove the media after a media jam.

### Procedure

1. Wait a few moments to let the heater cool down.
2. Use the media jam clearance handle to open the upper back cover.



3. Remove any jammed printing material from the fuser section.



4. Press the green knob on the media jam clearance handle and close the upper back cover.



**NOTE**

Make sure you close the upper back cover properly; make sure you hear a click.

## Clear a media jam in the media bypass section

### Introduction

If a media jam occurs in the media bypass section, follow the help wizard on the user panel and take the following steps:

### Procedure

1. Open the lower front cover.



2. Lower the media bypass, by pressing the handles on the left and the right.





3. Remove any jammed media.



**NOTE**

When the material cannot be removed easily, open the upper back cover with the media jam clearance handle to access to the jammed material. For more information, see [Clear a media jam in the heater section on page 280](#).

4. Pull up the media bypass.



5. Close the lower front cover.

## Clear a media jam in the roll feed section

### Introduction

If a media jam occurs in the roll feed section, follow the help wizard on the user panel and take the following steps:

### Procedure

1. Firmly pull the media drawer to open it.

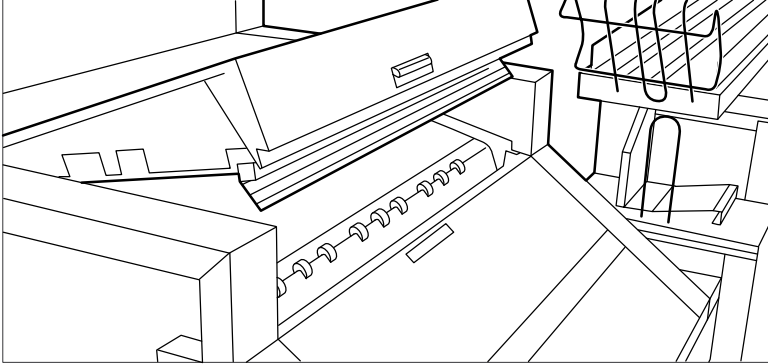


2. Remove any jammed printing material from the paper path and, if necessary, pull back the media and rewind it.
3. Reload the media roll if necessary and press the [clean cut button] to trim a strip of the media roll.
4. Close the media drawer.

## Clear a media jam in the first fold section

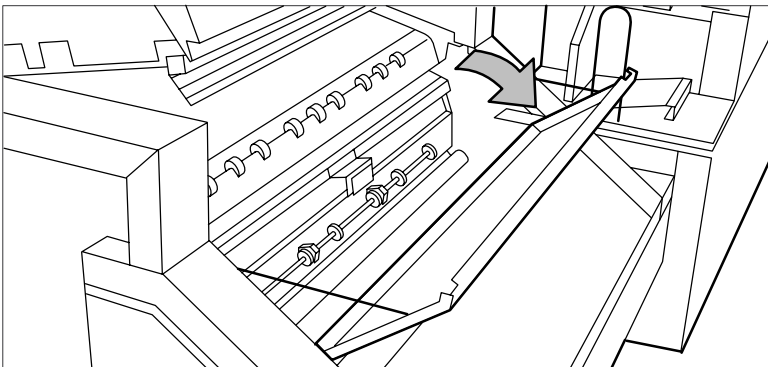
### Procedure

1. Open the top cover of the folder, by pushing the handle down.  
The green light of the folder blinks rapidly.



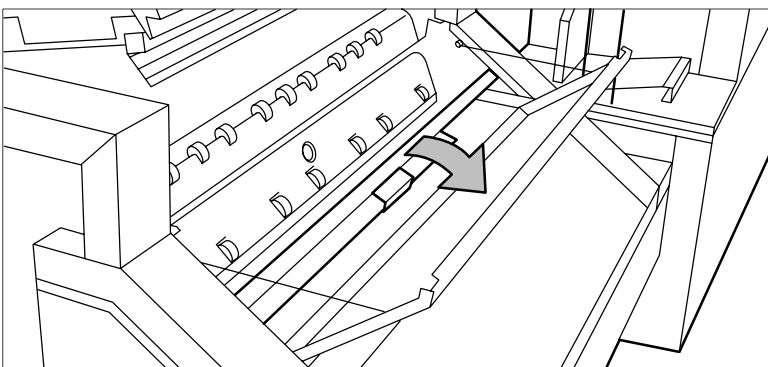
[22] Top cover of the folder

2. Remove any jammed printing material.
3. Open the cover of the first fold section.



[23] Opening the first fold section

4. Open the guide plate.



[24] Opening the guide plate

**Clear a media jam in the first fold section**

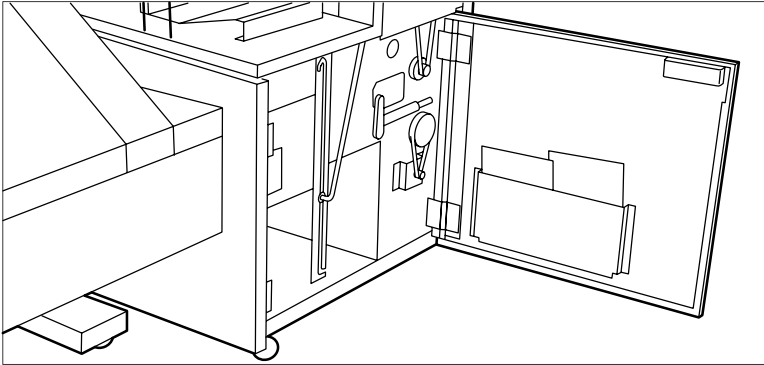
---

5. Remove any jammed printing material.
6. Close the guide plate.
7. Close the cover of the first fold section.
8. Close the top cover of the folder.

