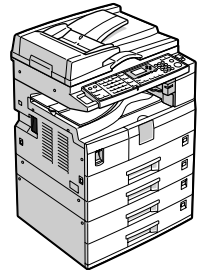


**9016/9021d**  
DSm716/DSm721d  
LD316/LD320d  
**Aficio™** MP 1600/2000

## Operating Instructions Troubleshooting



- 
- 1** When the Machine Does Not Operate As Wanted
  - 2** Troubleshooting When Using the Copy Function
  - 3** Troubleshooting When Using the Facsimile Function
  - 4** Troubleshooting When Using the Printer Function
  - 5** Troubleshooting When Using the Scanner Function
  - 6** Adding Paper and Replacing Toner
  - 7** Clearing Misfeeds
  - 8** Remarks

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Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "About This Machine" before using the machine.

## **Introduction**

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

## **Important**

Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

## **Notes:**

Some illustrations in this manual might be slightly different from the machine.

Certain options might not be available in some countries. For details, please contact your local dealer.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

## **Caution:**

Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

## **Notes:**

The model names of the machines do not appear in the following pages. Check the type of your machine before reading this manual. (For details, see "Machine Types", About This Machine.)

- Type 1: 9016/DSm716/LD316/Aficio MP 1600
- Type 2: 9021d/DSm721d/LD320d/Aficio MP 2000

Certain types might not be available in some countries. For details, please contact your local dealer.

Two kinds of size notation are employed in this manual. With this machine refer to the inch version.

For good copy quality, the supplier recommends that you use genuine toner from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products.

## **Power Source**

120V, 60Hz, 12A or more

Please be sure to connect the power cord to a power source as shown above. For details about power source, see p.95 "Power Connection".

# Manuals for This Machine

Refer to the manuals that are relevant to what you want to do with the machine.

## Important

- Media differ according to manual.
- The printed and electronic versions of a manual have the same contents.
- Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- Depending on which country you are in, there may also be html manuals. To view these manuals, a Web browser must be installed.

## ❖ About This Machine

Be sure to read the Safety Information in this manual before using the machine. This manual provides an introduction to the functions of the machine. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided.

## ❖ General Settings Guide

Explains User Tools settings, and Address Book procedures such as registering fax numbers, e-mail addresses, and user codes. Also refer to this manual for explanations on how to connect the machine.

## ❖ Troubleshooting

Provides a guide to solving common problems, and explains how to replace paper, toner, and other consumables.

## ❖ Security Reference

This manual is for administrators of the machine. It explains security functions that the administrators can use to protect data from being tampered with, or prevent the machine from unauthorized use.

Also refer to this manual for the procedures for registering administrators, as well as setting user and administrator authentication.

## ❖ Copy Reference

Explains Copier functions and operations. Also refer to this manual for explanations on how to place originals.

## ❖ Facsimile Reference

Explains Facsimile functions and operations.

## ❖ Printer Reference

Explains Printer functions and operations.

## ❖ Scanner Reference

Explains Scanner functions and operations.

## ❖ **Network Guide**

Explains how to configure and operate the machine in a network environment, and use the software provided.

This manual covers all models, and includes descriptions of functions and settings that might not be available on this machine. Images, illustrations, and information about operating systems that are supported might also differ slightly from those of this machine.

## ❖ **Other manuals**

- PostScript3 Supplement
- UNIX Supplement
- Manuals for DeskTopBinder Lite
  - DeskTopBinder Lite Setup Guide
  - DeskTopBinder Introduction Guide
  - Auto Document Link Guide

## **Note**

- Manuals provided are specific to machine types.
- For “UNIX Supplement”, please visit our Web site or consult an authorized dealer.
- “PostScript3 Supplement” and “UNIX Supplement” include descriptions of functions and settings that might not be available on this machine.

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# How to Read This Manual

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## Symbols

---

This manual uses the following symbols:

### **WARNING:**

Indicates important safety notes.

Ignoring these notes could result in serious injury or death. Be sure to read these notes. They can be found in the "Safety Information" section of About This Machine.

### **CAUTION:**

Indicates important safety notes.

Ignoring these notes could result in moderate or minor injury, or damage to the machine or to property. Be sure to read these notes. They can be found in the "Safety Information" section of About This Machine.

### **Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

### **Note**

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

### **Reference**

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[ ]

Indicates the names of keys that appear on the machine's display panel.

[ ]

Indicates the names of keys on the machine's control panel.

---

## Names of Major Options

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Major options of this machine are referred to as follows in this manual:

- Auto Document Feeder → ADF
- Auto Document Feeder capable of scanning both sides of a sheet → ARDF








# 1. When the Machine Does Not Operate As Wanted

This section describes basic troubleshooting procedures that are applicable to all functions of this machine.

## Indicators

This section explains the indicators that light up when the machine requires the user to remove misfed paper, add paper, or perform other procedures.

 : Error indicator	Appears when there is a misfeed, a cover is left open, or another problem occurs. See p.89 "Clearing Misfeeds".
 : Load Paper indicator	Appears when paper-out condition occurs. See p.65 "Loading Paper".
 : Add Toner indicator	Appears when toner runs out. See p.84 "Adding Toner".

# Panel Tone

1

The following table explains the various beep patterns that the machine produces to alert users about machine conditions.

Beep pattern	Meaning	Cause
Two long beeps.	Machine has warmed up.	After cooling or being switched on, the machine has fully warmed up and is ready for use.
Single short beep.	A valid operation is accepted.	A control panel key was pressed, the machine was switched on, or a document was placed on the ADF or ARDF.
Five short beeps repeated five times.	Strong alert.	Machine requires user attention. Paper might have jammed or toner might need replenishing.

## Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or toner request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.

## Reference

For details about enabling or disabling beep alerts, see “General Features”, General Settings Guide.

# When the Function Status Indicator Lights Up in Red

If a function key is lit in red, press the key to switch to the screen for the corresponding function, and then follow the message that appears.

1

Problem	Cause	Solution
Documents and reports are not printed out.	There is no copy paper left.	Add more paper. See p.65 "Loading Paper".
An error has occurred.	The function whose indicator is lit is defective.	Record the code number shown in the display and contact your service representative. See "When a Message Is Displayed" of each chapter. You can use other functions normally.
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none"> <li>• Check the displayed message and take an appropriate action. See "When a Message Is Displayed" of each chapter.</li> <li>• Check that the machine is correctly connected to the network, and that the machine is correctly set. See "Network Settings", General Settings Guide.</li> <li>• Contact the administrator.</li> <li>• When the function key is still lit in red, even if you take the measures above, contact your service representative.</li> </ul>

## Note

- If an error occurs in the function you are using, check the message that appears on the display panel, and then refer to "When a Message Is Displayed" for the relevant function.

## Reference

- p.11 "Troubleshooting When Using the Copy Function"
- p.19 "Troubleshooting When Using the Facsimile Function"
- p.37 "Troubleshooting When Using the Printer Function"
- p.53 "Troubleshooting When Using the Scanner Function"

# When You Have Problems Operating the Machine

1

The following chart gives explanations of common problems and messages. If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
"Please wait." appears.	This message appears when you turn on the operation switch or change the toner bottle.	If the machine does not get started within 2 minutes, contact your service representative.
"Please wait." appears.	If the machine has not been in use for a long time, it may take longer than normal to print or start up when switched on.	Wait for the machine to get ready.
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the <b>[Facsimile]</b> or <b>[Scanner]</b> key.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The display is difficult to see.	Screen contrast is not adjusted.	Adjust the screen's contrast so that you can see the display panel properly. See "General Features", General Settings Guide.
The display is off.	The machine is in Energy Saver mode.	Turn on the operation switch.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
The operation switch indicator continues blinking and does not turn off when pressed.	The machine is communicating with external equipment.	Check if the machine is communicating with a computer.

