



Troubleshooting Guide for User

English

Lotem 800 Family / Lotem 800 II Family

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| 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 | |
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Troubleshooting for Users

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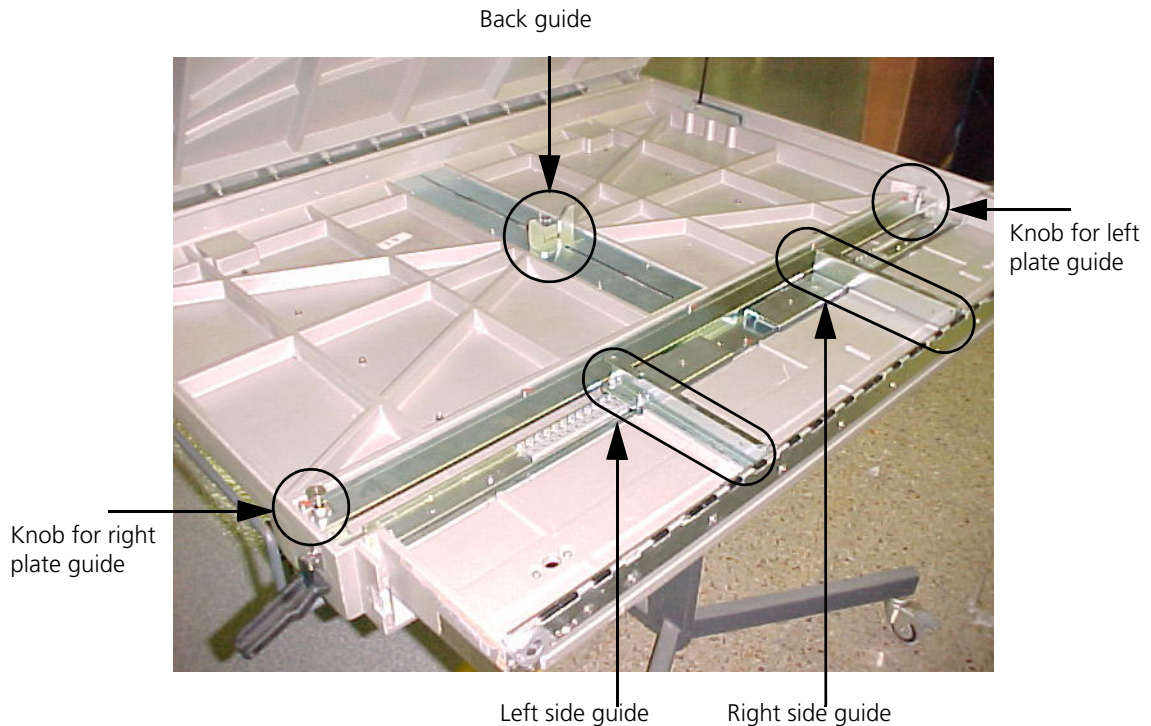
This document contains a troubleshooting index as well as troubleshooting procedures and tips to help you.

Lotem 800/ Lotem 800 II Loading Tips

The following tips may help you avoid problems and will ensure better operation of your platesetter.

Tips for Loading Plates

- Before placing the plates in the cassette, make sure that the cassette surface and the plates are clean and have no dust on them. Dirt and dust may cause loading and exposure failures.
- When placing a pack of plates in a cassette:
 - ❑ Separate the plates first and air them out briefly to prevent them from sticking together. This prevents double loading failures.
 - ❑ Make sure that you center the plates properly. If the plates are not centered, the platesetter might not identify their size correctly.
- After placing plates in a cassette:
 - ❑ Align them (like a block of paper in a printer). Plates that are not aligned properly in the cassette might cause centering problems or prevent the plate from reaching the drum.
 - ❑ Lock the back side guide tightly to prevent plates from moving inside the cassette.
 - ❑ Avoid pressing the side guides too hard against the plate. The plate could get stuck and then it may not be loaded properly into the platesetter.
 - ❑ Make sure that the plates don't have any bent edges or indentations.



- To minimize the probability that two plates will be picked up together, make sure that the room's temperature remains about 21-25°C, and the humidity is approximately 55%.
- If a problem occurs during loading, make sure that:
 - ❑ The air pressure is above 6 atm
 - ❑ The **drum power** and **drum vacuum power** circuit breakers on the rear panel are on.

After you insert the cassette into the Platesetter:

1. Make sure that the cassette is inserted properly into the platesetter: check that the platesetter is in **Ready** mode (status indicator is blue).
2. If the platesetter is still in **Service** mode, try to release the cassette and insert it again.
3. With the cassette in the proper position in the platesetter, lock the cassette stoppers to prevent the cassette from moving.

Troubleshoot Common Problems

Working with the Lotem 800 / Lotem 800 II platesetter, as with any other machine, you may occasionally encounter problems. In most cases, you can solve such problems by yourself. The troubleshooting index in this section lists the most common problems and tells you where to find the information for solving them.

Solving problems by yourself reduces downtime. Therefore, we recommend that you take advantage of the troubleshooting information in this document to find out how to solve problems when they arise. If you can't solve a problem with these resources, contact your local Response Center.

Troubleshooting Index

| Problem | Cause | Solution |
|--|---|-------------|
| Startup | | |
| The PC does not turn on. | | See page 8 |
| Windows does not start. | <ul style="list-style-type: none"> Files are missing or corrupted. There is a problem with the boot disk. | See page 8 |
| The Lotem application aborts, or an error message appears after startup. | | See page 9 |
| An alarm is triggered on startup. | One of the doors is not closed properly. | See page 9 |
| You can't release the cassette from the platesetter. | The cassette is stuck. | See page 10 |
| Plate Loading | | |
| From cassette to punch entry | | |
| Plate loading fails, and an interlock indicator displays this message: Motor interlock loop open. | The motor interlock loop is open. | See page 14 |