## Clear a media jam in the second fold section

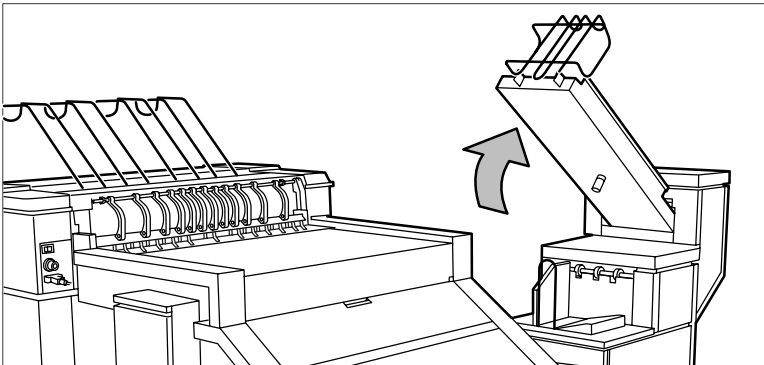
### Procedure

1. Open the front door of the second fold section.



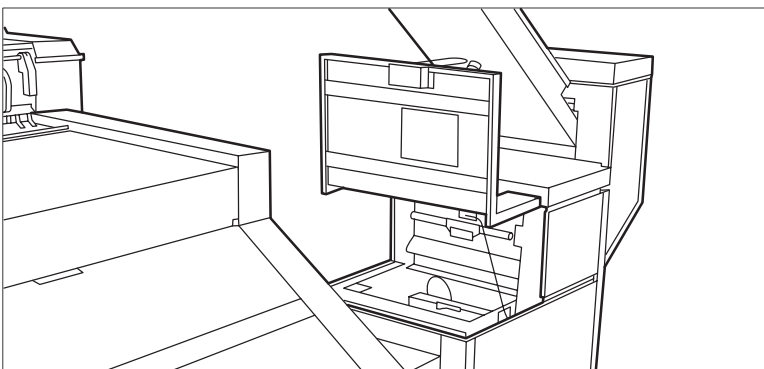
[25] Opening the front door of the second fold section

2. Remove any jammed printing material at the bottom of the second fold section.
3. Close the front door of the second fold section.
4. When you have a belt unit, put the belt in an upright position.



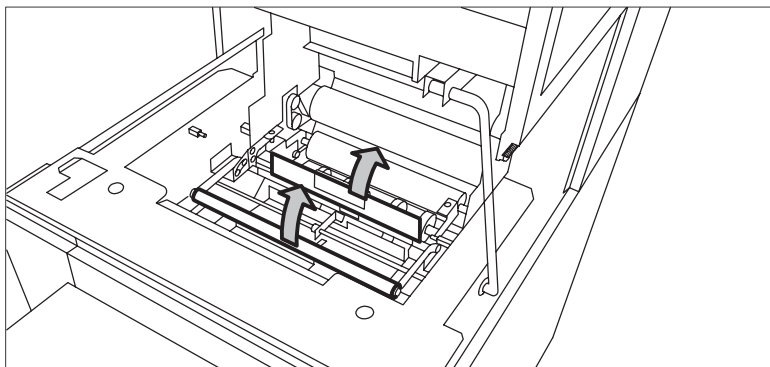
[26] Putting the belt in an upright position

5. Open the delivery unit.



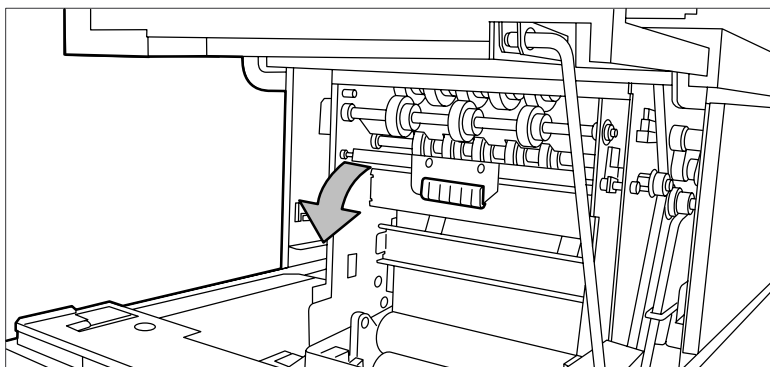
[27] Opening the delivery unit

6. Open the guide plate with the green lever.



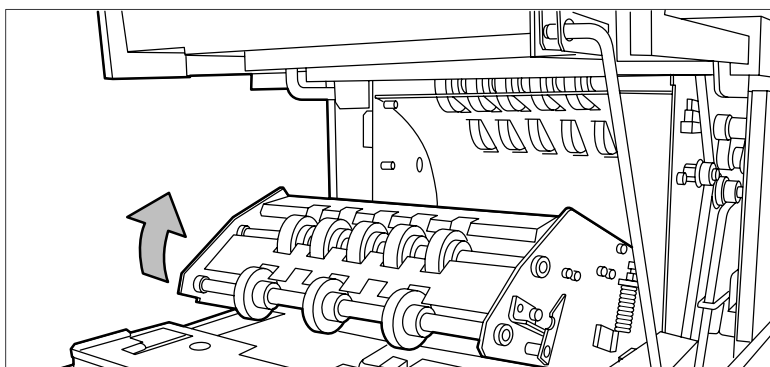
[28] Opening the guide plate with the green lever