Problem	Cause	Solution
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into Tray 1-4 with the print side up, and into the bypass tray with the print side down. See p.68 "Orientation-Fixed Paper or Two-Sided Paper".
Misfeeds occur frequently.	The tray's side fences may not be locked.	Check the side fences are locked. See p.71 "Changing the Paper Size".
Misfeeds occur frequently.	The tray's end fence may not be set properly.	Check the end fence is set properly. See p.71 "Changing the Paper Size".
Misfeeds occur frequently.	You may have loaded paper of a size not shown on the paper size selector.	Use Tray Paper Settings to set the paper size. See p.78 "Changing to a Size Other Than Indicated on the Paper Size Selector".
An error message remains, even if misfed paper is removed.	When a misfeed message appears, it remains until you open and close the cover as required. Paper is still jammed in the tray.	Clear misfed paper, and then open and close the cover. See p.89 "Removing Jammed Paper".
Cannot print in duplex mode.	You cannot use paper in the bypass tray for duplex printing.	For duplex printing, select Tray 1-4 in the copier mode or with the printer driver.
Cannot print in duplex mode.	You have selected a tray that is set to [Off] for duplex printing in [Tray Paper Settings] under [System Settings].	Select a paper tray in [Tray Paper Settings] under [System Settings], and then press [OK]. Then, select [No Display (Plain Paper)] or [Recycled Paper] for Paper Type, press [Duplex], and then select [On]. See "Tray Paper Settings", General Settings Guide.
The user code entry screen is displayed.	Users are restricted by user management.	Enter the user code (up to eight digits), and then press the [OK] or [#] key.
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine.
"Temperature Alert. Turn main power off, adjust room temp. and wait a while before restarting." appears, and printing is disabled.	The temperature inside the machine is too high or too low.	Locate the machine in an environment where the temperature remains between 10 and 32°C. See p.93 "Where to Put Your Machine".

Problem	Cause	Solution
"You do not have privileges to use this function." appears.	The use of the function is restricted to authenticated users only.	Contact the administrator.
Authentication failed.	The entered login user name or password is not correct.	Ask the administrator for the correct login user name and password.
Authentication failed.	Cannot access the authentication server when using Basic Authentication, Windows Authentication, LDAP Authentication, or Integration Server Authentication.	Contact the administrator.

 **Note**

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Copy Paper", About This Machine.

# When a Job Is Not Performed

If you cannot execute a function, it may be that the machine is being held up by another function.

If you cannot execute a function, terminate any other functions currently active, and then try executing the function again. In some cases, you can carry out another job (copier, facsimile, printer, or scanner) without canceling the current job being performed. Performing multiple functions simultaneously like this is called "Multi-accessing".

## ❖ Combination Chart

Mode after you select		Copy		Facsimile						Printer		Scanner		TWAIN	
				Transmission Operation	Transmission			Reception		Receive Data	Print	Using the control panel	Scanning		
Using the control panel	Copying	Scanning an Original for Memory Transmission	Memory Transmission		Immediate Transmission	Memory Reception	Printing Received Data	Print	Using the control panel					Scanning	
Copy	Using the control panel	×	×	●	●	○	●	○	○	○	○	●	●	×	
	Copying	×	×	●	●*1	○	●*1	○	○	○	○	●	●*1	×	
Facsimile	Transmission Operation	●	●	×	×	○	×	○	○	○	○	●	●	×	
	Transmission	Scanning an Original for Memory Transmission	×	×	×	×	○	×	○	○	○	○	×	×	×
		Memory Transmission	○	○	○	○	×	×	×	○	○	○	○	○	×
		Immediate Transmission	×	×	×	×	×	×	×	○	○	○	×	×	×
	Reception	Memory Reception	○	○	○	○	×	×	×	○	○	○	○	○	×
		Printing Received Data	○	○	○	○	○*2	○*2	○*2	×	○	○	○	○	×
Printer	Receive Data	○	○	○	○	○	○	○	○	△	△	○	○	△	
	Print	○	○	○	○	○	○	○	○	○	△	○	○	△	
Scanner	Using the control panel	●	●	●	●	○	●	○	○	○	○	×	×	×	
	Scanning	●	●*1	●	●*1	○	●*1	○	○	○	○	×	×	×	
TWAIN	Scanning	×	×	×	×	×	×	×	×	△	△	×	×	×	

○...means that these functions can be used together.

●...means that you can interrupt the current job with the function keys to proceed to a subsequent job.

△...means that another job will automatically start after the current job is finished.

×...means that you must manually start another job after the current job is finished (i.e., these functions cannot be used together).

\*1 You can scan a document once the preceding job documents are all scanned.

\*2 During parallel reception, any subsequent job is suspended until reception is completed.

 **Note**

- ❑ If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in “Print Priority”. This setting is factory-preset to “Display mode”. For setting of Printing Priority Function, see “General Features”, General Settings Guide.
- ❑ While printing is in progress, scanning a document using another function may take more time.



# 2. Troubleshooting When Using the Copy Function

This chapter describes likely causes of and possible solutions for copier function problems.

## When a Message Is Displayed

This section describes the machine's main messages. If other messages appear, follow the instructions they contain.

### Important

- ❑ For messages that are not listed here, see “When You Have Problems Operating the Machine”.

Message	Cause	Solution
Cannot detect original size	Improper original is placed.	Select paper manually, not with the Auto Paper Select function, and do not use the Auto Reduce/Enlarge function. See “Originals”, Copy Reference.
Cannot detect original size	Improper original is placed.	Input the both horizontal and vertical sizes of the non-standard original.
Cannot detect original size	Improper original is placed.	Place the original on the exposure glass. See “Originals”, Copy Reference.
Cannot sort this size.	The specified paper size is not available with the Sort function.	This message appears when the bypass tray is selected. Use copy paper that is not longer than 433 mm.
Cannot select Bypass Tray in current setting.	The specified function is not available with the bypass tray.	Select a paper tray other than the bypass tray.
Original with this length cannot be duplex scanned.	The specified custom length is not available for duplex printing from the ARDF (eg. 2 Sided → 2 Sided, 2 Sided → 1 Sided, 2 Sided → Combine).	Do not place originals that are longer than 433 mm.
Check original orientation.	Original is not placed in a proper orientation.	Change the orientation of the original.
Check paper size.	Improper paper size is set.	If you press the <b>[Start]</b> key, copy will start onto the selected paper.
Rotate Sort is unavailable with this paper size.	A size of paper for which Rotate Sort is not available is selected.	Select the proper paper size. See “Sort”, Copy Reference.

Message	Cause	Solution
Cannot dup. copy this size.	Duplex mode does not support the selected paper size.	Duplex mode supports the following paper sizes: A3, B4 JIS, A4, B5 JIS, A5, 11"×17", 8 1/2"×14", 8 1/4"×14", 8 1/2"×11", 7 1/4"×10 1/2", 8"×13", 8 1/2"×13", 8 1/4"×13", 8K, 16K. Select one of these sizes.
Max. number of sets is nn.	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity. See "Copier Features", General Settings Guide.
Cannot copy. Original is being scanned by another function.	The scanner function is in use.	Cancel the current scan job. To do this, press the <b>[Clear/Stop]</b> key on the scanner screen to display the message "Clear/Stop key was pressed. Stop scanning?", and then press <b>[Stop]</b> .
You do not have privileges to use this function.	The use of this function is restricted to authenticated users only.	Contact the administrator.
Authentication failed.	The entered login user name or password is not correct.	Ask the administrator for the correct login user name and password.
Authentication failed.	Cannot access the authentication server when using Basic Authentication, Windows Authentication, LDAP Authentication, or Integration Server Authentication.	Contact the administrator.

