



Troubleshooting Guide for User

English

Lotem 400 Family / Lotem 400 Quantum Family

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4,558,302	5,339,176	5,561,691	5,764,374	5,998,067	6,159,659	6,366,339
4,743,091	5,343,059	5,568,595	5,764,381	6,003,442	6,164,637	6,371,026
4,992,864	5,355,446	5,576,754	5,771,794	6,014,471	6,180,325	6,377,739
5,049,901	5,359,451	5,579,115	5,785,309	6,016,752	6,181,362	6,387,597
5,079,721	5,359,458	5,592,309	5,813,346	6,031,932	6,181,439	6,396,422
5,103,407	5,367,360	5,594,556	5,818,498	6,043,865	6,186,068	6,396,618
5,111,308	5,384,648	5,600,448	5,854,883	6,060,208	6,189,452	6,407,849
5,113,249	5,384,899	5,608,822	5,861,904	6,063,528	6,191,882	6,414,755
5,122,871	5,412,491	5,615,282	5,861,992	6,063,546	6,204,874	6,422,801
5,124,547	5,412,737	5,625,766	5,875,288	6,072,518	6,208,369	6,435,091
5,132,723	5,420,702	5,636,330	5,894,342	6,090,529	6,214,276	6,441,914
5,150,225	5,420,722	5,649,220	5,900,981	6,096,461	6,217,965	6,450,092
5,153,769	5,459,505	5,650,076	5,934,196	6,098,544	6,260,482	6,456,396
5,155,782	5,473,733	5,652,804	5,942,137	6,107,011	6,266,080	6,476,931
5,157,516	5,481,379	5,680,129	5,946,426	6,112,663	6,266,134	6,477,955
5,208,818	5,488,906	5,691,823	5,947,028	6,115,056	6,267,054	6,509,903
5,208,888	5,497,252	5,691,828	5,958,647	6,121,996	6,268,948	
5,247,174	5,508,828	5,696,393	5,966,504	6,130,702	6,283,589	
5,249,067	5,509,561	5,699,174	5,969,872	6,134,393	6,295,076	
5,283,140	5,517,359	5,699,740	5,973,801	6,136,509	6,299,572	
5,291,273	5,519,852	5,708,736	5,986,819	6,137,580	6,318,266	
5,323,248	5,526,143	5,713,287	5,995,475	6,147,789	6,352,816	

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Overview

This document describes the troubleshooting solutions for the Lotem 400 Family and Lotem 400 Quantum Family platesetters.

The **Lotem 400 Family** includes the following:

- Lotem 400 (Fiber head)
- Lotem 400 Chemistry Free (Fiber head)
- Lotem 400 with MCU
- Lotem Xpose

The **Lotem 400 Quantum Family** includes the following:

- Lotem 400 Quantum
- Lotem 400 Quantum with MCU



Important: *Lotem 400* refers to all the above mentioned machines unless otherwise specified.

Generic Troubleshooting Questions

There are several troubleshooting steps that you should complete before calling the Response Center. These steps can prevent extensive down-time by enabling you to solve problems independently. You will find these steps are fully explained in the relevant troubleshooting document. Ideally, the customer will have completed these steps before calling the Response Center, and also reviewed the following questions and written the answers down. If after completing these steps you find that the problem is not resolved, please answer the following questions before calling the Response Center. Write down your answers and have them available during your call.

The questions are as follows:

- When was the last time the machine worked properly?
- What was done since then? For example:
 - Was the machine moved?
 - Was the machine cleaned?
 - Was a new batch or type of plates used?

- Was an error message displayed on screen? If yes, what did it say (include numbers, if any).
- What is the software version?
- Does the problem happen all the time (with all plates), or just some of the time? For example:
 - With a particular plate brand, type and/or size?
 - Only when a few plates are left in the cassette?
- Does the problem seem to be a random occurrence?
- What are the temperature and humidity levels in the plate storage room? For example:
 - Do they adhere to the plate manufacture's guidelines? If not:
 - In what ways?
- Does the temperature fluctuate radically?

Startup Problems

Following are the most common start up problems:

- PC does not boot
- Windows does not start
- Windows does not launch
- Lotem application aborts

PC Does Not Boot

1. Verify that all power circuit breakers are in the **ON** position.
2. Verify that both **on/off** buttons at the rear of the platesetter (yellow pushbuttons) are in the **out** position and lit.
3. Verify that the PC monitor power is **ON**.