7. Remove any jammed printing material.
8. Open the vertical transport with the green lever.



[29] Opening the vertical transport

9. Remove any jammed printing material.
10. Close the vertical transport.

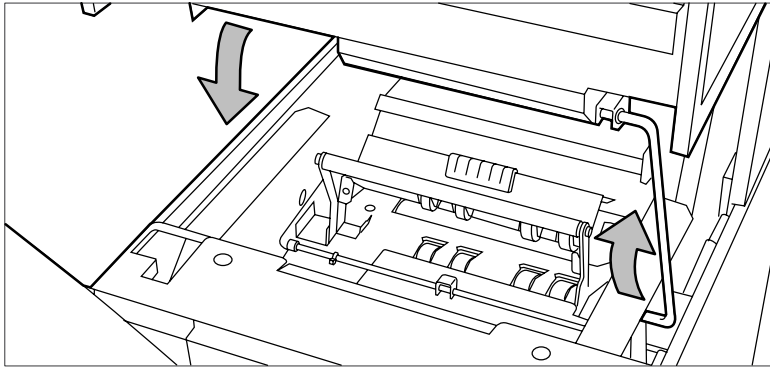


[30] Closing the vertical transport

11. Close the guide plate.



**12. Close the delivery unit**

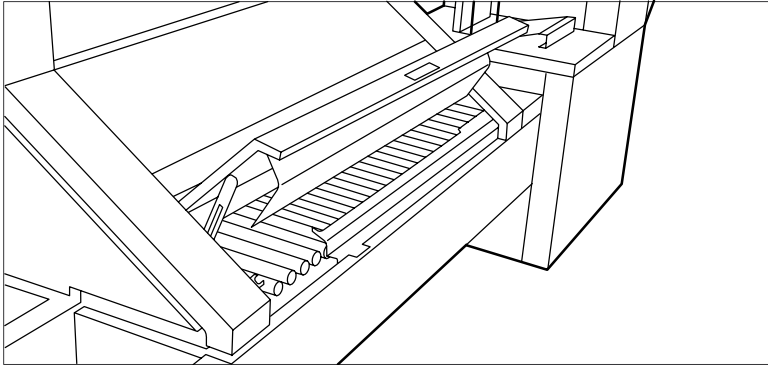


[31] Closing the delivery unit

## Clear a media jam in the folder transport section

### Procedure

1. Open the cover of the transport to the first fold delivery.



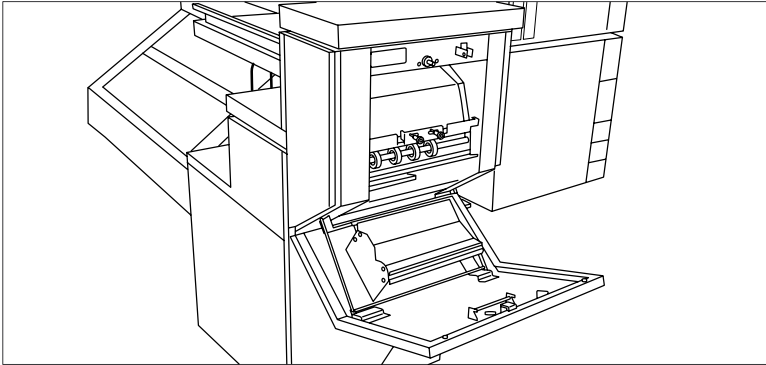
[32] Opening the cover of the folder transport section

2. Remove any jammed printing material.
3. Close the cover of the folder transport section from the left side by lifting it up and pushing the hinge away from you.

## Clear a media jam in the belt unit

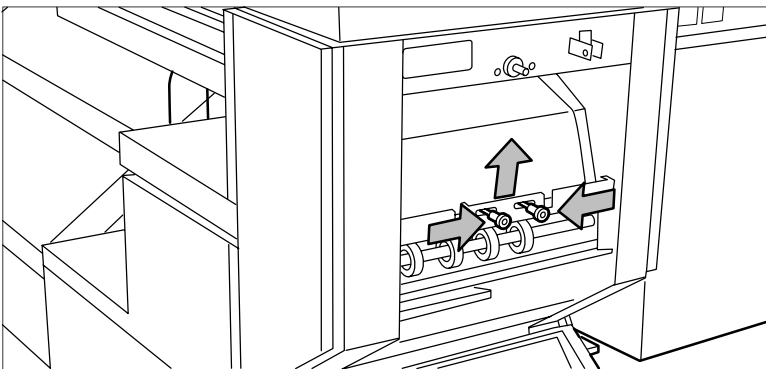
### Procedure

1. Open the door of the belt unit.



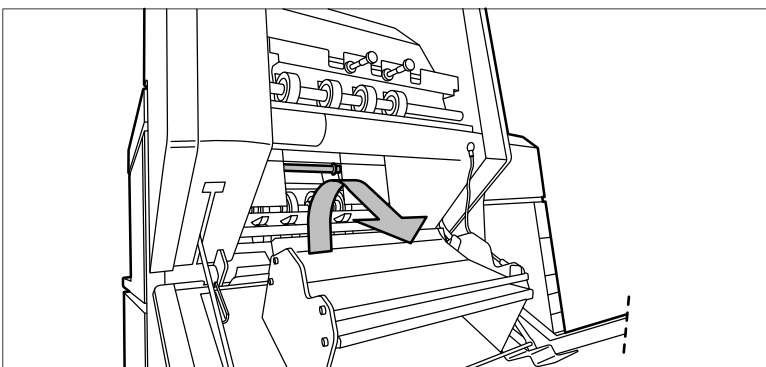
[33] Opening the belt unit door

2. Squeeze the two green knobs together, in the upper section of the belt unit, and open the plate.



[34] Opening the plate

3. Remove any jammed printing material.
4. Squeeze the two knobs again and put the plate back in its original position.
5. Release the green lever in the lower section of the belt unit (by slightly lifting it and pulling it forward) to open the lower plate.



