



Frequently Asked Media Questions

Q1. What CD labels do we recommend?

A1. We do not recommend any specific manufacturer of CD labels, however the package should state that it is suitable for color laser printers.

Q2. Why do you get gray background?

A2. Gray background usually is associated with media that is very smooth or glossy. Some heavier card stock may also exhibit gray background. The toner transfer function is an electrostatic process requiring precise control of the voltage charging between the media and toner. Some media types, as above, disrupt this preciseness or add stray charges that cause unwanted toner particles to transfer to the media surface.

Q3. Can we print on glossy media?

A3. Basically yes, but because of possible background issues, we recommend that a small quantity of the media be tried to see if it meets the customer's needs.

Q4. My paper is glossy but I am not printing on the glossy side so why won't it work?

A4. When printing on the opposite side of glossy paper you must insure that the proper fuser setting in media weight has been selected. A heavier weight gloss finish may also cause slippage with the feed rollers. It is recommended to feed this type of paper through the multi-purpose tray for a more straight paper path.

Q5. Why does my paper create an odor when printing?

A5. Most coated media is created using chemicals and these chemicals could react to the fusing heat used in laser/LED printers creating an odor. It is always a safe process to check with the manufacturer of the media for a MSDS (Material Safety Data Sheet), which will outline any potential issues relating to heat exposure.

Q6. What is difference between bond and index?

A6. Bond paper starts out in a 17x22 inch sheet, which is cut down into quarters that result in 8½ x 11 inch sheets. The Bond weight is determined by the initial weight of 500 sheets of the 17x22 inch sheets. Index stock on the other hand is a heavier weight, which is determined by 500 sheets of 25½ x 30½ inch sheets. See the media conversion chart at the end of this document.

Q7. Can I use the same Inkjet T-shirt transfer paper in my Oki printer?

A7. Inkjet T-shirt transfer paper is not recommended because the substrate melting point may be too low for the fusing process. The result of using this type of media is usually toner offset caused by improper fusing.



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Q8. Will my Inkjet paper work well in my OKI Printer?

A8. Inkjet papers are not recommended. It's always a good idea to use color laser approved media. Inkjet papers are designed for liquid inks versus laser-approved media that uses powder-based toners.

Q9. How do I get my envelopes to print smoothly?

A9. Use envelopes recommended by Oki Data. Reorder 52206301. Avoid using envelopes with adhesive exposed to the printer. Envelopes must be folded accurately +/- .1 mm (0.04 inch) so that there are no more than two thicknesses of paper in the printable area. All folds must be well scored and sharply creased, and construction must be tight (not baggy). Avoid using envelopes that are stuck together with excess seam gum.

Q10. Which labels should I purchase for my OKI Printer?

A10. Most Avery labels work well with our products. Adhesive must not be on any external surfaces of the label before, during, or after printing. Label construction and die cutting must not allow labels to peel off during, printing.

Q11. My paper is 80 LB Cover. Why won't it work? Your spec says 110 Lb.

A11. Paperweight is measured by its basis weight, as explained in Q7 above.
For example Index 110 LB is equal to 74 LB Cover.
See the media conversion chart at the end of this document for more detailed information.

Q12. Why does my media jam after 20 sheets?

A12. Some papers have a coating, dust, chaff or pre-printed ink that comes off on the feed rollers and may result in a build up that makes the rollers smooth or slippery causing the paper to slip or stop. Pre-printed letterheads or forms should be UV set to prevent ink from transferring to the printer mechanism.

Q13. How to read the paperweight equivalence table?

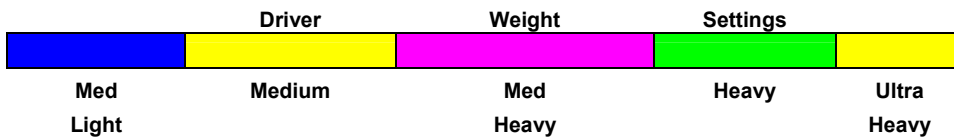
A13. For example to determine the equivalent of 20lb. U.S. bond weight to U.S. cover weight, locate the bond weight and scan across the row to the cover weight. The equivalent is 28 lb. U.S. Cover. See the following Media Conversion Chart for more detailed information.



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C5/7/9000 Color Printers Media Conversion Chart

BOND lb.	BOOK lb.	COVER lb.	BRISTOL lb.	INDEX lb.	TAG lb.	gm/2 metric/gm
17	43	24	29	35	39	64
<u>20</u>	<u>50</u>	28	34	42	46	75
21	54	30	36	44	49	80
22	56	31	38	46	51	81
<u>24</u>	<u>60</u>	33	41	50	55	90
27	68	37	45	55	61	<u>100</u>
<u>28</u>	<u>70</u>	39	49	58	65	105
<u>32</u>	<u>80</u>	44	55	67	74	120
34	86	47	58	71	79	128
<u>36</u>	90	50	62	75	83	135
39	<u>100</u>	55	<u>67</u>	82	91	148
42	107	58	72	87	97	157
43	110	60	74	<u>90</u>	<u>100</u>	163
47	119	<u>65</u>	80	97	108	176
53	134	74	90	<u>110</u>	122	199



Note: See the supported weights within each Color printer product specification for support via the various trays, MPT and duplexer