Windows Does Not Launch

Windows does not launch and the error message relates to missing or corrupted files.

1. Continue the startup and follow the screen instructions. Wait until the Windows startup is complete. Then perform Windows shutdown and reboot the PC.
2. If the startup fails and the PC hangs:
 - Press **F1** during initial startup and choose **Safe Boot**.
 - Run a system check/test from **AccessoriesDisk/ToolScan/Disk**.
3. In some cases, Scan Disk will not resolve the problem. In such cases, you may need to reload the following files onto your hard disk: first Windows, then drivers, and finally the Lotem application. Please contact your service representative for details before you proceed.

Windows Does Not Start

When Windows does not start and the error message relates to boot disk/diskette:

1. Open the rear door by inserting a long screwdriver into the holes (on both left and right sides).
2. Open the right side door and make sure that a diskette was not left inside the diskette drive.

Calling Response Center For Support

Whenever you need to call Creo service representative for help, the following information should be supplied. This information is important for addressing your problem.

- In case of an error in the PC Controller application, write down the first five (5) error messages that are listed in the Message window of the PC Controller main window.
- In case of error in the Brisque application, write down the Brisque error number and message.
- In case of loading/unloading failure, write down the plate location, if known.
- Write down the Brisque Job information (Job type, number of separations, Screen set that is used and LW/CT resolution).

Plate Loading Failure



CAUTION: When handling the plates, especially if you need to release them, be sure to wear protective gloves as the plate edges are sharp.

The following are the most common plate loading failures:

- Plate is stuck
- Double Loading
- Drum related errors
- Punch is stuck

The following are the most common error messages:

- **Error Message:** Plate did not reach punch position
- **Error Message:** Vacuum didn't grab plate
- **Error Message:** Drum Fly-off
- **Error Message:** Illegal plate size
- **Error Message:** Illegal gripper width

The following sections describe the actions that you should take when the above failures occur.

Releasing Stuck Plates

Plates may get jammed inside the platesetter during plate loading. The message sent from the workstation to the PC Controller requests you to load a plate of specified size and thickness. If you load a plate with an incorrect height value, the plate will get jammed and cannot be properly loaded onto the drum. In this case, you will need to manually remove the jammed plate. Special precautions are required when performing this procedure.



WARNING: Before removing a plate, remove objects or clothing that might get caught in the revolving drum or other moving parts, such as, ties and jewelry. Fold long sleeves and gather long hair.

Note: Before removing a plate, switch off the **main drum power** switch on the Distribution box.



WARNING: The plate edges are sharp so the plate should not be handled with bare hands. Wear gloves before attempting to release the plate.



Note: It is recommended to release the entire plate **as one piece**; do not attempt to cut the plate.

Note: Released plates must be disposed; you may **not re-use** the plate.



Note: Plate remnants left in the platesetter may cause mechanical and laser radiation hazards!

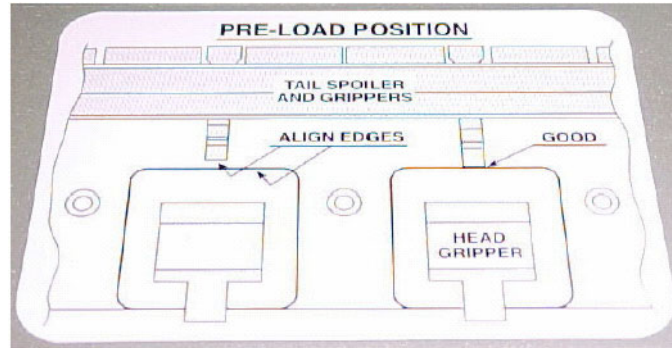
ATTENTION

When plate loading fails because of incorrect plate size, the **Status** indicator is **Attention** and the message window opens with the message “Illegal plate size”.