 **Reference**

p.6 "When You Have Problems Operating the Machine"

# When You Cannot Make Clear Copies

This section describes likely causes of and possible solutions for unclear copies.

Problem	Cause	Solution
Copies appear dirty.	Image density is too dark.	Adjust the image density. See "Adjusting Image Density", Copy Reference.
Copies contain blots or are patchy.	The machine is not on a level surface.	Place the machine on a stable and level surface. Make sure the machine's environment meets requirements. See p.93 "Where to Put Your Machine".
Copies contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles from the paper, or replace it. See "Copy Paper", About This Machine. If paper comes out curled, adjust the Output Tray. See "Originals", Copy Reference.
Copies contain blots or are patchy.	Image density is too light.	Adjust the image density. See "Adjusting Image Density", Copy Reference.
Copies contain blots or are patchy.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Copies are too dark or too light.	The correct paper type settings are not made.	Check the paper loaded on the paper tray or bypass tray matches the paper type set on the display panel. See "Copy Paper", About This Machine.
Copies are too dark or too light.	The image was not printed on a suitable surface.	Before printing on special paper, check its surface carefully. Printing on non-print surfaces reduces print quality and can damage the machine's internal components. See "Copy Paper", About This Machine.
Copies are dirty.	Use of non-recommended toner can result in loss of print quality and other problems.	Use manufacturer-genuine toner. Contact your service representative.
The reverse side of an original image is copied.	Image density is too dark.	Adjust the image density. See "Adjusting Image Density", Copy Reference.

Problem	Cause	Solution
A shadow appears on copies if you use pasted originals.	Image density is too dark.	Adjust the image density. See "Adjusting Image Density", Copy Reference. Change the orientation of the original. Put mending tape on the pasted area.
The same copy area is dirty whenever making copies.	The exposure glass, ADF or ARDF is dirty.	Clean them. See p.97 "Maintaining Your Machine".
Copies are too light.	Image density is too light.	Adjust the image density. See "Adjusting Image Density", Copy Reference.
Copies are too light.	The paper is damp or rough.	Use the recommended paper. Also, use paper that has been stored in the recommended temperature and humidity conditions. See "Copy Paper", About This Machine. Contact your service representative.
Copies are too light.	The toner bottle is almost empty.	Add toner. See p.84 "Adding Toner".
Parts of images are not copied.	The original is not placed correctly.	Place originals correctly. See "Placing Originals", Copy Reference.
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.97 "Maintaining Your Machine".
Copies are blank.	The original is not placed correctly.	When using the exposure glass, place originals face down. When using the ADF or ARDF, place them face up.
A moiré pattern is produced on copies. 	Your original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: <ul style="list-style-type: none"> <li>• Place an OHP transparency on the exposure glass, and then place the print on top of the OHP transparency.</li> <li>• Place the print on the exposure glass, and then place two or three sheets of white paper on top of it. Leave the exposure glass cover, ADF or ARDF open when copying.</li> </ul>

# When You Cannot Make Copies As Wanted

This section describes causes and remedies when copy results are not as expected.

## ❖ Basic

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	Printed paper is used.	Use recommended paper. Do not re-use copy paper that has been already copied or printed onto. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Copy Paper", About This Machine.
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Combination Chart", Copy Reference.
Print is slanted.	The side fences in the paper tray is not locked.	Make sure the side fence is locked. See p.71 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.65 "Loading Paper".
Print is slanted.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.

❖ **Edit**

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
When using the Duplex Margin function, parts of the original image are not copied.	You set a wide erased margin.	Set a narrower margin with User Tools. You can set the width between 0 - 50 mm (0" - 2"). See "Copier Features", General Settings Guide.
When using the Duplex Margin function, parts of the original image are not copied.	There is a lack of margin space on the opposite side of the binding position.	Set a narrower margin with User Tools. You can set the width between 0 - 50 mm (0" - 2"). See "Copier Features", General Settings Guide.

❖ **Combine**

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
When using Combine, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using the Manual Paper Select function, make sure that the ratio matches your originals and the copy paper. (Select the correct reproduction ratio before using the Combine function.)
When using Combine, parts of the image are not copied.	Your originals are not identical in size and direction.	Use originals that are identical in size and direction.
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF or ARDF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.

## ❖ Duplex (Type 2 only)

Problem	Cause	Solution
Cannot print in duplex mode.	You may have loaded paper on the bypass tray.	Remove paper loaded on the bypass tray. Load paper in Tray 1 - 4.
Cannot print in duplex mode.	You have loaded paper exceeding 90 g/m <sup>2</sup> .	Change the paper.
Cannot print in duplex mode.	You have selected a tray that is set to <b>[Off]</b> for duplex printing in <b>[Tray Paper Settings]</b> under <b>[System Settings]</b> .	Select a paper tray in <b>[Tray Paper Settings]</b> under <b>[System Settings]</b> , and then press <b>[OK]</b> . Then, select <b>[No Display (Plain Paper)]</b> or <b>[Recycled Paper]</b> for Paper Type, press <b>[Duplex]</b> , and then select <b>[On]</b> . See "Tray Paper Settings", General Settings Guide.
Copies are not in duplex order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF or ARDF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.
When using Duplex, copy is made Top to Bottom even though <b>[Top to Top]</b> is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Original Orientation", Copy Reference.
Parts of the original image are not copied.	The margin is too wide.	Set a narrower margin with User Tools. See "User Tools Menu (Copier Features)", Copy Reference.

## When Memory Is Full

This section describes likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
Press <b>[Resume]</b> to scan and copy remaining originals.	The machine checks if the remaining originals should be copied, after the scanned original has been printed.	To continue copying, remove all copies, and then press <b>[Resume]</b> . To stop copying, press <b>[Stop]</b> .





# 3. Troubleshooting When Using the Facsimile Function

This chapter describes likely causes of and possible solutions for facsimile function problems.

## Adjusting the Volume

The following describes how to adjust the volume.

You can change the volume of the following sounds that the machine makes.

### ❖ On Hook Mode

Heard when the **[On Hook Dial]** key is pressed.

### ❖ At Transmission

Heard when immediate transmission is performed.

### ❖ At Reception

Heard when the machine receives a document.

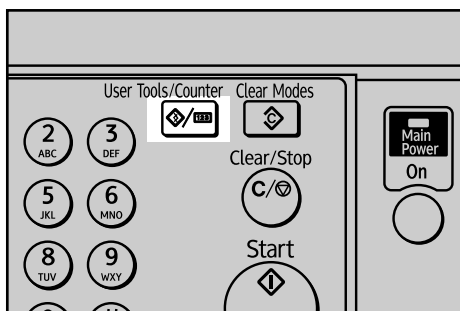
### ❖ At Dialing

Heard after pressing the **[Start]** key, until the line connects to the destination.

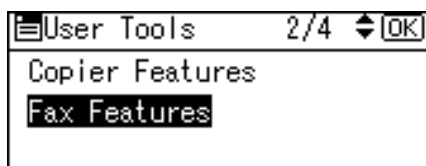
### ❖ At Printing

Heard when a received document is printed.

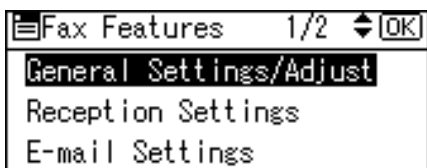
**1** Press the **[User Tools/Counter]** key.