| Problem | Cause | Solution |
|---|--|--------------------|
| <p>Double loading Plate loading fails. When you open the front door and look into the loading area, you see two plates.</p> | <p>Two plates were picked up together from the cassette.</p> | <p>See page 15</p> |
| <p>Plate loading fails and this message appears: Vacuum did not grab plate.</p> | <p>The vacuum suction cups did not grab the plate.</p> | <p>See page 15</p> |
| <p>Plate loading fails and this message appears: Illegal plate size</p> | <p>The plate in the cassette is not the size that you defined in the software.</p> | <p>See page 17</p> |
| <p>Punch entry</p> | | |
| <p>Plate loading fails and this message appears: Plate did not reach punch position.</p> | <p>The problem may be caused by damaged or dirty plates, cassette positioning or loading problems.</p> | <p>See page 18</p> |
| <p>The punch is stuck.</p> | <p>The punch might get stuck in it's lower position while punching the plate.</p> | <p>See page 19</p> |
| <p>Drum</p> | | |
| <p>Plate is stuck on the drum. Plate loading fails. When you open the front door and look into the loading area, you see the plate is stuck on the drum.</p> | <p>The plate is not held properly by the head and tail grippers.</p> | <p>See page 21</p> |
| <p>Drum flyoff Plate loading fails and you hear a metallic noise.</p> | <p>The tail grippers didn't grab the plate properly or didn't grab the plate at all. This problem is referred to as plate flyoff.</p> | <p>See page 26</p> |
| <p>Plate loading fails and this error message appears: Illegal gripper width.</p> | <p>Some possible causes: The plate size is not defined correctly The plate is damaged One of the detectors is damaged</p> | <p>See page 27</p> |

| Problem | Cause | Solution |
|--|---|--------------------|
| <p>Plate loading fails and one of the following messages appear:</p> <p>Drum did not reach position.</p> <p>Load gripper is protected by load gripper protector.</p> | <p>Some possible causes:</p> <p>One of the doors, covers or panels are not properly closed.</p> <p>The cassette is not positioned properly in the platesetter.</p> | <p>See page 29</p> |
| Plate Unloading | | |
| <p>Plate does not unload from the platesetter.</p> | <p>Some possible causes:</p> <p>Another plate is blocking the conveyor sensor.</p> <p>The processor is not ready for operation.</p> | <p>See page 30</p> |
| <p>The plate is stuck on the conveyor.</p> | | <p>See page 31</p> |
| <p>Unloading operation fails after you select Restart Plate State.</p> | <p>After the plate state is restarted, the Lotem application does not recognize a plate on the drum.</p> | <p>See page 32</p> |
| Exposure | | |
| <p>Exposure begins but aborts in the middle</p> | <p>Some possible causes:</p> <p>A cover or panel is not closed properly.</p> <p>There is a problem with the exposure settings, the calibration strips, or the job itself.</p> | <p>See page 33</p> |

| Problem | Cause | Solution |
|---|---|-------------|
| Some areas on the exposed image are out of focus. | Some possible causes: The drum vacuum power circuit breaker is not on. The drum vacuum pump is not on. The surface of the drum or the vacuum holes are dirty. The air pressure unit or the air filters are dirty. | See page 33 |

Startup Problems

Following are the most common start up problems:

- The PC does not turn on.
- Windows does not start.
- The Lotem application aborts.
- An alarm is activated on startup.

The PC Does Not Turn On

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

Windows Does Not Start

An error message relates to missing or corrupted files:

1. Continue the startup and follow the on screen instructions. Wait until the Windows startup is complete. Then shut down Windows and reboot the PC.
2. If the startup fails and the PC hangs:
 - ❑ Press **F1** during initial Windows startup and choose **Safe Boot**.
 - ❑ Run a system check from **Accessories Disk/ ToolScan/ Disk**.
3. If Scan Disk does not resolve the problem contact the Response Center for details before you proceed.
4. When Windows does not start and the error message relates to the boot disk or floppy disk:
 - ❑ Open the right side door and make sure that a floppy disk was not left inside the drive.



See the Lotem 800 Family User Guide.

The Lotem Application Aborts or an Error Message Appears After Launch

The Window message `C++ Debug` means that some parameters in the registry have a wrong setting or that application files or folders are missing. Contact your local Response Center for details before you proceed.

If the Response Center tells you to reload the **Registry** file from the backup disk, perform the following procedure.

Restoring the Registry

1. Make sure the backup disk is in the floppy drive and the Lotem application is **off**.



Note: You might also find a backup folder on your desktop containing the **Registry** file. If so, you can use this folder instead of the backup disk and skip to step 5.

2. In Windows, right-click **Start** and select **Explore** to open **Windows Explorer**.
3. Select and open the floppy disk (drive A).
4. Find the last saved **Backup Registry** file (with the extension `.reg`).
5. Double-click the file and wait for the message informing you that the restoring operation is complete.
6. Remove the disk from the floppy drive.

An Alarm Is Triggered on Startup

When you turn the platesetter on, a laser interlock alarm is triggered. This might happen because one of the doors is not closed properly.

Cannot Release the Cassette From the Platesetter

When you click the **Release Cassette** button on the **Cassette Setup** menu in the PC Controller main window, the locking pins don't go down and the cassette cannot be released.

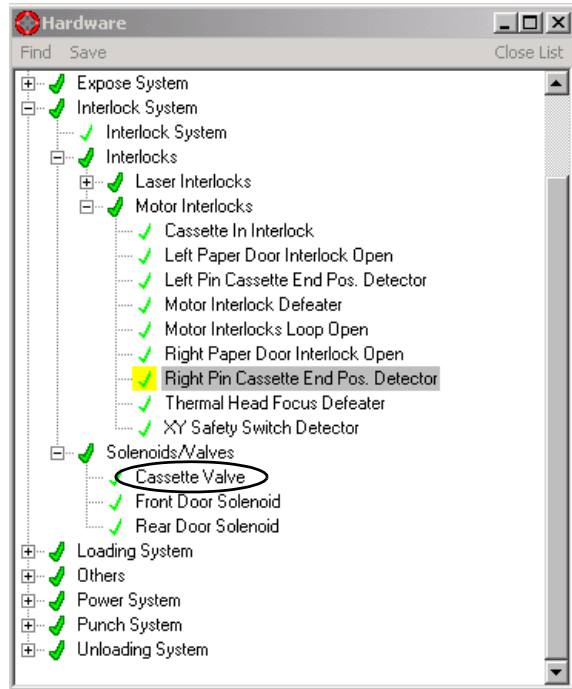
1. Reset the plate state and then try releasing the cassette again:
 - a. From the **Routine Functions** menu, select **Loading > Restart Plate State**.
 - b. From the **Cassette Setup** menu, click **Release Cassette**. If the cassette is not released, proceed to step 2.
2. Make sure the platesetter is in **Ready** mode (the status indicator is blue).

If the platesetter is not in **Ready** mode, check the interlock indicator messages and make sure all the doors of the platesetter are closed properly.