[35] Opening the lower plate

#### Clear a media jam in the belt unit

---

6. Remove any jammed printing material.
7. Pull up the green lever again (until it locks into position) to close the plate.
8. Close the belt unit door.
9. Put the belt in its operating position by pushing it down gently.

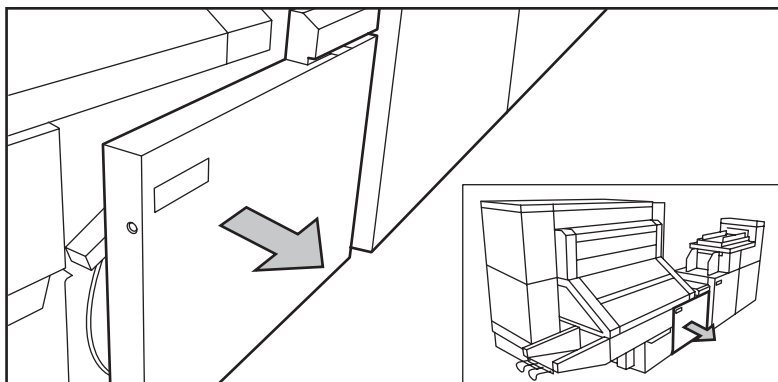
# Clear a tape jam in the reinforcement unit

## Introduction

When a tape jam occurs in the reinforcement unit, an error message appears on the user panel.

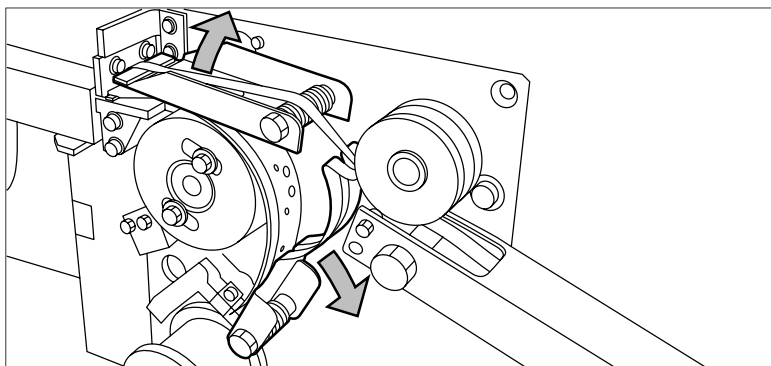
## Procedure

1. Open the front door of the reinforcement unit



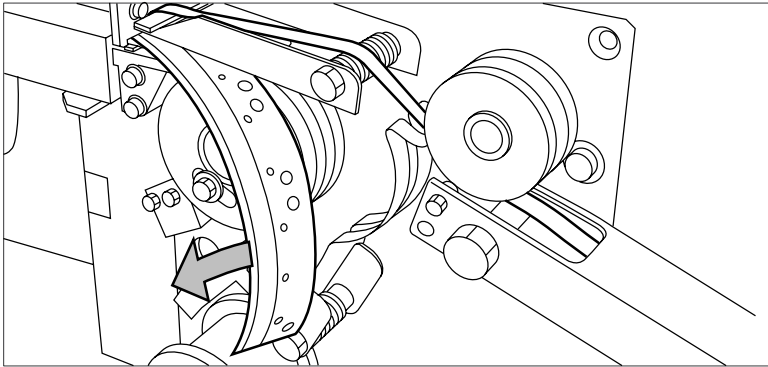
[36] Opening the front door of the reinforcement unit

2. Turn the two guide plates away from the pin roller and lock the two guide plates into their open position.



[37] Open the guide plates

3. Remove all tape between the rollers and the knives.



[38] Removing the tape

4. Move a new trailing strip of tape between the rollers and the knives.

# Get reinforcement strips on the output

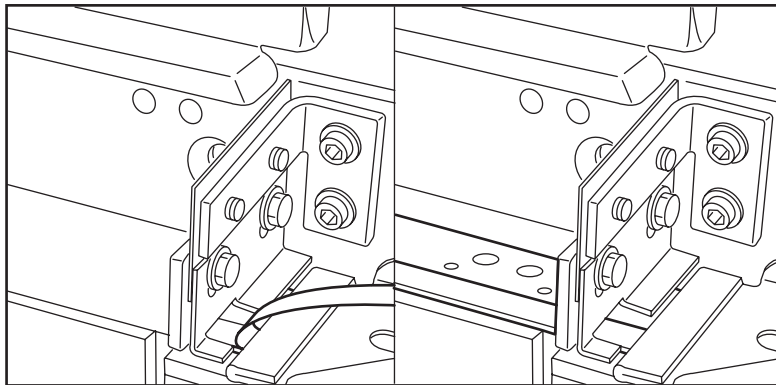
## Introduction

When there is no reinforcement strip on the output, then:

- The reinforcement strip is not correctly installed.
- The reinforcement strip is not available.