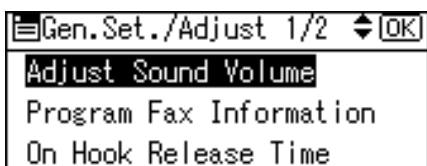
**2** Select **[Fax Features]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



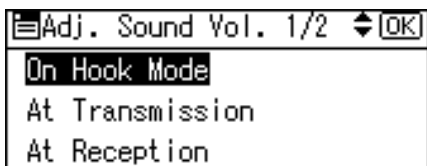
- 3** Select [**General Settings/Adjust**] using [**▲**] or [**▼**], and then press the [**OK**] key.



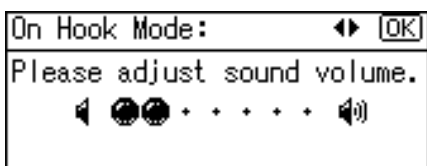
- 4** Select [**Adjust Sound Volume**] using [**▲**] or [**▼**], and then press the [**OK**] key.



- 5** Select the item you want to adjust using [**▲**] or [**▼**], and then press the [**OK**] key.

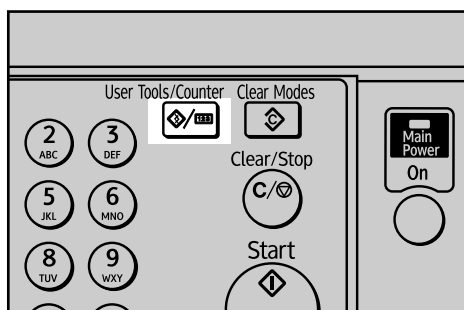


- 6** Select the volume using [**◀**] or [**▶**], and then press the [**OK**] key.



Press the [**Escape**] key to cancel the setting and the display returns to that of step **5**.

- 7** Press the [**User Tools/Counter**] key.



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The standby display appears.

 **Note**

- You can also adjust the On Hook volume when you press the **[On Hook Dial]** key. See “On Hook Dial”, Facsimile Reference.
- If the extended security function prevents you from changing this setting, contact the administrator.
- You can set the volume level to between 0 and 7.

## When a Message Is Displayed

This section describes the machine's main messages. If other messages appear, follow their instructions.

3

Message	Cause	Solution
Error occurred, and trans. was cancelled.	A document jam occurred during Immediate Transmission. There may be a problem with the machine or the telephone line (for example, noise or cross talk).	Press <b>[Exit]</b> , and then resend the pages that have not been sent. If the error reoccurs frequently, contact your service representative.
Put original back, check it and press Start key.	Original jammed during Memory Transmission.	Place originals that have not been scanned on the exposure glass, ADF or ARDF again.
Cannot detect original size. Place original again, then press Start key.	The machine failed to detect the size of the original.	Place original again, and then press the <b>[Start]</b> key.
!Func. Problems Data will be initialized.	There is a problem with the fax.	Record the code number shown in the display and contact your service representative. Other functions can be used.
Memory is full. Scanning will be stopped and only scanned page(s) will be stored.	The memory is full.	If you press <b>[Exit]</b> , the machine returns to standby mode and starts transmitting the pages that have been stored.
Cannot send fax as scanner is in use by another function.	The machine is scanning an original under another function.	Before sending the fax, cancel the current scan job under the other function. To do this, press the <b>[Clear/Stop]</b> key on the control panel to display the message "Clear/Stop key was pressed. Stop scanning?", and then press <b>[Stop]</b> .
Updating the settings... Re-select dest./functions after update finishes.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed.

Message	Cause	Solution
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
You do not have privileges to use this function.	Use of this function is restricted.	Contact the administrator.
Authentication failed.	Wrong login user name or password.	Confirm correct login user name or password.
Authentication failed.	Authentication is not possible from this machine.	Contact the administrator.
Connection with LDAP server has failed. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of <b>[System Settings]</b> . See "Administrator Tools", General Settings Guide.
LDAP server auth. has failed. Check the settings.	The entered user name or password does not match that specified for LDAP server authentication.	Make settings correctly for the user name and the password for LDAP server authentication.
Exceeded max. number of search results which can be displayed. Max.: nnn (A figure is placed at n.)	The number of search results has exceeded the maximum number of items that can be displayed.	Search again after changing the search conditions.
LDAP server search timed out. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of <b>[System Settings]</b> . See "Administrator Tools", General Settings Guide.
Specified group contains some invalid dest. Do you want to select only valid dest.?	The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder.	To select destinations for sending by e-mail, press <b>[Select]</b> for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press <b>[Select]</b> for the message displayed on the Scan to Folder screen.

Message	Cause	Solution
Sender's name is not selected. Specify sender's name.	The sender has not been specified.	A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name.
Check whether there are any network problems. <b>[13-10]</b>	The alias telephone number you entered is already registered on the gatekeeper by another device.	<ul style="list-style-type: none"> <li>• Check the alias telephone number is correctly programmed using the Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>
Check whether there are any network problems. <b>[13-11]</b>	Cannot access gatekeeper.	<ul style="list-style-type: none"> <li>• Use your Web Image Monitor to check the gatekeeper address is correctly programmed. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>
Check whether there are any network problems. <b>[13-17]</b>	Registering of user name is rejected by the SIP server.	<ul style="list-style-type: none"> <li>• Use your Web Image Monitor to check the SIP server address and user name are correctly programmed. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>
Check whether there are any network problems. <b>[13-18]</b>	Cannot access the SIP server.	<ul style="list-style-type: none"> <li>• Use your Web Image Monitor to check the SIP server address is correctly programmed. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>

Message	Cause	Solution
<p>Check whether there are any network problems.</p> <p><b>[14-01]</b></p>	<p>Cannot find the DNS server, SMTP server or folder for forwarding.</p>	<ul style="list-style-type: none"> <li>• Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the host name or IPv4 address of the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the SMTP server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the folder for transfer is correctly specified.</li> <li>• Check that the computer in which the folder for transfer is specified is operating correctly.</li> <li>• Check that the LAN cable is correctly connected to the machine.</li> <li>• Check the network connection and radio wave status.</li> <li>• Contact your network administrator.</li> </ul>

Message	Cause	Solution
<p>Check whether there are any network problems.  <b>[14-09]</b></p>	<p>E-mail transmission was refused by SMTP authentication, POP before SMTP authentication or login authentication of the computer in which the folder for forwarding is specified.</p>	<ul style="list-style-type: none"> <li>• Check that the user name and password for SMTP authentication or POP before SMTP authentication are correctly programmed from <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Check that the user name and password of the E-mail Account are correctly programmed from <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Check that the user ID and password for the computer in which the folder for forwarding is specified are correctly programmed.</li> <li>• Check that the folder for forwarding is correctly specified.</li> <li>• Check that the computer in which the folder for forwarding is specified is correctly operated.</li> <li>• Contact the administrator.</li> </ul>
<p>Check whether there are any network problems.  <b>[14-33]</b></p>	<p>No machine e-mail address is programmed.</p>	<ul style="list-style-type: none"> <li>• Check that the machine's e-mail address is correctly programmed from <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Contact the administrator.</li> </ul>
<p>Check whether there are any network problems.  <b>[15-01]</b></p>	<p>No POP3/IMAP4 server address is programmed.</p>	<ul style="list-style-type: none"> <li>• Check that the host name or IPv4 address of the POP3/IMAP4 server is correctly programmed using the Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Contact the administrator.</li> </ul>