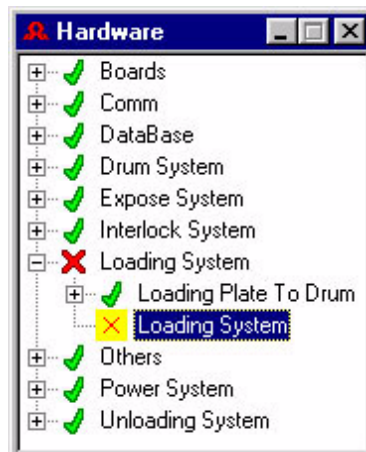
To manually release the stuck plate:

1. You first need to open the upper door from the main window: to interactively open the door, click on the rear door on the Machine online view. Alternatively, click **Open Rear Door** from **Routine Functions** menu.
2. When the rear door is open, stand at the rear side of the platesetter and rotate the drum forward, towards the front of the platesetter.
3. Rotate the drum until you can see the detached edge of the plate, that is, the edge that is **not held** by the tail grippers.
4. Hold the detached edge of plate and gently pull it towards you until you can see the other edge of the plate, that is, the edge that is **held** by the head grippers.
5. To release the plate from the head grippers: hold both sides of plate (left and right) and pull the plate abruptly towards you.

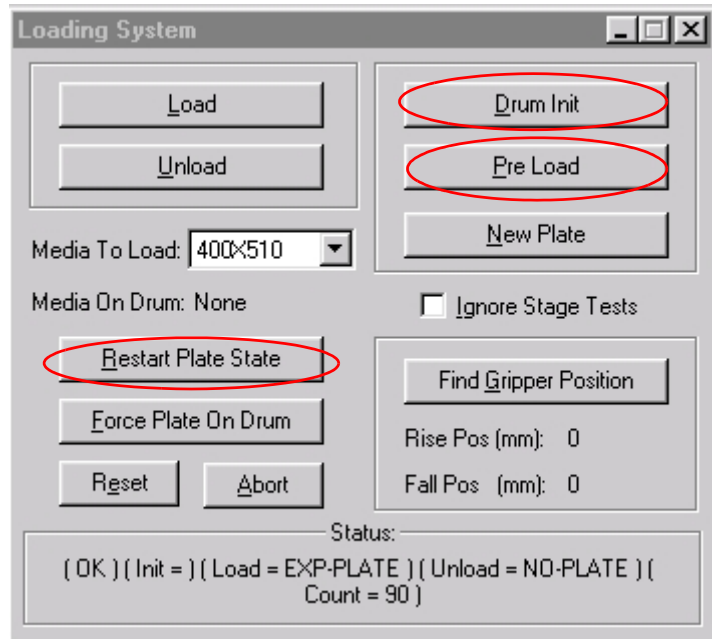
6. Verify that the tail gripper did not move. If it did, then move it to the **Preload** position (0). To do this,
 - a. Drag the tail gripper to the preload position (as shown in the picture below).



- b. In the Hardware dialog box, open the **Loading system** directory.



- c. Double-click **Loading system**.



- d. In the Loading System dialog box, click **Restart Plate State**.
- e. Click **Drum Init**.
- f. Click **Pre-load** (in the same dialog box) to move the tail gripper to the correct position according to the defined plate size.

The status indicator shows Ready (blue).

7. Close the rear door.
8. Close the loading system and hardware windows.
9. Click the **Reset** button in the message window, and then **Reset** in the Confirm message that appears.



Machine status is now **Ready** and you can proceed to loading the correct plate size.

Double Loading



Tip: Open the front door and look into the loading area in order to find out whether double loading has occurred.

1. If the plates are in the cassette to punch area:
 - Gently try to push them back into the cassette.
 - If this is not possible, open the upper cover, remove the plates and place paper in between them and then place the plates back into the cassette.
 - In the Hardware window, select **Loading System/Loading System** to open the Loading System window.
 - In the window, click **Restart Plate State**.
2. If plates are stuck halfway on the drum:
 - Open the rear door.
 - Then using your hands, slowly rotate the drum away from you (towards the cassette) until you can see the plate tail edge. (A metallic noise might be heard, which is caused by the edge being dragged on the roller system.)

3. If the plates are held by a tail gripper(s):



Figure 1: Tail gripper

- Release the gripper(s) from the plate.
- Hold the edges of both plates and pull the plates towards you until the head gripper is visible.
- Then, press on one or two head grippers while pulling the plates abruptly.
- Completely remove the plates from the drum.
- In the Hardware window, select **Loading System/Loading System** to open the Loading System window.
- In the window, click **Restart Plate State**.
- Move the gripper to Preload position. Open the loading system and define a plate and press pre-load.