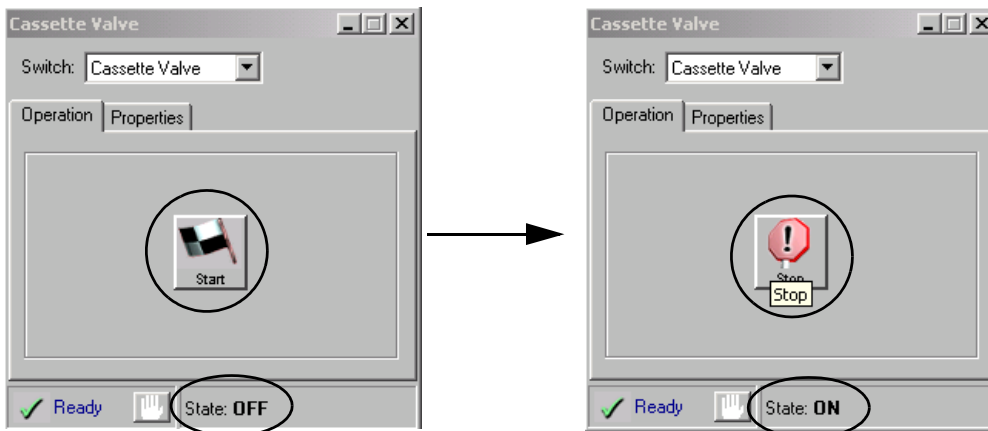
3. Check the air pressure and verify that it is 6 atm. If necessary, adjust the air pressure.
4. Turn off the platesetter and then turn it on again.

If you are still unable to release the cassette, you can release the cassette pins from the PC Controller, as follows:

1. From the **Utilities** menu, select **Hardware**.
2. In the **Hardware** window, select **Interlock System > Solenoids/Valves > Cassette Valve**.



3. In the **Cassette Valve** window, click **Start** to release the cassette pins. The **State** indication will change from **OFF** to **ON**, and the cassette pins will be released.



Note: If the Cassette Valve window opens with indicator showing state **ON**, the cassette pins should already have been released. Contact your Response Center for instructions.

4. Try to release the cassette again.

If you are still unable to release the cassette, contact your local Response Center.

Plate Loading Problems



CAUTION: When handling the plates be sure to wear protective gloves as the plate edges are sharp.

This section deals with the most common plate-loading problems.

From Cassette to Punch Entry

- a. **Error message:** Motor interlock loop open (might also happen in later stages)
- b. Double loading
- c. **Error message:** Vacuum did not grab plate
- d. **Error message:** Illegal plate size

Punch Entry

- a. **Error message:** Plate did not reach punch position
- b. Punch is stuck

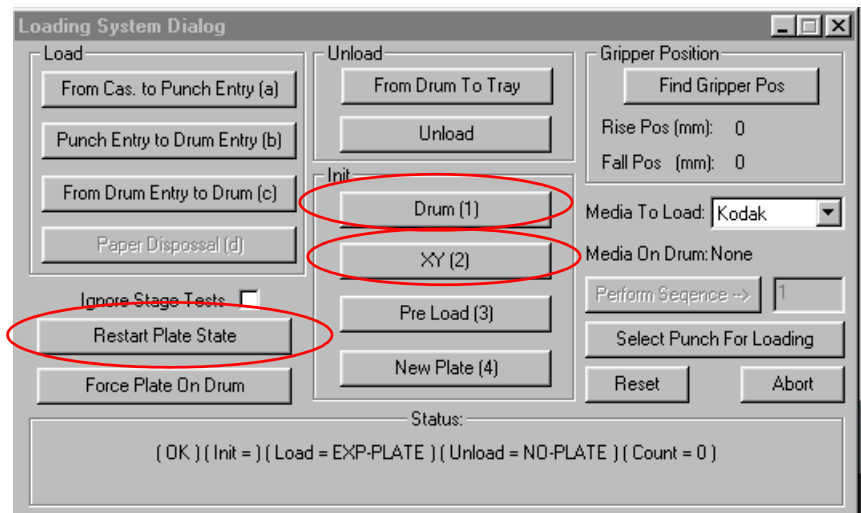
Drum

- a. Releasing stuck plates
- b. Drum fly off error
- c. **Error message:** Illegal gripper width
- d. **Error messages:** Drum Did Not Reach Position **or** Load Gripper Is Protected by Load Gripper Protector

Recovery from Loading Problems

Recovery from any problem that is related to the loading system, such as releasing a stuck plate or a plate that didn't reach the punch area, requires you to reset the platesetter state.

1. From the **Utilities** menu, select **Hardware**.
2. In the **Hardware** window, select **Loading System > Loading System** to open the Loading System dialog box.
3. In the Loading System dialog box, click the following buttons:
 - a. Restart Plate State
 - b. Drum
 - c. XY



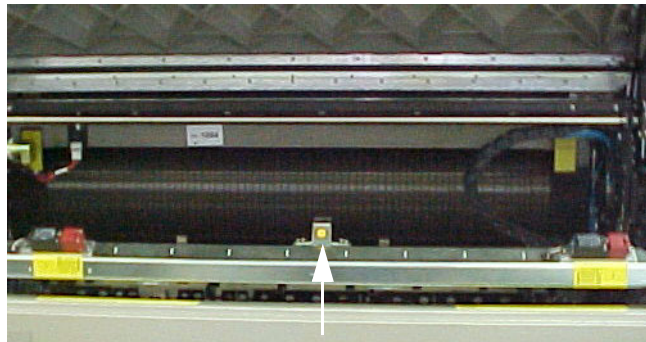
4. Make sure that there isn't a plate on the drum before you proceed.

From Cassette to Punch Entry

Error message: Motor Interlock Loop Open

The plate loading operation fails, and the interlock indicator displays this message: Motor interlock loop open. This problem occurs mostly when one of the doors is not closed properly or the cassette is not properly inserted in the platesetter.

1. Verify that all the doors are properly closed.
2. Verify that the cassette is properly inserted in the platesetter: try to move the cassette handle to the left and right, pushing it gently into the platesetter.
3. If the message still appears, open the front door and verify that the XY security switch is in the **out** position.



XY security switch

- a. Click the **Release Cassette** button, pull out the cassette and then re-insert the cassette.
- b. If you have a second cassette at your site, try using that cassette and see if it solves the problem.
- c. If you don't have a second cassette or the problem is not solved with the second cassette, please contact the Response Center for further instructions.

Double Loading

Double loading occurs when two plates are picked up together from the cassette. To see whether double loading has occurred, you have to open the front door of the platesetter and look into the loading area.

The problem may be caused by poor plate storage conditions, poor plate quality, excessive static electricity or air pressure problems.