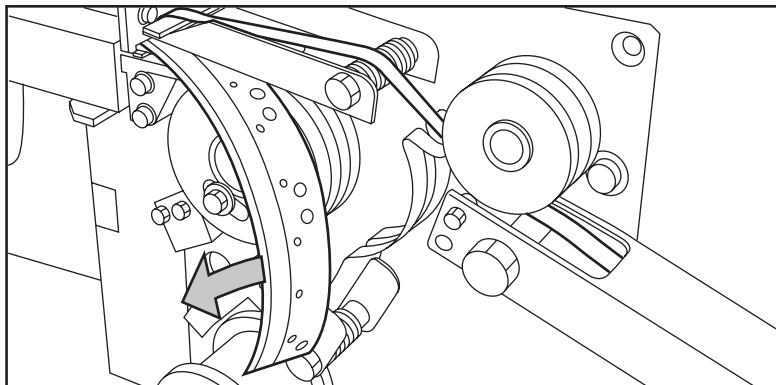
## Procedure

1. Open the side door of the reinforcement unit.
2. When the protection sheet is not on the reinforcement strip (situation A), it is not a mechanical error. You must insert a new tape roll [Insert a new tape roll on page 254](#).  
When this error occurs often, call your local service representative.
3. When the protection sheet is still on the reinforcement strips (see situation B), it is a mechanical error.



[39] Situation A: No mechanical error. Situation B: Mechanical error.

4. Remove the strips.



[40] Removing the tape

5. Remove all tape between the rollers and the knives .
6. Install a new trailing strip of tape between the rollers and the knives.

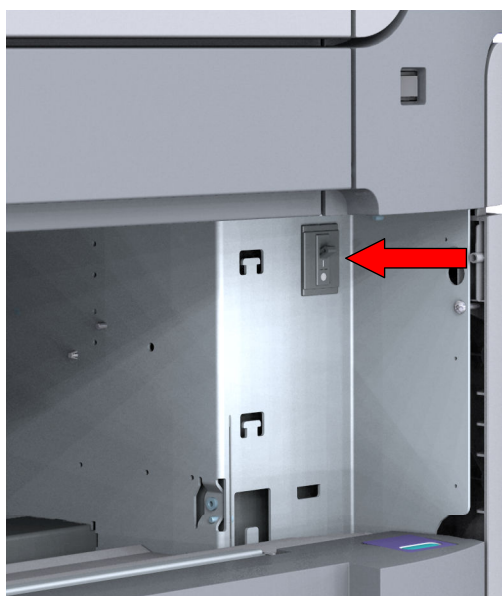
## Use the circuit breaker

### Introduction

A circuit breaker is used for the protection against electrical leakage in the circuit. A leakage can appear after a lightning strike, but also with a permanent short circuit. When the printer does not have a power connection while all power cables are connected and the machine is on, you can check the circuit breaker.

### Procedure

1. Open the upper media drawer.  
Make sure you completely pull out the drawer, so that you can see the back of the inside of the printer. On the right side of the back panel, you can see the circuit breaker switch.



2. Flip the switch.

### After you finish

When using the circuit breaker does not work and your problem is not solved, please contact Service for support.



# Disconnect the network cable and the mains supply cable

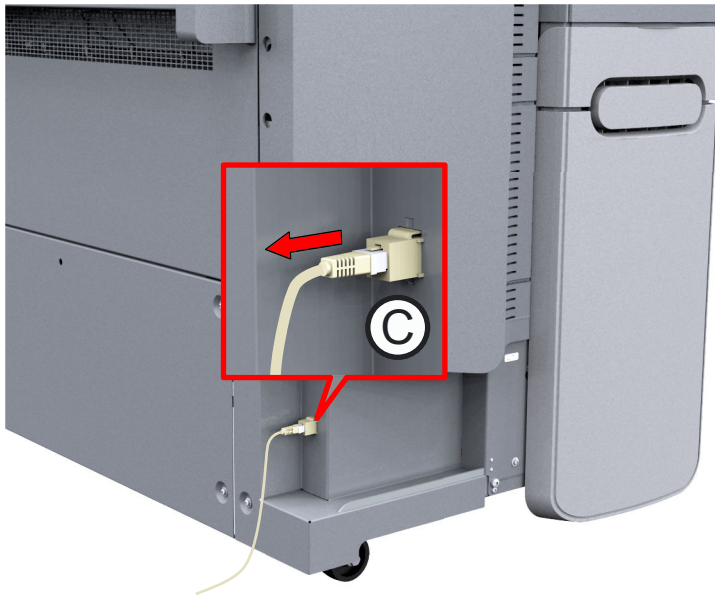
## Procedure



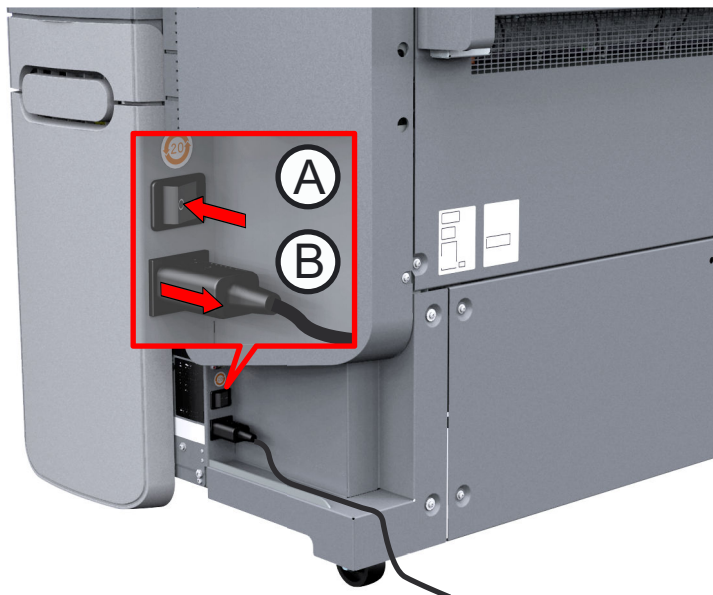
### IMPORTANT

Make sure the main power switch (A) is in 'off' position.

1. Disconnect the network cable from the network connection at the right back of the printer (C).



2. Disconnect the mains supply cable from the wall socket.
3. Disconnect the other side of the mains supply cable from the power connection at the left back of the printer (B).