Occasionally, a batch of plates may be problematic and a source for excessive static electricity. This may cause plate-loading problems.



Tip: To minimize the probability of double loading, make sure the room temperature is maintained between 21 to 25 degrees, and humidity is approximately 55%.

Punch is Stuck

If the punch gets stuck while punching a plate, try the following:



Figure 2: Punch system

1. Remove the plate. If you cannot remove it, the punch pin may still be in its low position in the plate.

2. If this is the case, you need to release the punch:
 - ❑ Make sure the doors are closed.
 - ❑ In the Hardware window, select **Punch System/Punch Motor/Punch Motor xx** (where xx is the punch number) and **Punch System/Detector/Punch Motor #Home Pos.Det.**
 - ❑ The punch numbers proceed from left to right.
 - ❑ If you are not sure which punch needs to be released, open the front door and remove the plate and close the door. Then activate the punches one by one by clicking **Start**, to see which is the problematic punch. If the Home Position does not change to **ON**, then that is the problematic punch.
 - ❑ If the plate is stuck and you cannot remove it, then activate the punches one by one by clicking **Start**, to see which is the problematic punch. If the Home Position does not change to **ON**, then that is the problematic punch.

If you discover a problematic punch, contact your service representative.

Drum Related Errors

Plate loading fails with drum related error Drum did not reach position or Load Gripper is protected by Load Gripper Protector. There may be several causes to this error message. Check the following possibilities:

1. Verify that all covers and panels are properly closed. Make sure that no interlock is active (that is, an interlock indicator does not appear on the main application window, and the machine status is not **Service**).
2. Verify that the air compressor supply to the platesetter is adequate (minimum setting of the air compressor should be 6 Bar).
3. From the Hardware window, select **Loading System>Loading System**. In the Loading System dialog box, click **Drum Init**.

Error Message: Plate Did Not Reach Punch Position

Plate loading fails with error message: Plate did not reach punch position.

1. Verify that the plates are properly centered in the cassette (both side brackets touch the plate sides) and the rear bracket is approximately 1 mm from plate edge.
2. Check if the plate edge is bent, cut or coated with glue. This may cause the short pins to fail a plate reading when the pins are supposed to touch the plate (these are the centering system pins and/or the pins near the punch blocks). Try rotating the plate 180 degrees. This may help to verify if the plate edge is the cause of the problem.
3. Look through the cassette entrance towards the punch block units.
4. If you can see a punch pin in the middle of the punch slot, this means that a plate may get stuck on its way to the punch. In this case, contact your service representative.

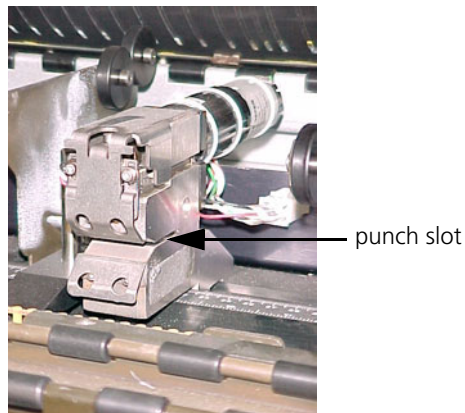


Figure 3: Punch

Error Message: Vacuum Did Not Grab Plate

Plate loading fails with error message Vacuum did not grab plate. Open the front door and check the plate location. The cause and solution to this problem depends on plate location:

1. Verify that the air compressor supply to the plater is adequate (minimum setting of the air compressor should be 6 Bar).
2. Open the cassette door. If you can see the plate inside the cassette, verify that the plate edge is not under the two side brackets. In this case, the plate cannot be loaded. Try to reposition the plate in the cassette or add more plates into the cassette.