If the plates are still in the cassette-to-punch area:

1. Open the front door.
2. Push the plates back into the cassette.
3. Release the cassette from the platesetter: from the **Cassette Setup** menu, select **Release Cassette**.
4. Open the cassette cover, align the plates, center them in the cassette, and air them out briefly.



See *When placing a pack of plates in a cassette*: on page 2.

5. Close the cassette cover and put the cassette back into the platesetter.
6. In the Loading System dialog box, click **Restart Plate State, Drum**, and **XY** as described earlier in *Recovery from Loading Problems* on page 13.

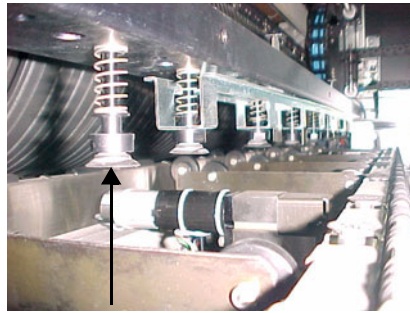
If the plates are positioned halfway on the drum or partially held by the tail grippers, follow the instructions in *Releasing Stuck Plates From the Drum* on page 21.

Error Message: Vacuum Did Not Grab Plate

Plate loading fails with error message: Vacuum did not grab plate.

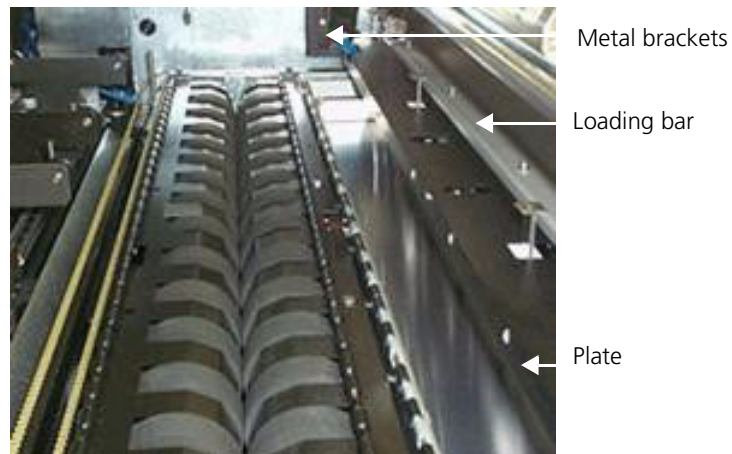
Open the front door and check the plate location. The cause of this problem and its solution depend on the plate location.

1. If you can see the plate inside the cassette, verify that the plate's edge is not under the two side guides. If it is, the plate cannot be loaded. Reposition the plate in the cassette; you may need to open the cassette cover to do this.
2. If the plate is partially out of the cassette, check that all the vacuum suction cups on the loading bar are intact and not torn. If there is a problem with the suction cups, contact the Response Center.



Vacuum suction cups

3. If the plate is halfway onto the punch blocks, examine the front edge of the plate. If it is bent or dented, it may be hitting one of the punch blocks as it is loaded from the cassette. Remove the plate or rotate it in the cassette.
4. Verify that the loading bar is parallel to the plate. Push the bar toward the drum until the bar touches the two vertical metal brackets. The loading bar should be parallel to the brackets on both axes. If it is not parallel, contact the Creo Response Center.



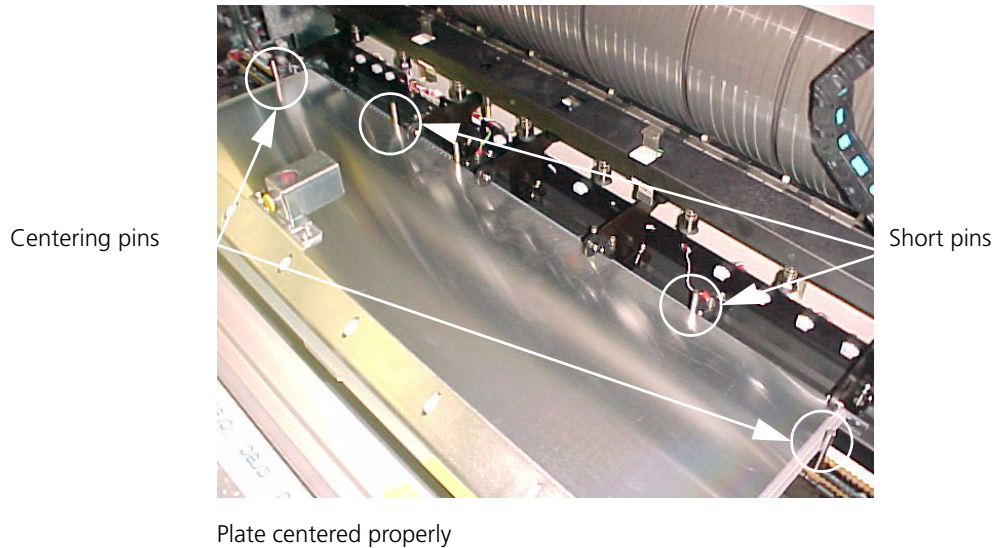
Error Message: Illegal Plate Size

Plate loading fails and the following message appears: *Illegal plate size*. This problem can occur if the loaded plate is not the same size as the plate defined in the PC Controller software or the workflow station.

1. Open the front door and release the cassette.
2. Rotate the plate 180° in the cassette. The plate edge might be bent or cut.
3. Measure the plate in the cassette. Verify that the plate size defined in the Offline / Current Cassette dialog box is the size of the plate that was actually loaded into the cassette. The plate size should be within +/-1 mm of the dimensions defined in the Media Definition dialog box.
4. Check whether the two centering pins of the centering system are touching the plate. If so, clean the pins with a cleaning fluid.
5. Verify that the plate is aligned against the centering/punch system. If it is not parallel, check whether the plates are positioned correctly in the cassette. If necessary, reposition the plates in the cassette.
If the plates are correctly positioned and the problem persists, contact the Response Center.



To place the plates correctly in the cassette, see *Tips for Loading Plates* on page 2



Punch Entry

Error message: Plate Did Not Reach Punch Position

During the first stage of loading, when the plate is supposed to be inserted into the punch entry, the platesetter stops and this message appears: `Plate did not reach punch position.`

The problem may be caused by damaged or dirty plates, the position of the cassette, or loading problems.