Message	Cause	Solution
<p>Check whether there are any network problems.</p> <p><b>[15-02]</b></p>	<p>Cannot log on to the POP3/IMAP4 server.</p>	<ul style="list-style-type: none"> <li>• Check that the user name and password of the E-mail Account are correctly programmed using <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>
<p>Check whether there are any network problems.</p> <p><b>[15-03]</b></p>	<p>No machine e-mail address is programmed.</p>	<ul style="list-style-type: none"> <li>• Check that the machine's e-mail address is correctly programmed using <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>
<p>Check whether there are any network problems.</p> <p><b>[15-11]</b></p>	<p>Cannot find the DNS server or POP3/IMAP4 server.</p>	<ul style="list-style-type: none"> <li>• Check that the DNS server IPv4 address is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check that the POP3/IMAP4 server is correctly programmed using Web Image Monitor. See the Web Image Monitor's Help.</li> <li>• Check the network connection and radio wave status.</li> <li>• Check that the LAN cable is correctly connected to the machine.</li> <li>• Contact your network administrator.</li> </ul>

Message	Cause	Solution
<p>Check whether there are any network problems.  <b>[15-12]</b></p>	<p>Cannot log on to the POP3/IMAP4 server.</p>	<ul style="list-style-type: none"> <li>• Check that the user name and password of the E-mail Account are correctly programmed from <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Check that the user name and password for POP before SMTP authentication are correctly programmed from <b>[File Transfer]</b> under <b>[System Settings]</b>. See "File Transfer", General Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help.</li> <li>• Contact your network administrator.</li> </ul>

 **Note**

- ❑ If "Check whether there are any network problems." appears, the machine is not correctly connected to the network or the settings of the machine are not correct. If you do not need to connect the machine to the network, you can specify the setting so this message is not displayed, and then the **[Facsimile]** key no longer lights. See "Parameter Setting", General Settings Guide. If you reconnect the machine to the network, be sure to set "Display" with User Parameters. Otherwise, you cannot check the status of the network connection.
- ❑ If the paper tray runs out of paper, "Out of paper. Load it, then press [Exit]." appears on the display, add more paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the display. You can turn this function on or off with "Parameter Setting". See "Parameter Setting", General Settings Guide.

# When You Cannot Send or Receive Fax Messages As Wanted

This section describes likely causes of and possible solutions for transmission and reception-related problems.

## ❖ Transmission/Reception


Problem	Cause	Solution
Both transmission and reception are impossible.	The modular cable may be disconnected.	Make sure that the modular cable is correctly connected. See "Connecting the Machine to a Telephone Line and Telephone", General Settings Guide.
Both transmission and reception are impossible.	The terminal adaptor setting is incorrect.	Check the setting.

## ❖ Transmission

Problem	Cause	Solution
Document appears blank at the other end.	The original was placed upside down.	Place it correctly. See "Placing Originals", Facsimile Reference.
Transmission failed due to a "maximum e-mail size" error.	The size of the Internet fax document exceeds the maximum e-mail size specified on the machine.	Set <b>[Maximum E-mail Size]</b> under <b>[E-mail Settings]</b> to <b>[Off]</b> , or set the maximum e-mail size to a larger value. Then, re-send the document. See "E-mail Settings", General Settings Guide.
When using On Hook Dial or Manual Dial, "Receiving..." appears and transmission is not allowed.	If the machine fails to detect the size of the original when the <b>[Start]</b> key is pressed, it performs a receiving operation.	Press <b>[Original Size:]</b> , select the scanning area, and then resend the document. If you use On Hook Dial or Manual Dial frequently, it is recommended that you set "Receive documents by pressing the <b>[Start]</b> key when originals are not set." to "Off" in User Parameters. If this is set to "Off", when using Manual Dial, you cannot receive by pressing the <b>[Start]</b> key. See "Parameter Setting", General Settings Guide.
LAN-Fax Driver does not work.	The entered login user name, password, or driver encryption key is incorrect.	Check your login user name, password, or driver encryption key, and enter them correctly. Contact the administrator.
LAN-Fax Driver does not work.	A high security level is set by the extended security function.	Contact the administrator.

Problem	Cause	Solution
Cannot cancel a Memory Transmission.	The document is being scanned.	Press the <b>[Clear/Stop]</b> key. See "Canceling a Transmission", Facsimile Reference.
Cannot cancel a Memory Transmission.	The document is being sent or it is in standby.	Press the <b>[Clear/Stop]</b> key. See "Canceling a Transmission", Facsimile Reference.
Cannot cancel an Immediate Transmission.	-	Press the <b>[Clear/Stop]</b> key. See "Canceling a Transmission", Facsimile Reference.
Cannot cancel Internet Fax transmission.	-	Press the <b>[Clear/Stop]</b> key. See "Canceling a Transmission", Facsimile Reference.  Canceling Internet Fax transmission is possible only during scanning. It is impossible during communication.
Although a group specification was set for the following, reception was not possible. Forwarding, Forwarding of Special Sender, Email TX Result, routing email received via SMTP.	The number of specified destinations exceeds the maximum number that can be specified as a group.	A maximum of 100 parties can be specified for a group. Check if there are over the specified numbers registered in the address book. If a group was registered in another group, transmission is canceled but an error message does not appear. See "Registering Names to a Group", General Settings Guide.

❖ Reception

Problem	Cause	Solution
The machine failed to print received fax documents.	If this happened when the Receive File indicator was lit, the paper or toner might have run out, making printing impossible.	<ul style="list-style-type: none"> <li>• Load paper into the paper tray.</li> <li>• Add toner.</li> </ul> See "Substitute Reception", Facsimile Reference.
The machine failed to print received fax documents.	When the  Load Paper indicator is lit.	Load paper into the paper tray. See p.65 "Loading Paper".
Reception is impossible, but transmission is possible.	The toner has run out.	Replace the toner bottle. See p.85 "Replacing Toner".
Reception is possible, but transmission is impossible.	The terminal adaptor setting is incorrect.	Check the setting.
Transmission is possible, but reception is impossible.	The terminal adaptor setting is incorrect.	Check the setting.

❖ **Printing**

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Print is slanted.	The tray's side fences may not be locked.	Check the side fences are locked. See p.71 "Changing the Paper Size".
Print is slanted.	The paper is fed in at a slant.	Load the paper correctly. See p.65 "Loading Paper".
Print is slanted.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Copy paper becomes creased.	Printed paper is used.	Use recommended paper. Do not reuse copy paper that has been already printed onto. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Printed images contain blots or are patchy.	The machine is not on a level surface.	The machine must be placed on a stable and level surface. Check the environment of location to select an appropriate location. See p.93 "Where to Put Your Machine".
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Straighten the paper if curled. Replace it if wrinkled or damaged. See "Copy Paper", About This Machine.

Problem	Cause	Solution
The image is too dark or too light.	The correct paper type settings are not made.	Check the paper loaded on the paper tray or bypass tray matches the paper type set on the display panel. See "Copy Paper", About This Machine.
The image is too dark or too light.	Using toner bottles not recommended by the supplier or refilling the toner bottle may degrade the print quality or cause a malfunction.	Use only toner bottles recommended by the supplier.
Background of received images appears dirty. Images from the back of the page appear.	Image density is too dark.	Adjust scan density. See "Image Density (Contrast)", Facsimile Reference.
Printed or sent images are spotty.	The exposure glass, ADF or ARDF is dirty.	Clean them. See p.97 "Maintaining Your Machine".
Received image is too light.	When using moist, rough, or processed paper, areas of print may not be fully reproduced.	Only use recommended paper. See "Copy Paper", About This Machine.
Received image is too light.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Received image is too light.	<ul style="list-style-type: none"> <li>The image density has been set too low.</li> <li>The original of the transmitted fax was printed on paper that is too thin.</li> </ul>	<ul style="list-style-type: none"> <li>Increase the scanning density. See "Image Density (Contrast)", Facsimile Reference.</li> <li>Ask the sender to reprint the original on thicker paper and fax it again.</li> </ul>
Received image is too light.	When the  Add Toner indicator is lit, toner is beginning to run out.	Replace the toner bottle soon. See p.85 "Replacing Toner".
Other fax machine's name is not correctly printed or displayed.	When a destination is programmed in the Address Book using SmartDeviceMonitor for Admin or Web Image Monitor, in some languages, the programmed destination may not be printed or displayed correctly.	Use ASCII characters (for example: a-z, 0-9).