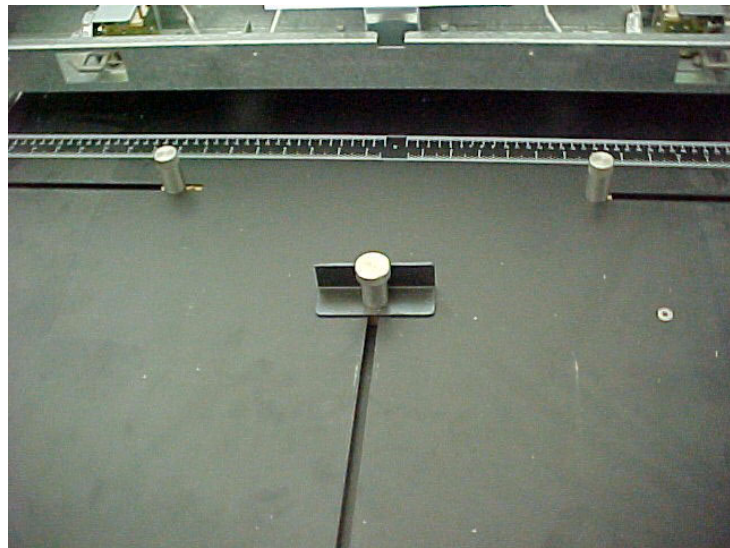


Figure 4: Centering system

3. Verify that the loading bar is horizontal to the plate (see below). Push the bar toward the drum until it touches the two vertical metal brackets. The loading bar should be parallel to the brackets on both axes. If it is not parallel, contact your service representative.

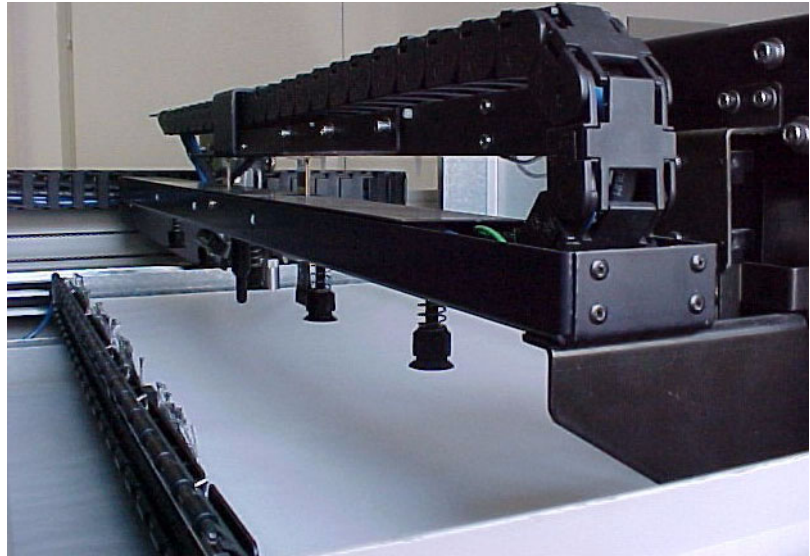


Figure 5: XY Bar

4. If the plate is partially out of the cassette, check that all the Vacuum suction cups on the XY bar are intact, complete and are not torn. If there is a problem with the suction cups, contact your service representative.
5. If the plate is halfway onto the punch blocks, examine the front edge of the plate. If there are bends or dents in the plate, these may be as a result of the plate hitting one of the punch blocks as it is loaded from the cassette. Remove the plate and rotate it in the cassette.

Error Message: Drum Fly-off

1. Open the rear door, and manually remove the plate.
2. Move all tail grippers to the end of their slots (near the head grippers). Make sure that the tail grippers are not moved beyond the head gripper holes.
3. Verify that the load/unload rollers are in their proper position (they did not separate from the springs).
4. Close the doors.
5. From the Hardware window, select **Loading System/Loading System**, and click the following: **Restart Plate State, Drum** and **New Plate**.

6. Resend the job from the Brisque.

Error Message: Illegal Plate Size

There may be several causes to this error message. Do the following:

- Measure the plate in the cassette.
- Verify that the plate size defined in the Off-line/Current Cassette dialog box is the plate size that was actually loaded into the cassette. Plate size should be within ± 1 mm of the dimensions defined in the Media Definition dialog box.
- Clean the centering pins.
- Check the plate edges where the centering pins touch, see if there are bumps, dents, dirt, glue etc... - this could prevent any electrical contact from occurring.