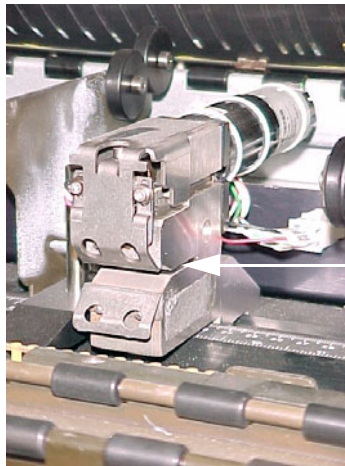
1. Open the front door and check where the plate is located in the loading area.

If you find two plates in the loading area, see *Double Loading* on page 15.

2. Click the **Release Cassette** button, and pull out the cassette. Verify that the plates are centered properly in the cassette; that is, that both side guides are touching the plate's sides and the back guide is approximately 1 mm from the plate's edge.

See *Tips for Loading Plates* on page 2.

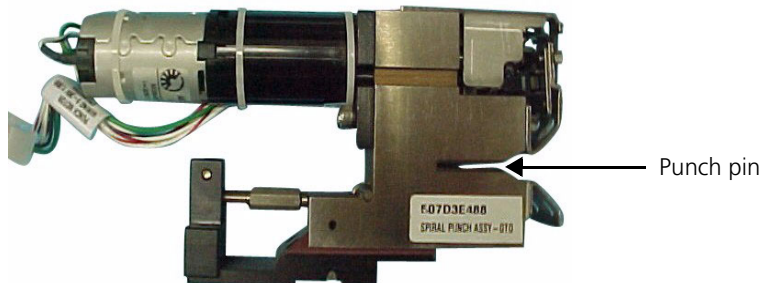
3. Check whether the plate's edge is bent, cut or coated with glue. This may cause the short pins to fail a plate reading when the pins are supposed to be touching the plate (these are the centering system pins and/or the pins near the punch blocks; see the picture in the previous page). Try rotating the plate 180°. This may help you check whether the edge of the plate is the cause of the problem.
4. Look through the cassette entry area toward the punch block units. If a punch pin is visible in the middle of the punch slot, a plate can get stuck on its way to the punch. If the plate is stuck, see the next section, *Punch is Stuck*.

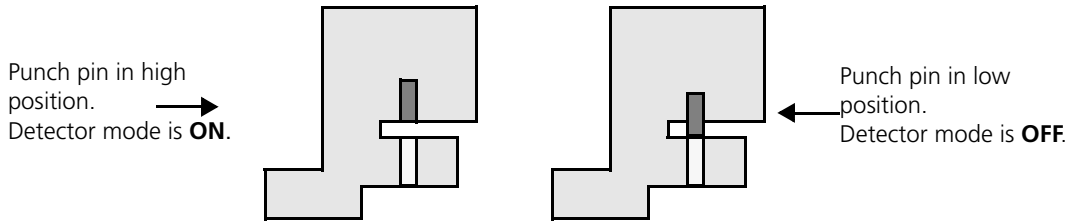


Punch slot

Punch is Stuck

If the punch gets stuck while it is punching the plate, try to remove the plate. If you can't remove it, the punch pin may still be in its low position in the plate:



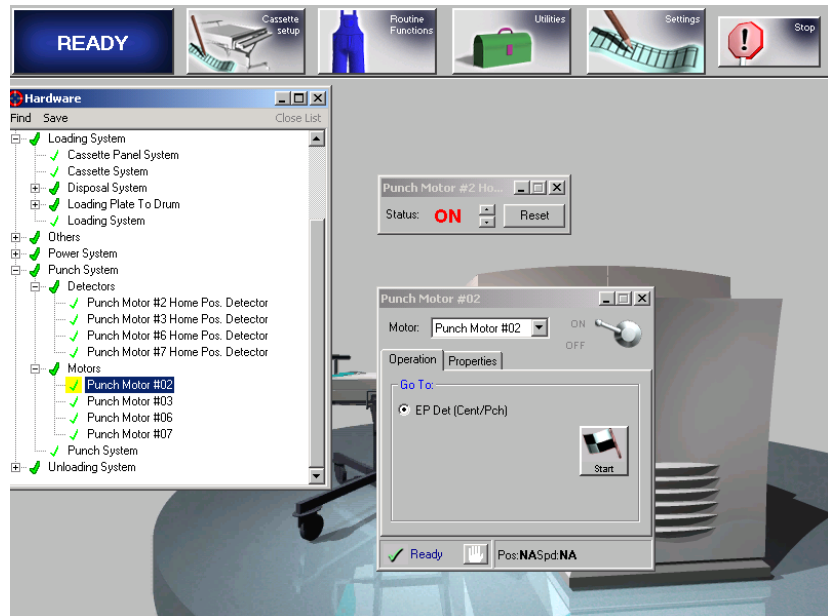


If the pin is in the plate, try to release the punch:

1. Close all the doors.
2. From the **Utilities** menu, select **Hardware**.
3. In the Hardware window, select **Punch System > Motors > Punch Motor xx** (where xx is the punch number).
4. Select **Punch System > Detectors > Punch Motor xx Home Pos. Detector**.

The Punch Motor Home Position Detector window opens.

The punch numbers proceed from left to right. Each punch has its own dialog box.



5. If you are not sure which punch needs to be released, activate the punches one by one:
 - a. Click **Start** in each Punch Motor dialog box. The punch home position should be **ON**.
 - b. Each time you click **Start**, try to pull out the plate.
 - c. If you cannot release the plate and the status does not switch to **ON** for one of the punches, this is the problematic punch. Contact the Creo Response Center for further instructions.

Drum

Releasing Stuck Plates From the Drum

If a plate is not load properly on the drum, the loading operation stops. You need to manually remove the jammed plate.

Special precautions are required when performing this procedure:

- Before removing a plate, switch off the **main drum power** switch on the distribution box.
- It is recommended that you release the entire plate **as one piece**; do not attempt to cut the plate.
- Dispose of the plates you remove. Do not reuse the plates.
- Plate remnants left in the platesetter may cause mechanical and laser radiation hazards!

To identify that a plate is stuck on the drum, you have to open the front door of the platesetter and look into the loading area. Two problems can cause a plate to be stuck on the drum:

- The plate may be held by the head grippers and partially by the tail grippers.
- The plate may be positioned halfway on the drum (held only by the head grippers).

To manually release a plate that is held by the head grippers and partially by the tail grippers:

1. Open the rear door.
2. Then, using your hands, slowly rotate the drum away from you (towards the cassette) until you can see the tail edge of the plate and the tail grippers.