## ❖ Others

Problem	Cause	Solution
All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/Reception, Memory Lock, and Substitute Reception.	All fax documents are lost from memory if the machine remains unpowered for approximately 12 hours or longer.	If any documents have been lost for this reason, a Power Failure Report is automatically printed when the machine is turned on. If fax documents stored for Memory Transmission have been lost, check the destinations and resend the documents. If fax documents received through Memory, Memory Lock or Substitute Reception have been lost, ask the senders to resend the documents. See p.35 "Turning Off the Main Power / In the Event of Power Failure".
The following functions are not available: Forwarding, routing email received via SMTP.	This function is made unavailable by the enhanced security function.	Contact the administrator.

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## When Memory Is Full

This section describes likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
Exceeded max. memory capacity. Do you want to send the scanned data?	The memory is full.	If you press <b>[Exit]</b> , the machine returns to standby mode and starts transmitting the stored pages.

## When an Error Report Is Printed

An Error Report is printed if a document cannot be successfully sent or received. Possible causes include a problem with the machine or noise on the telephone line. If an error occurs during transmission, resend the original.

If an error occurs during reception, ask the sender to resend the document.

### **Note**

- If an error happens frequently, contact your service representative.
- The “Page” column gives the total number of pages. The “Page not sent” or “Page not received” column gives the number of pages not sent or received successfully.
- You can display a destination with the User Parameters. See “Parameter Setting”, General Settings Guide.
- You can display a sender name with the User Parameters. See “Parameter Setting”, General Settings Guide.



# Turning Off the Main Power / In the Event of Power Failure

This section describes the machine status when the power is turned off or if the power fails.

## **CAUTION:**

- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

## **Important**

- Do not turn off the main power switch while the power indicator is lit or blinking. If you do, the memory may be damaged and failure could result.
- Turn off the main power switch before pulling out the plug. If you pull out the plug with the switch on, the memory may be damaged and failure could result.
- Make sure that 100% is shown on the display before you unplug the machine. If a lower value is shown, some data is currently present in memory.
- Right after a power failure, the internal battery needs to be sufficiently recharged to guard against future data loss. Keep the machine plugged in and the main power switch on for about 5 days after the power loss.

Even if the main power switch is turned off, the contents of the machine memory (for example, programmed numbers) will not be lost. However, if power is lost for about 12 hours because the main power switch is turned off, there is a power cut, or the power cord is removed, contents of the Fax memory are lost. Lost items will include any fax documents stored in memory using Memory Transmission/Reception, Memory Lock, or Substitute Reception.

If a file was deleted from memory, a Power Failure Report is automatically printed as soon as the power is restored.

This report can be used to identify lost files. If a document stored for Memory Transmission was lost, resend it. If a document received by Memory Reception or Substitute Reception was lost, ask the sender to resend it.

## **RDS (Remote Diagnostic System)**

If the machine has a problem, a service representative can perform various settings over the telephone line from the service station. If you want to use this function, change the User Parameter. See "Parameter Setting", General Settings Guide.

## When an Error Occurs Using Internet Fax

This section describes reports that the machine sends if an Internet Fax error occurs.

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### Error Mail Notification

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The machine sends the Error Mail Notification to the sender when it is unable to successfully receive a particular e-mail message. A "cc" of this notification is also sent to the administrator's e-mail address when one is specified.

3

#### Note

- You can select to send Error Mail Notification with User Parameters. See "Parameter Setting", General Settings Guide.
- If Error Mail Notification cannot be sent, the Error Report (E-Mail) is printed by the machine.
- If an error occurs when e-mail is received via SMTP, the SMTP server sends error e-mail to the originator of the document.

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### Error Report (E-Mail)

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The Error Report (E-Mail) is printed by the machine when it is unable to send an Error Mail Notification.

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### Server-Generated Error E-mail

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The transmitting server sends this error e-mail to the originator of e-mail that cannot be transmitted successfully (due to reasons such as specifying an incorrect e-mail address).

#### Note

- After server-generated error e-mail is printed, the first page of the sent document is printed.

# 4. Troubleshooting When Using the Printer Function

This chapter describes likely causes of and possible solutions for printer function problems.

## When a Message Is Displayed during Installation of the Printer Driver

This section describes what to do if a message appears when installing the printer driver.

The message number 58 or 34 indicates that the printer driver cannot be installed using Auto Run. Install the printer driver using **[Add Printer]** or **[Install Printer]**.

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### Windows 95/98/Me, Windows 2000 or Windows NT 4.0

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This section describes the procedure under Windows 95/98/Me, Windows 2000 or Windows NT 4.0.

- 1** On the **[Start]** menu, point to **[Settings]**, and then click **[Printers]**.
- 2** Double-click the Add Printer icon.
- 3** Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is either `\DRIVERS\RPCS\WIN9X_ME`, or `\DRIVERS\RPCS\WIN2K_XP`. If the installer starts, click **[Cancel]** to quit.

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### Windows XP Professional or Windows Server 2003

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This section describes the procedure under Windows XP Professional or Windows Server 2003.

- 1** On the **[Start]** menu, click **[Printers and Faxes]**.
- 2** Click **[Add a printer]**.
- 3** Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is `\DRIVERS\RPCS\WIN2K_XP`. If the installer starts, click **[Cancel]** to quit.

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## Windows XP Home Edition

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This section describes the procedure under Windows XP Home Edition.

- 1** On the [Start] menu, click [Printers and Faxes].
- 2** Click [Add a Printer].
- 3** Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K\_XP. If the installer starts, click **[Cancel]** to quit.

# When a Message Is Displayed

This section describes the principal messages that appear on the display panel. If a message not described here appears, act according to the message.

## Reference

Before turning the main power off, see “Turning On the Power”, About This Machine.

## Status Messages

This section describes the machine status messages.

Message	Status
Ready	This is the default ready message. The machine is ready for use. No action is required.
Printing...	The machine is printing. Wait a while.
Waiting...	The machine is waiting for the next data to print. Wait a while.
Offline	The machine is offline. To start printing, switch the machine online by pressing the <b>[Online]</b> Key.
Please wait.	This message may appear for a few seconds. It means the machine is initializing or executing maintenance operations. Wait a while.
Resetting Job...	The machine is resetting the print job. Wait until “Ready” appears on the display panel.
Setting change...	The machine settings are being changed. Wait a while.
Hex Dump Mode	In Hex Dump mode, the machine prints received data in hexadecimal format. Turn off the machine after printing, and then turn back on. Hex Dump mode is used for advanced troubleshooting.

## Alert Messages

This section describes the machine alert messages.

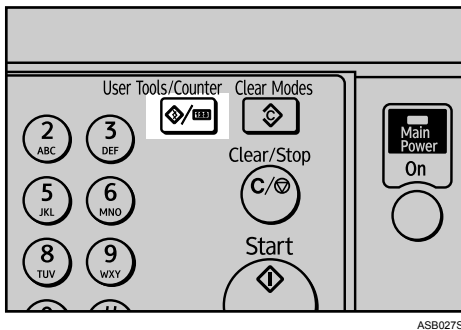
Message	Cause	Solution
Problem:Wireless card	An error may have occurred in the IEEE 802.11b card.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Problem:Wireless board	An error may have occurred in the IEEE 802.11b board.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.