Error Message: Illegal Gripper Width

There may be several causes to this error message. Check the following possibilities:

1. Make sure no paper accompanied the plate to the centering system.
2. Open the front door and manually remove the plate from the drum. For instructions, see *Releasing Stuck Plates* on page 6.
3. Move all tail grippers to the end of their slots (near the head gripper). Make sure not to move them beyond the head gripper holes.
4. Close the front door.
5. From the Hardware window, select **Loading System/Loading System**.
6. In the Loading System window that is displayed, click **New Plate**.
7. Clean the two red **LED** sensors located on both sides of the drum chassis using a dry cloth (see below).

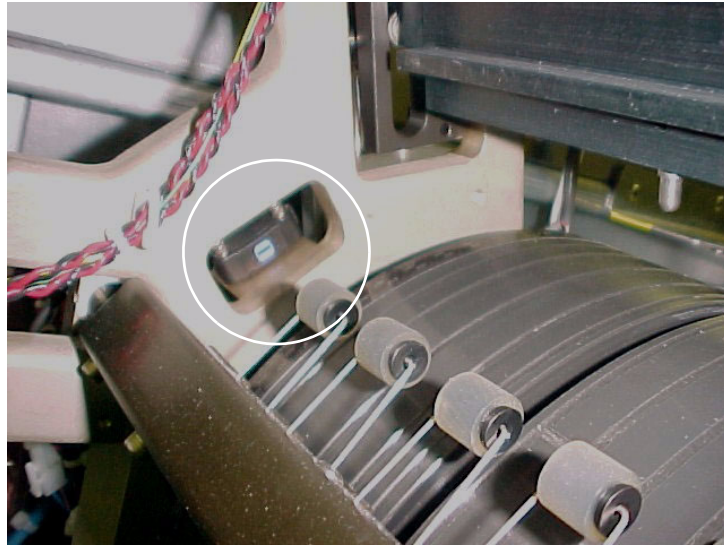


Figure 6: Side to side detector

Plate Unloading Problems

Plate unloading problems may be caused by one of the following:

- Plate does not unload from the platesetter
- Unload failure after plate restart

Plate Does Not Unload

1. Make sure that the previous plate entered the processor correctly.
2. If it did not, this plate may be blocking the conveyor sensor. Verify that the processor is in **Ready** state, and clear any error message on the processor panel.
3. If there is still a problem, contact the processor technician.
4. Move the previous plate into the processor. Then, from the **Routine Functions** menu, click **Unload Plate** to manually unload the current plate.
5. Check that there are no error messages relating to Vibration or Fly Off. If there are such messages, please contact your service representative.

6. Try to manually unload the plate. Then load and unload a different plate size. If this goes smoothly then there may be a specific problem with the original plate size.



Figure 7: Unloading system

7. Load the plate into the processor. Then examine the plate to see if it was partially exposed, or not exposed at all. If it was partially exposed, this can indicate a problem with the exposure sequence and not a plate-unloading problem.

Unload Failure After Plate Restart

If you have a problem performing **Restart Plate State** while there is a plate on the drum, then you will not be able to expose the plate or unload it, because Restart Plate State resets the plate status to **No plate on drum**. To resolve this problem, click **Force Plate On Drum** to force the system to acknowledge the plate on the drum. Then, you can either expose the plate or unload it.



Important: **Never** use **Force Plate On Drum** before performing a visual check that there is actually a plate on the drum.

Exposure Failure Problem

Exposure Does Not Start

Exposure does not start at all and the error messages relates to the Host. There may be several causes to this error message.

1. Verify the machine is **ON** and in **Ready** mode.



Note: Make sure there is no error message on the PC Controller.

2. On Brisque, go to **Devices > Platesetter**; select **Lotem > Lotem 400**.
3. Click the **Reconfigure** button.
4. In the **Queue Manager**, a red blinking icon appears on the upper part of the dialog box indicating an error. From the **Tools** menu, select **Operate Control > Plate Expose > Lotem 400**.
5. Click **OK**.

If the blinking icon disappears, then send another expose job. If not, in the **In Queue** area, select the problematic error message. Double-click it to receive an explanation of the problem.

Communication Problems with TSP Board

1. Verify that the Data cable is securely connected to the workstation.
2. Check that the Network or the Point-to-Point cable between the platesetter and the workstation is properly connected.
3. Check if you can ping the platesetter from the workstation:
 - Open the terminal window on the workstation
 - On the PC, open **Settings/Control Panel/Network/TCPIP/Properties** and type **ping 192.9.200.2**.

To stop the ping sequence type: CTRL+C.