Rotate the drum
away from you

3. Release the tail grippers from the plate by pressing the grippers down and pushing the tail bar away from the plate.



Pressing tail grippers

4. Hold the edges of the plate that was released from the tail grippers, and pull the plate toward you until the head grippers are visible.

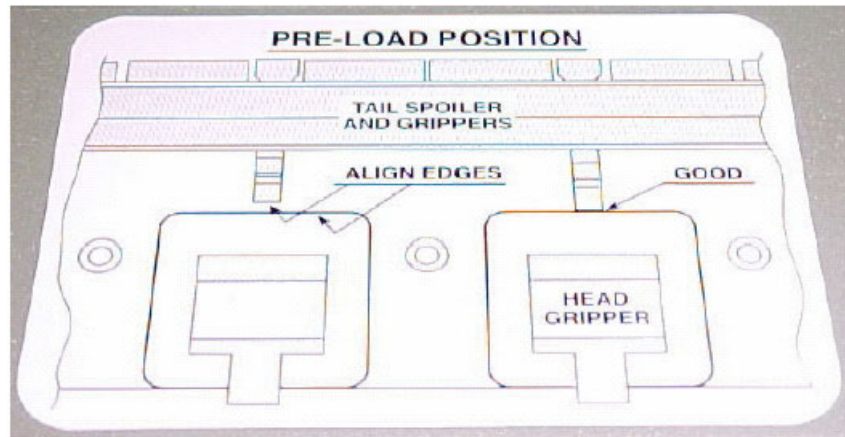


5. Press the head gripper clamps one by one to manually activate the head grippers. With your other hand, gently pull the plate's edge until the whole plate is released.



Pressing head gripper clamp

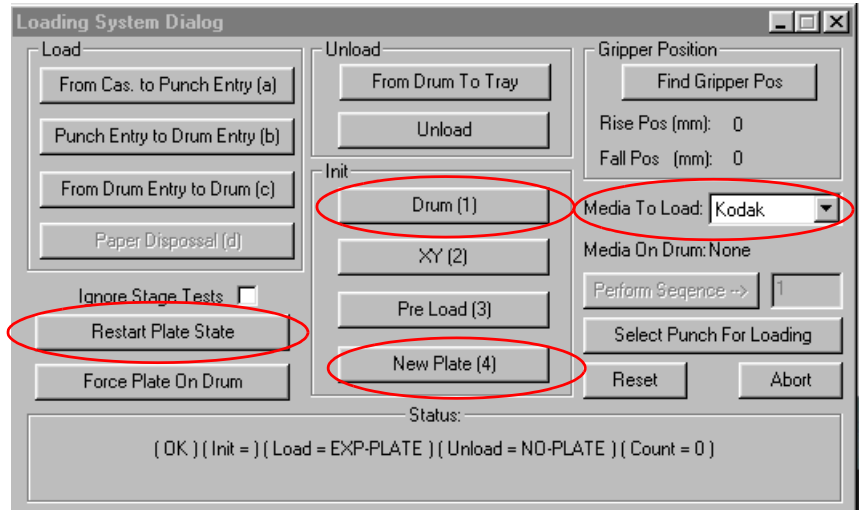
6. Pull the plate, and remove it completely from the drum.
7. Move the tail grippers to the preload position (as shown in the picture below). The preload operation moves the tail grippers to the correct position according to the defined plate size.



8. Close all the doors.

To reset the platesetter:

1. From the **Utilities** menu, select **Hardware**.
2. In the **Hardware** window, select **Loading System > Loading System** to open the Loading System dialog box.



3. In the Loading System dialog box, click **Restart Plate State**, **Drum (1)**, and **New Plate (4)**.
4. Make sure that the plate listed in the Media To Load box is the same type that is actually in the cassette. In the Current Cassette dialog box, you can check the properties of the plate that is in the cassette.
5. Close the Loading System dialog box and the Hardware window.
6. Click the **Reset** button in the Message window, and then click **Reset** in the confirmation message that appears.

The status indicator for the platesetter says **Ready**, so you can load the plate now.

To manually release a plate that is held by the head grippers but not by the tail grippers:

1. Open the rear door.
2. Go to step 4 in the procedure: *To manually release a plate that is held by the head grippers and partially by the tail grippers:* on page 22, and follow the instructions.

Drum Flyoff

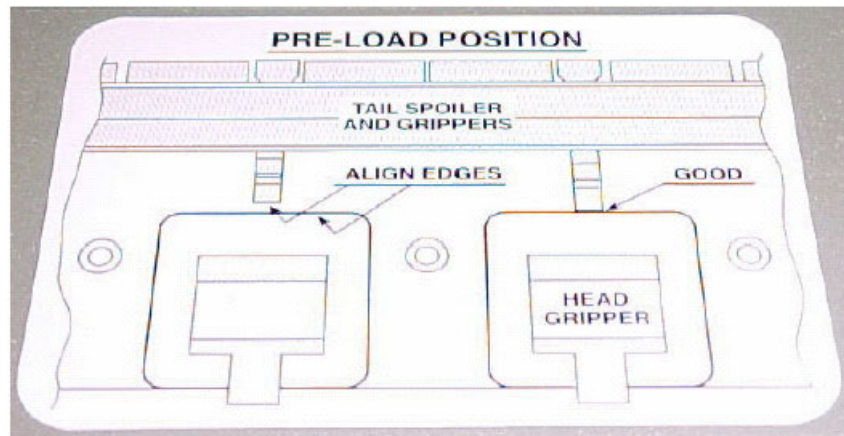
A plate can fly off the drum if the tail grippers haven't grabbed the plate or have grabbed it improperly. When such a flyoff occurs, the loading operation fails and you can hear a metallic noise. The noise is produced by the edge of the plate as it is dragged on the roller system.

1. Open the front and rear doors, and manually release the plate.



If the plate is stuck, see *Releasing Stuck Plates From the Drum* on page 21

2. Move all the tail grippers to the end of their slots (the preload position). Be sure not to move the tail grippers beyond the head gripper holes.



3. Close the doors.
4. From the **Utilities** menu, select **Hardware**.
5. From the Hardware window select **Loading System > Loading System** to open the Loading System dialog box.
6. In the Loading System dialog box, make sure that the plate listed in the Media To Load box is the same type that is actually in the cassette.
7. Select **Restart Plate State, Drum (1)** and **New Plate**.

The status indicator for the platesetter says **Ready**, so you can resend the job now.