Message	Cause	Solution
Paper Tray is in use.	The specified paper tray is in use by another function, such as the copier function.	Wait until the other function has finished using the specified paper tray.
Tray # Error	An error has occurred with the paper tray. # indicates the tray number.	Press <b>[JobReset]</b> to change the paper tray settings, or press <b>[Form-Feed]</b> to select another paper tray and print using that.
USB Error	An error has occurred in the USB interface.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Duplex mode is in off position for Tray #	The selected paper tray has not been configured for duplex printing. # indicates the tray number.	Press <b>[JobReset]</b> to change the paper tray settings or do single-sided printing. For details about the tray settings, see General Settings Guide.
Ethernet Board Error	An error has occurred in the Ethernet board.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
NV-RAM Error	An error has occurred in the machine.	Turn off the main power switch, and back on again. If the message appears again, call your sales or service representative.
Authentication failed.	<ul style="list-style-type: none"> <li>The login user name or password entered is incorrect.</li> <li>The machine currently cannot perform authentication.</li> </ul>	<ul style="list-style-type: none"> <li>Check your login user name and password.</li> <li>Contact the administrator.</li> </ul>
Parallel I/F Error	An error has occurred in the parallel interface board.	Contact your service representative.
Printer Font Error.	An error has occurred in the font settings.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Memory Overflow	Maximum capacity of PCL or PostScript 3 list display has been exceeded.	Reduce the value of <b>[Resolution]</b> in the printer driver, or select <b>[Font Priority]</b> in <b>[Memory Usage]</b> under <b>[System]</b> (see "Printer Features", General Settings Guide). If this message continues to appear after taking these steps, decrease the number of files sent to the machine.

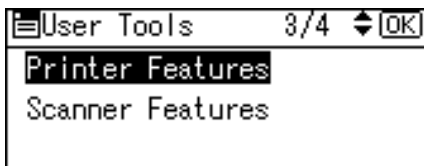
## Printing the Error Log

If files could not be printed due to printing errors, print the error log to identify the problem.

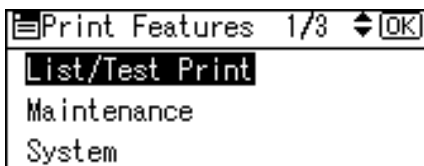
- 1 Press the **[User Tools/Counter]** key.



- 2 Select **[Printer Features]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



- 3 Select **[List/Test Print]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



- 4 Select **[Error Log]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



An error log is printed.

### Note

- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the earliest error is deleted. You can check any of these print jobs for error log information.
- If the main power switch is turned off, the log is deleted.

# When You Cannot Print

Use the following procedures if printing does not start even after performing **[Print]**.

4

Problem	Cause	Solution
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press the <b>[Online]</b> key.
Printing does not start.	The cause is displayed on the display panel.	Check the error message or warning status on the display panel and take the required action. See p.39 "When a Message Is Displayed".
Printing does not start.	The interface cable was connected after the machine was turned on.	Connect the interface cable before turning on the machine.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	The appropriate interface cable is not used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	If an extended wireless LAN is used, failure to print might result from a weak wireless signal.	To check signal status, press the <b>[User Tools/Counter]</b> key, and then select <b>[System Settings]</b> using <b>[▲]</b> or <b>[▼]</b> . On <b>[Interface Settings]</b> , select <b>[IEEE 802.11b]</b> , and then press <b>[Wireless LAN Signal]</b> using <b>[▲]</b> or <b>[▼]</b> . If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference. (You can check signal status only when using wireless LAN in infrastructure mode.)
Printing does not start.	If the machine is operating in an extended wireless LAN, the SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Network Settings", General Settings Guide.



Problem	Cause	Solution
Printing does not start.	If the machine is operating in an extended wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients.
Printing does not start.	The extended wireless LAN has not started.	Confirm the orange LED is lit, and the green LED is lit or blinks during transmission.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
Printing does not start.	The login user name, password, or driver encryption key is invalid.	Check the login user name, password, or driver encryption key is correct.
The Data In indicator does not blink or light up.	If the Data In indicator is unlit or not flashing even after performing <b>[Print]</b> , the machine has not received the data.	<ul style="list-style-type: none"> <li>When the machine is connected to a computer via a cable, check the computer print port settings are correct. For how to check the print port, see "Confirming the Connection Method", Printer Reference.</li> <li>When it is networked with a computer, contact the administrator.</li> </ul>
The status indicator of the machine is red.	The cause is displayed on the display of the control panel.	Check the error message on the display panel and take required action. See p.39 "When a Message Is Displayed".
Updating the destination list. Reselect destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
<b>[List/Test Print]</b> is disabled.	A mechanical error might have occurred.	Contact your service representative. See "List/Test Print", General Settings Guide.
Printing does not start when using extended wireless LAN in Ad-hoc mode.	Correct communication mode is not set.	Turn the main power off and back on. See "Turning On the Power", About This Machine.  Or, change the settings in <b>[Network]</b> under <b>[Interface Settings]</b> of <b>[System Settings]</b> . See "Network Settings", General Settings Guide.

If the printing does not start, contact your service representative.

❖ **When the machine is connected to the computer using the interface cable**

The following shows how to check the print port when the Data In indicator does not light up or blink.

Check if the print port setting is correct. When it is connected using a parallel interface, connect it to LPT1 or LPT2.

For Windows 95/98/Me

- ① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.
- ② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.
- ③ Click the **[Details]** tab.
- ④ In the **[Print to the following port:]** list, confirm the correct port is selected.

For Windows 2000 or Windows NT 4.0

- ① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.
- ② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.
- ③ Click the **[Ports]** tab.
- ④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

For Windows XP Professional or Windows Server 2003

- ① Click the **[Start]** button, and then click **[Printers and Faxes]**.
- ② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.
- ③ Click the **[Ports]** tab.
- ④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

For Windows XP Home Edition

- ① Click the **[Start]** button, and then click **[Control Panel]**.
- ② Click **[Printers and Other Hardware]**.
- ③ Click **[Printers and Faxes]**.
- ④ Click the icon of the machine. On the **[File]** menu, click **[Properties]**.
- ⑤ Click the **[Ports]** tab.
- ⑥ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

# Other Printing Problems

This section describes likely causes of and possible solutions for problems that can occur when printing from a computer.

Problem	Cause	Solution
The print on the entire page is faded.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
The print on the entire page is faded.	The paper is unsuitable.	Use recommended paper. (Printing on coarse or treated paper might result in faint print image.) See "Copy Paper", About This Machine.
The print on the entire page is faded.	On the printer driver, under <b>[Print Quality]</b> , <b>[Level Color]</b> is checked.	See the printer driver Help.
Printed images contain blots or are patchy.	Settings for thick paper have not been made when printing on thick paper.	<ul style="list-style-type: none"> <li>PCL 6/5e and PostScript 3 Select <b>[Thick]</b> in the <b>[Type:]</b> list on the <b>[Paper]</b> tab.</li> <li>RPCS Select <b>[Thick]</b> in the <b>[Paper type:]</b> list on the <b>[Print Settings]</b> tab.</li> </ul>
Printed images contain blots or are patchy.	Printing on coarse paper or treated paper can result in faint print image.	Use supplier-recommended paper. See "Copy Paper", About This Machine.
Printed images contain blots or are patchy.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Printed images contain blots or are patchy.	Check the machine is set on a level surface. The machine must be placed on a stable and level surface.	Check the environment of location to select an appropriate location. See p.93 "Where to Put Your Machine".
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles from the paper, or replace it. See "Copy Paper", About This Machine.
The image is too dark or too light.	The correct paper type settings are not made.	Check the paper loaded on the paper tray or bypass tray matches the paper type set on the display panel. See "Copy Paper", About This Machine.
The image is too dark or too light.	The paper is loaded reverse side up.	Before printing on special paper, check its surface carefully. Printing on non-print surfaces reduces print quality and can damage the machine's internal components. See "Copy Paper", About This Machine.