# Event messages

## Introduction

Feedback on errors related to print jobs is displayed in the event list.

You can open the event list when you click [View events] in the upper right hand corner of the Jobs tab in Océ Express WebTools.

## Procedure

Event message	Troubleshoot
[Partially printed job aborted due to reception problem (protocol error, connection failure, spool full)]	<ul style="list-style-type: none"> <li>• Check the structure and keywords of the Job Ticket.</li> <li>• When the user panel displays the message [Job memory full], delete some jobs from the system.</li> <li>• Check if the printer can be reached on the network.</li> </ul>
[Job aborted due to reception problem (protocol error, connection failure, spool full); nothing was printed]	<ul style="list-style-type: none"> <li>• Check the structure and keywords of the Job Ticket.</li> <li>• When the user panel displays the message [Job memory full], delete some jobs from the system.</li> <li>• Check if the printer can be reached on the network.</li> </ul>
[Document could not be printed; specific TIFF/CALS mode is not supported]	<p>The document type is not supported by the printer (for instance, CALS file of type 2).</p> <ul style="list-style-type: none"> <li>• Generate a new file.</li> </ul>
[Document could not be processed; processing was aborted]	<p>The file is complex and the printer does not have enough memory to process it.</p> <ul style="list-style-type: none"> <li>• Try to print it from an application using the Océ Wide format Printer Driver for Microsoft® Windows® .</li> <li>• If the error persists, contact your local Service representative.</li> </ul>
[PS/PDF missing or invalid data in the document; one or more pages not correctly printed]	<p>The Postscript or PDF file is corrupt.</p> <ul style="list-style-type: none"> <li>• Try to print the original file from Adobe Reader or directly from the application using the Océ Wide format Printer Driver for Microsoft® Windows® .</li> <li>• Try to generate the file again.</li> <li>• If the error persists, contact your local Service representative.</li> </ul>
[PS/PDF limitation; one or more pages not correctly printed]	<p>The Postscript or PDF file causes an internal printer error.</p> <ul style="list-style-type: none"> <li>• Try to print it from an application using the Océ Wide format Printer Driver for Microsoft® Windows® .</li> <li>• If the error persists, contact your local Service representative.</li> </ul>
[PS/PDF resource issue (memory, disk); one or more pages not correctly printed]	<p>The Postscript or PDF file is complex and the printer does not have enough memory to process it.</p> <ul style="list-style-type: none"> <li>• Try to print it from an application using the Océ Wide format Printer Driver for Microsoft® Windows® .</li> <li>• If the error persists, contact your local Service representative.</li> </ul>

Event message	Troubleshoot
[PS/PDF resource or language problem; one or more pages not correctly printed]	<p>The Postscript or PDF file is complex or corrupt.</p> <ul style="list-style-type: none"> <li>• Try to print it from an application using the Océ Wide format Printer Driver for Microsoft® Windows® .</li> <li>• If the error persists, contact your local Service representative.</li> </ul>
[No pages were generated when processing the document]	<p>The file contains non printable pages.</p> <ul style="list-style-type: none"> <li>• The graphic commands in the file could be missing, the file is corrupt.</li> <li>• The shift setting could be set to a value that causes the image to move completely off the paper.</li> </ul>
[Job deleted because it is not recoverable (data is corrupt or incomplete)]	<p>This message can appear when the printer is restarted after a power failure and some documents in the printer spool are corrupt.</p> <ul style="list-style-type: none"> <li>• Reprint the job from the submission application or from the Smart Inbox.</li> </ul>
[Job deleted because it causes a software crash in the printer]	<p>This message can appear when the printer is restarted after a power failure and some documents in the printer spool cause software problems.</p> <ul style="list-style-type: none"> <li>• Generate the file again.</li> <li>• If the error persists, contact your local Service representative.</li> </ul>
[Job was deleted from the queue after a media request time-out]	<p>The job has been deleted from the print queue because the time-out of the media request expired and the [Action after media request timeout] is set to [Delete the job]</p> <ul style="list-style-type: none"> <li>• Reprint the job from the submission application or from the Smart Inbox.</li> </ul>
[Job cannot be printed because the required PS/PDF license is not available]	<ul style="list-style-type: none"> <li>• For Postscript and PDF files, check if the license is installed.</li> </ul>
[Job cannot be printed because the required PDL is disabled]	<ul style="list-style-type: none"> <li>• Click [Configuration] - [Printer setup] and change the printing of this page description language to [Enabled].</li> </ul>
[Folding is disabled: the legend is not detected or the rotated document does not fit on the available media.]	<p>The [Océ Finishing Assistant] disabled folding. This can happen if the image cannot be rotated so that the legend is visible after folding and fit on the available media. This may also happen if the [Océ Finishing Assistant] cannot detect the location of the legend.</p> <ul style="list-style-type: none"> <li>• You can fold manually.</li> <li>• Disable [Océ Finishing Assistant] if you do not care where your legend is after folding or if you want to fold a drawing without a legend.</li> <li>• Load a larger media size if the rotated drawing fits into the maximum foldable media width (check the finisher specifications).</li> </ul>
[Folding is disabled: the folding device cannot fold the printed output (incompatible size or media type).]	<ul style="list-style-type: none"> <li>• Folding has been disabled because the media size or type is incompatible with the folder. Use correct media that can be folded.</li> </ul>