Error Message: Illegal Gripper Width

Plate loading fails and this message appears: Illegal gripper width. This error message may occur if the plate size is not defined correctly, if the plate is damaged, or one of the detectors is damaged. Check the following possibilities:

1. Open the front door and manually remove the plate from the drum.

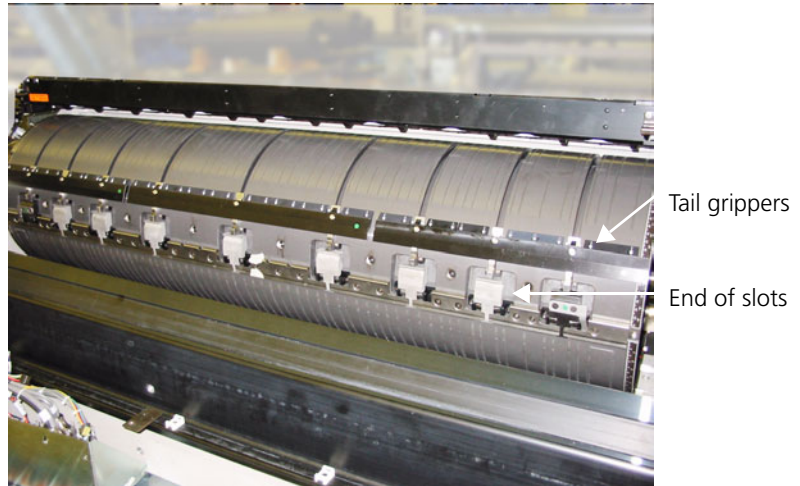


For detailed instructions to remove the plate from the drum see *Releasing Stuck Plates From the Drum* on page 21, and *Double Loading* on page 15

2. Make sure that no paper accompanied the plate to the centering system.

If you see paper in the centering system:

- a. Pull out the paper.
 - b. Pull out the cassette and open the cassette cover.
 - c. Check that the plates are placed properly in the cassette (aligned properly, and no paper is sticking out of the plates).
 - d. Air the plates out briefly to prevent static electricity.
 - e. Insert the cassette back into the platesetter.
3. Check that the plate is not cut or bent.
 4. Move all tail grippers to the end of their slots (Preload position, near the head grippers). Make sure not to move them beyond the head gripper holes (see picture of Preload position in the previous page).



5. Clean the two red LED sensors located on both sides of the drum chassis using a dry cloth.

Two red LED sensors



6. Close the front door.
7. From the **Utilities** menu, select **Hardware**.
8. From the Hardware window select **Loading System > Loading System** to open the Loading System dialog box.
9. In the Loading System dialog box, select **New Plate**.

If the problem persists, contact the Creo Response Center.

Error Messages: Drum Did Not Reach Position, Load Gripper Is Protected by Load Gripper Protector

Check the following possibilities:

1. Verify that all covers and panels are properly closed.
2. Make sure that no interlock is active (that is, an interlock indicator does not appear on the PC Controller application, and the platesetter status is not **Service**).

If you see an interlock indicator, and platesetter status is **Service**:

- Verify that all the doors are properly closed.
- Verify that the cassette is inserted properly into the platesetter.
- If an interlock indicator still appears on the screen, restart the PC Controller application:
 - a. From the **Routine Functions** menu, select **Shut Down**.
 - b. In the confirm dialog box, click **Shutdown**.
 - c. Double click the Lotem 800 icon on the desktop to restart the PC Controller application.
- 3. Verify that the air compressor supply to the platesetter is adequate (minimum setting of the air compressor should be 6 atm).
- 4. From the **Utilities** menu, select **Hardware**.
- 5. From the Hardware window select **Loading System > Loading System** to open the Loading System dialog box.
- 6. In the Loading System dialog box, select **Restart Plate State, Drum (1)** and **XY (2)**.

Plate Unloading Problems

Plate Does Not Unload From the Platesetter

If the plate does not unload from the platesetter, try the following:

1. Make sure that the previous plate entered the processor correctly. If it did not, the plate may be blocking the conveyor sensor.
2. Verify that the processor is in **Ready** state, and clear any error messages in the processor panel.
If there is still a problem with the processor, contact your processor service.
3. When the conveyor is empty, reset the loading status and then you can try unloading the plate again:
 - a. From the **Utilities** menu, select **Hardware**.
 - b. In the **Hardware** window, select **Loading System > Loading System** to open the Loading System dialog box.
 - c. In the Loading System dialog box, click **Restart Plate State, Drum (1)** and **Force Plate On Drum**.



Note: Before you click **Force Plate On Drum**, make sure that there is indeed a plate on the drum.

- d. From the **Routine Functions** menu, select **Loading > Unload Plate**.
4. If the plate still does not unload, check that there are no error messages relating to Vibration or Flyoff. If there are such messages, contact the Response Center.
5. Open the front and rear doors and try to manually unload the plate.



See *Releasing Stuck Plates From the Drum* on page 21.

6. Clean the drum vacuum holes and the drum surface. Dirt and dust on the drum might cause unloading failures.



See full procedure on *Lotem 800 Family, Maintenance Guide for User, Drum Vacuum Holes and Drum Surface*, page 6.

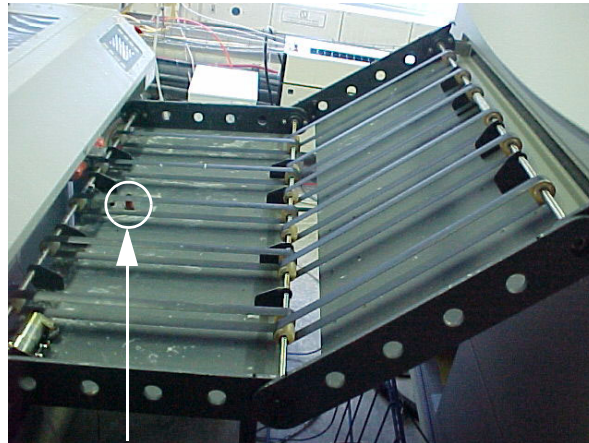
7. Load and unload a different plate size. If this goes smoothly, then there may be a specific problem with the original plate size.

The Plate Is Stuck on the Conveyor

The unloaded plate is stuck on the conveyor, and does not enter the processor.

Check the position of the stuck plate:

1. If the plate is stuck before it reached the conveyor sensor, call your Response Center.
2. If the plate is stuck on the conveyor sensor, try the following:
 - a. Remove the plate from the conveyor.
 - b. Clean the conveyor sensor with a cloth dampened with alcohol.
 - c. Check that there isn't a reflection of a strong light on the sensor. Strong light might cause the sensor not to function properly.

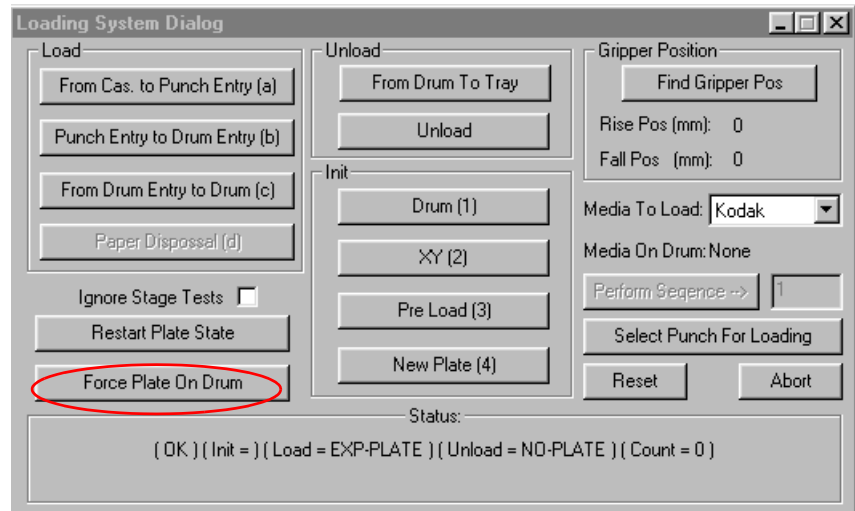


Conveyor sensor

Unloading Fails After Performing “Restart Plate State”

Restart Plate State operation resets the loading status to a state where there is no plate on the drum. Therefore, you will not be able to expose a plate or unload it after performing the **Restart Plate State** operation.

To resolve this problem, on the Loading System dialog box, 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 Problems

Exposure Begins But Aborts in the Middle

1. Verify that all covers and panels are properly closed, and that the main PC Controller window does not show an active interlock indicator (**Service** mode).
2. Run the same job using standard exposure settings; that is, Screen Set name, OffSet = Zero, # of copies = 1, and so on.
3. Run a different job or different Lotem calibration strips. If these are OK, then the problem may be related to the specific job.

Some Areas on the Exposed Image Are Out of Focus

1. Verify that the drum vacuum power circuit breaker at the back of the platesetter is **on**.
2. Verify that the drum vacuum pump is working:
3. From the **Utilities** menu, select **Hardware**.
4. In the **Hardware** window, select **Drum System > Drum Vacuum Pump**, and click **Start**.
5. Clean the drum vacuum holes and the drum surface.



See full procedure on *Lotem 800 Family, Maintenance Guide for User, Drum Vacuum Holes and Drum Surface, page 6*.

6. Check the air pressure unit and the air filters. Dirty air, humidity, and accumulation of dirt may penetrate the platesetter through the air system and cause spots on the exposed image.



The air filters should be cleaned every 1-2 weeks.



See full procedure on *Lotem 800 Family, Maintenance Guide for User, Air Pressure Unit, page 9*

7. If the problem is persists, contact the Creo Response Center.

Prepare for the Remote Support Session

When calling the Creo Response Center for support, we recommend gathering some basic information about the problem you encountered. This information is important for addressing your problem and solving it as quickly as possible.

Generic Troubleshooting Questions

Before calling the Creo Response Center, always try to solve the problem yourself (see *Troubleshooting Index* on page 4). If you find that the problem is not resolved, please prepare answers to the following questions, and when you call the Creo Response Center have them available.

Questions:

1. When was the last time the platesetter worked properly?
2. What was done since then? For example:
 - Was the platesetter moved?
 - Was the platesetter cleaned?
 - Was a new batch or type of plates used?
3. Was an error message displayed on screen? If yes, what did it say (include numbers, if any)?
4. What is the Lotem software version?
5. 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
6. Does the problem seem to be a random occurrence?
7. What are the temperature and humidity levels in the plate storage room? Do they adhere to the plate manufacturer's guidelines? If not, how do they differ?
8. Does the temperature fluctuate radically?

9. In case of a problem in the PC Controller software, write down the first five (5) error messages that are listed in the Message area of the PC Controller main window. The first message to appear in the message area is **very important** and will **always** be required by the Creo Response Center.
10. If a problem occurs in the workflow station, write down the problem number and message.
11. If a problem occurs during loading or unloading, write down the plate location, if known.

Write down the job information (job type, number of separations, screen set and LW/CT resolution).

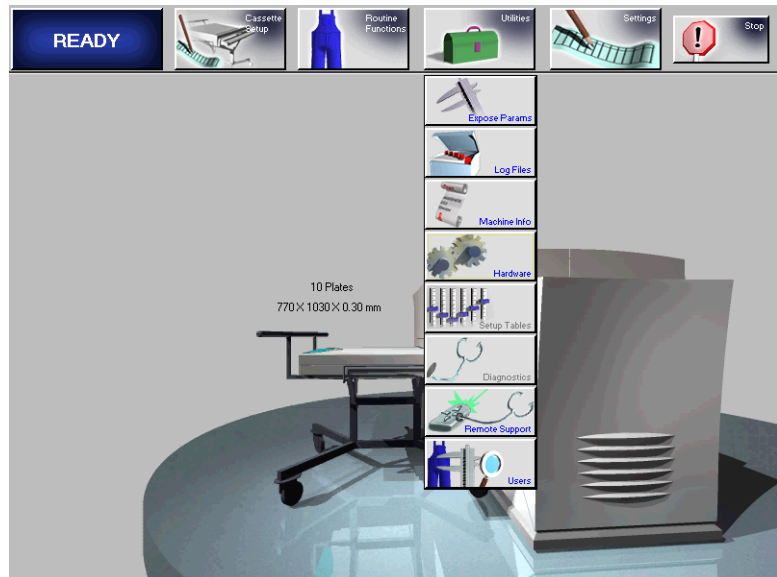
Saving the Log Files

Log files track every operation performed by the platesetter. When a problem occurs occasionally, saving the log files can help Creo engineers identify and solve the problem quickly.

If you contact the Creo Response Center about a recurring problem that you are not able to solve it by yourself, you may be asked to save the log files.

To save the log files:

1. From the **Utilities** menu, select **Log Files** to open the **Log Messages** window.



2. In the Log Messages window, select **All Msg Types** and click **Auto Save**.



All the Log messages and files are saved in this window.



Note: The log files are saved only as long as the platesetter is on. Each time you restart the platesetter, you need to perform this procedure if you want to save the log files.

A Creo engineer will delete the log files once the problem is solved.