Event message	Troubleshoot
[The sheet length exceeds the limit of the second fold. Only the first fold applied.]	<ul style="list-style-type: none"> <li>• The document will be first folded only.</li> <li>• Check the maximum length settings for second fold and comply, when you want to get a fanfold package.</li> </ul>
[Document is not a PDL or the PDL is not supported]	<p>Check if the printer recognizes the format of the sent job.</p> <ul style="list-style-type: none"> <li>• Submit the file via the job submitter.</li> <li>• Print directly from the application.</li> </ul>
[The scan job cannot be delivered to the external location. The job has been deleted.]	<ul style="list-style-type: none"> <li>• Check the credentials, the username and password, of the external location.</li> <li>• Use the check feature in the external location configuration window.</li> <li>• Check all other external location settings.</li> </ul>
[Impossible to generate the file from the scanned original(s). Try to scan again with a lower output file resolution. If the error persists, make sure the original is not too long.]	<ul style="list-style-type: none"> <li>• Lower the output file resolution.</li> <li>• Change the file type.</li> <li>• Reduce the original size when it is too long.</li> <li>• Check the scan resolution and the compression.</li> <li>• In case of a multi-page document: split it into several scanned files.</li> </ul>
[The accounting data for the job are invalid. The job has not been printed.]	<ul style="list-style-type: none"> <li>• Correct the accounting data in the submission application and reprint the job from the smart inbox.</li> <li>• Check whether the accounting parameters are correctly synchronized, on the job submission tool or driver.</li> </ul>
[Print settings conflict: the document is identified and printed with the settings embedded in the file]	<p>A job was submitted from an application that added a Job Ticket while the file already contained a Job Ticket. The settings you have selected in the submission application are not used. Instead, the Job Ticket settings embedded in the file are used for printing and identification of the job. The job will appear in the print queue and the Smart Inbox with its original name.</p> <ul style="list-style-type: none"> <li>• If the settings embedded in the file contain a Smart Inbox name, the job will be kept in that Smart Inbox.</li> <li>• If the settings embedded in the file do not contain a Smart Inbox name, the job will be kept in the default Smart Inbox defined in [System defaults] - [Job management].</li> <li>• If you do not want to use the original settings embedded in the file, use Océ Publisher Select to print the job.</li> </ul>

# Print a demo print

## When to do

You can print a demo print to check whether the printer is working correctly.

## Procedure

1. Tap the system menu thumbnail on the user panel. A window opens.
2. In the list on the right, select [Test prints]. A wizard opens.
3. Select [Demo print].
4. Tap OK.

# Print a test print

## When to do

Print a test print from a specific roll at the request of the helpdesk. The test print provides information that can help to solve quality problems.

## Procedure

1. Tap the system menu thumbnail on the user panel. A window opens.
2. In the list on the right, select [Test prints]. A wizard opens.
3. Select the roll you want to print from.
4. Tap OK.

# Print the print density chart

## When to do

To influence the toner usage of your printer, you can print the print density chart and adjust the print density offset. A negative value reduces the toner usage, a positive value increases the toner usage.

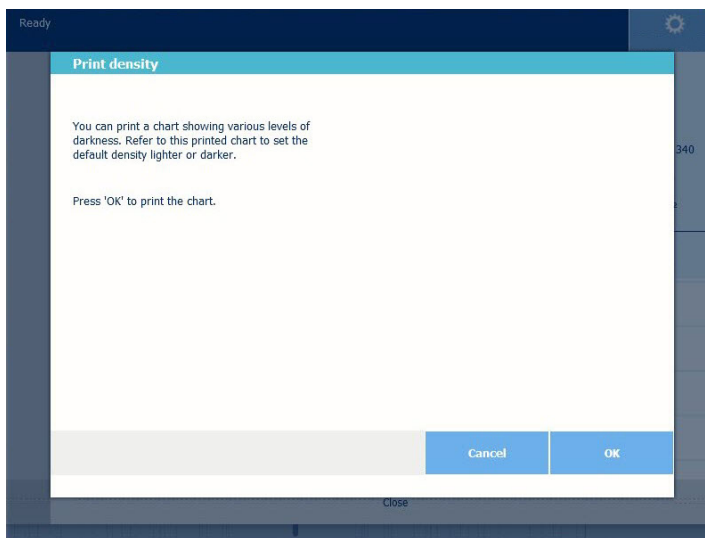


### NOTE

This action can only be performed by a Key operator.

## Procedure

1. Tap the system menu thumbnail. A window opens.
2. In the list on the right, select [Print density]. A wizard opens.



3. Tap Ok to print the chart.
4. When the chart has been printed, use it to set the density value in the wizard.





# **Chapter 10**

## Support

# Counter history

## Introduction

Navigate to the [Support] - [Counter history] tab to get an overview of the consumables used per printed job.

The table below gives an overview of the various functionalities you can access in the counter history to sort, group, save, or print the information you need.

## Procedure

Functionality	Description
[Counter history]	In the header of the counter history list you can select the period (day(s) or week(s)) in a drop down list. The counter history list will display information about the jobs printed in the selected period.
Sort on [Job name], [Job owner], [Smart Inbox ], or [Time printed]	When you want to sort the counter history list, you can click on the column headers of the counter history list: [Job name]; [Job owner]; [Smart Inbox ]; [Time printed]. This way you can sort the list according to your needs.
[List view] or [Group view] .	Select [List view] at the bottom of the counter history list when you want to display all printed jobs. Select [Group view] at the bottom of the counter history list when you want to display only the groups based on your sort criterion. For example, if you sort your counter history list by the column [Job owner] and you click on [Group view], the counter history list displays a list with all job owners that have sent print jobs to the printer in the selected period. When you expand the [Job owner] group, the list displays all jobs that were sent by the [Job owner] in the selected period.
[View total info]	Select [View total info] in the upper right hand corner of the counter history list, when you want to have a complete overview with job counter information. Click on a group name to display counter information for all the jobs in the group. Click on a job name to display counter information for the selected job.
[Save all]	Select [Save all] in the upper right hand corner of the counter history list, when you want to save the counter history for all jobs in the list. You can save the counter data as an [XML file] or as a [CSV file].
[Print all]	Select [Print all] in the upper right hand corner of the counter history list, when you want to print the counter history for all jobs in the list.



# Settings in case of errors

## Introduction

If you encounter problems with print jobs, there are a few settings that can help you.

## Procedure

1. Open the [Preferences] - [System defaults] tab.
2. Under [In case of errors], you can make the following settings:

Setting	Value	Description
[Clear system at next start-up]	[Yes]	Activate this setting when the printer has a problem with processing jobs in the queue. Restart the system to automatically remove all jobs from the system. Then deactivate this setting and restart the system again.
[Save received job data for Service]	[Yes]	When enabled, the system stores the job data of all received jobs. You can download the data under [Support] - [Maintenance], click on [Download the job data]. Service can access the job data when you encounter problems or for maintenance.   <b>NOTE</b> <ul style="list-style-type: none"> <li>• Only enable this settings when you have problems with certain jobs.</li> <li>• Disable the setting after service to prevent performance reduction.</li> </ul>
[Display a job event notification in Océ Express WebTools]	[Yes]	When enabled, the system displays print job related attention messages in the queue view of Océ Express WebTools.   <b>NOTE</b> <p>When you click on an attention message, the message is removed from the queue view of the web browser you use. In other web browsers the attention message remains visible until a user clicks on it.</p>

3. When you have made your settings, click OK.

# Audit log

## Definition

As a System Administrator, you can download a comma-separated values (CSV) file containing the audit of all security-related events in the system.

## [Download audit events] and [Clear audit events]

Log in as a System Administrator and select the [Audit log] in the [Security] tab.

Click on the [Download audit events] button to download a comma-separated values (CSV) file containing the audit events.

Click the [Clear audit events] to clear the list of events stored in the system.

# Remote Service: configure the proxy

## Introduction

Océ Express WebTools offers remote services from the printer to the service organization, or from the service organization to the printer.

You can edit these settings under the [Support] - [Remote Service] tab.

Remote Service has the following options:

- [Configure proxy]: Configure a secure Internet connection via a proxy server between the printer and the service organization.
- [Check connection]: Check the connection between the printer and the service organization.
- [Allow remote assistance]: Allow a remote assistance from the service organization to the printer.

## Configure the proxy

### Procedure

1. Open the [Support] - [Remote Service] tab, and click on [Configure proxy]
2. Set up the "Proxy server":
  - Automatic proxy detection: select this setting when you do not know all the proxy settings. You can select this setting to let the system detect the proxy automatically.
  - [Proxy enabled]: select this setting when you know the proxy settings and want to enable the proxy yourself. You have to fill in [Proxy hostname] and [Proxy port].
  - [Proxy hostname]: enter the fully qualified hostname of the proxy server.
  - [Proxy port]: enter the port of the proxy.
3. Set up authentication:
  - [Proxy requires authentication]: select this setting when authentication is required.
  - [Proxy authentication: user]: enter the user name for authentication.
  - [Proxy authentication: password]: enter the password for authentication.
  - [Proxy authentication: domain]: enter the domain for authentication.
4. Click OK to finalize the proxy configuration.

## Remote Service: check the connection

After you configured the proxy, it is possible to test the connection between the printer and the service organization.

### Procedure

1. Open the [Support] - [Remote Service] tab, and click on [Check connection].
2. A message displays the answer, within 30 seconds. When configured correctly, the message [The system is connected to Remote Service.] appears.
3. Now the system is able to send data to the service organization. For example, Océ Meter Manager, or [Remote Service] information.



#### NOTE

- For online viewing, approval of meter reads or service call entry via the web, please refer to the company website. On the website you can create an account ("My account") to request access to both services.
- You can find feedback on the status of the connection and tooltip information in the System monitor.

## Remote Service: allow remote assistance

When you have made all settings required and you want to allow the service organization to remotely access the printer, you can enable remote assistance.

### Procedure

1. Open the [Support] - [Remote Service] tab, and click on [Allow remote assistance].
2. A message informs the user whether a connection is made. When configured correctly, the message [Remote assistance to the system is enabled and currently accepting a connection] and two arrows appear.

When the connection with the service organization is established, a remote service operator (service technician) is able to operate the system and provide assistance remotely.



#### NOTE

- Since a remote assistance session is established via a point-to-point connection, only this specific system, and none of the other systems at the customer's site, can be reached.
- Click on [Stop remote assistance] when you want to terminate the connection with the service organization. This way the customer always stays in control.

## Remote Service: download log files

When you want to have access to all Remote Service log files, you can download them.

### Procedure

1. Open the [Support] - [Remote Service] tab.
2. Click on [Download log files] in the upper right hand corner.  
The system creates a zip file that contains the technical and audit log files in a text format.  
You can save the zip file locally.



# Downloads and support for your product

## Downloads

User guides, printer drivers (for the Océ printers) and other resources can change without prior notice. To stay up-to-date, you are advised to download the latest resources from:

*["http://downloads.oce.com"](http://downloads.oce.com)*

Before you use your product, you must always download the latest safety information for your product: make sure that you read and understand all safety information in the manual entitled 'Safety Guide' .

## Support

For support information please contact your Canon local representative.

Find your local contact for support from:

*["http://www.canon.com/support/"](http://www.canon.com/support/)*

From the Canon support page, you can also download the printer drivers for the Canon printers, their related user guides and other resources.



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