Problem	Cause	Solution
Image is dirty.	Use of non-recommended toner can result in loss of print quality and other problems.	Use manufacturer-genuine toner. Contact your service representative.
Print result differs from the display.	A non-Windows OS is being used.	Check the application supports the printer driver.
Print result differs from the display.	The machine is not selected for printing.	Use the machine's printer driver and check the machine is the designated printer. See "Setting Up the Printer Driver", Printer Reference.
Print result differs from the display.	Data transmission failed or was cancelled during printing.	Check whether there is failed or cancelled data remaining. See "Checking the Error Log", Printer Reference.
Characters differ from the display.	The print density is too dark.	Adjust the image density. See the printer driver Help.
Characters differ from the display.	The loaded paper is unsuitable.	Printing on recommended paper produces better resolution. See "Copy Paper", About This Machine.
It takes too much time to resume printing.	The data is so large or complex that it takes time to process.	If the Data In indicator is blinking, data is being processed. Simply wait until printing resumes.
It takes too much time to resume printing.	The machine was in Energy Saver mode.	To resume from Energy Saver mode, it has to warm up, and this takes time. See "ENERGY STAR Program", About This Machine.
Optional components connected to the machine are not recognized when using Windows 95/98/Me, Windows 2000/XP, and Windows NT 4.0.	The option setup in printer properties is not configured when bidirectional transmission is not enabled.	See the printer driver Help.
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those set using the display panel.	Set the desired input tray using the printer driver. See the printer driver Help.

Problem	Cause	Solution
Some types of data, such as graphics data or data from certain applications, do not print.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> <li>• On the <b>[Details...]</b> tab, for the <b>[Print priority according to selected paper]</b> group, select <b>[Quality]</b>, and then print.</li> <li>• On the <b>[Misc.]</b> tab, select <b>[Spool data in EMF format]</b>.</li> <li>• In the <b>[Change User Settings]</b> dialog box, on the <b>[Misc.]</b> tab, select <b>[Print as bitmap]</b>.</li> </ul> See the printer driver Help.
Some characters are not printed or appear strange.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> <li>• In the <b>[Change User Settings]</b> dialog box, on the <b>[Misc.]</b> tab, select <b>[Change methods to extract TrueType fonts]</b>.</li> <li>• On the <b>[Misc.]</b> tab, select <b>[Spool data in EMF format]</b>.</li> <li>• In the <b>[Change User Settings]</b> dialog box, on the <b>[Misc.]</b> tab, select <b>[Print as bitmap]</b>.</li> </ul> See the printer driver Help.
Some characters are not printed or appear faint.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> <li>• On the <b>[Print Quality]</b> tab, for the <b>[Print priority according to selected paper]</b> group, select <b>[Quality]</b>, and then print.</li> </ul> See the printer driver Help.
Print speed or application relinquishing speed is slow.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> <li>• On the <b>[Print Quality]</b> tab, for the <b>[Print priority according to selected paper]</b> group, select <b>[Fast]</b>.</li> <li>• On the <b>[Misc.]</b> tab, select <b>[Spool data in EMF format]</b>.</li> </ul> See the printer driver Help. Quit any other applications.
Print ends mid-job.	An error might have occurred.	Check the machine's display panel to see if an error has occurred.
Image position differs from the display.	The correct page layout settings are not made.	Check the page layout settings made using the application. See the application's Help.
Image position differs from the display.	The correct page layout settings are not made.	Check that the size of the loaded paper matches that specified in the printer driver's <b>[Printout paper size:]</b> dialog box. See the printer driver Help.
The printed image is different from the image on the computer display.	With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display.	In the application, change the layout, character size, and character settings.
The printed image is different from the image on the computer display.	You might have selected to replace TrueType fonts with machine fonts in the printing process.	To print an image similar to that of the computer display, make settings to print TrueType fonts as an image. See the printer driver Help.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Print is slanted.	The tray's side fences might not be locked.	Check the side fences are locked. See p.71 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.65 "Loading Paper".
Print is slanted.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Use recommended paper. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Copy Paper", About This Machine.
Garbled characters are printed.	The correct printer language might have not been selected.	Set the correct printer language.
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help.

Problem	Cause	Solution
There is considerable delay between the print start instruction and actual printing.	"Sleep mode" might be set.	The machine requires time to warm up if it has been in "Sleep mode". See "Timer Settings", General Settings Guide and "ENERGY STAR Program", About This Machine.
There is considerable delay between the print start instruction and actual printing.	Processing time depends on data volume. High volume data, such as graphics-heavy documents, takes longer to process.	<p>If the Data In indicator is blinking, data has been received by the machine. Wait for a while.</p> <p>Making the following setting on the printer driver may reduce the computer's workload.</p> <p>For how to open the printing preferences dialog box, see "Setting Up the Printer Driver", Printer Reference.</p> <p>❖ <b>PCL 6/5e</b> Select the lower value for the <b>[Resolution]</b> list on the <b>[Print Quality]</b> tab in the printing preferences dialog box.</p> <p>❖ <b>PostScript3</b> If your operating system is Windows, select <b>[PostScript (optimize for speed)]</b> in the <b>[PostScript Output Option]</b> list. <b>[PostScript Output Option]</b> is located as follows:</p> <ul style="list-style-type: none"> <li>• Windows 95 / 98 / Me <b>[PostScript output format:]</b> on the <b>[PostScript]</b> tab in the printing preferences dialog box.</li> <li>• Windows 2000 / XP, Windows Server 2003 <b>[PostScript Output Option]</b> in <b>[PostScript Options]</b> on <b>[Advanced...]</b> on the <b>[Layout]</b> tab in the printing preferences dialog box.</li> <li>• Windows NT 4.0 <b>[PostScript Output Option]</b> in <b>[PostScript Options]</b> on <b>[Document Options]</b> on the <b>[Advanced]</b> tab in the printing preferences (document defaults) dialog box.</li> </ul> <p>❖ <b>RPCS</b> Select the lower value for <b>[Resolution:]</b> on the <b>[Print Quality]</b> tab in the printer driver's dialog box. Select <b>[Fast]</b> for the <b>[Document type]</b> list on the <b>[Print Quality]</b> tab in the printer driver's dialog box. To enable <b>[Change User Settings...]</b>, select the <b>[User settings]</b> check box. See the printer driver Help.</p>
Graphics print out differently to how they appear on screen.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.

Problem	Cause	Solution
Page layout is not as expected.	Print areas differ depending on the machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.	Adjust the <b>[Printable area:]</b> setting in the <b>[Printer Configuration...]</b> dialog box on the <b>[Print Settings]</b> tab in the RPCS printer driver. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.
Solid lines are printed as broken lines.	Dither patterns do not match.	Make the following settings with the printer driver: <ul style="list-style-type: none"> <li>• Change the <b>[Dithering:]</b> setting on the <b>[Image Adjustments]</b> tab in the <b>[Change User Settings]</b> dialog box, on the <b>[Print Quality]</b> tab in the RPCS printer driver. See the printer driver Help.</li> </ul>
Optional components connected to the machine are not recognized when using Windows 95 / 98 / Me, Windows 2000 / XP, Windows Server 2003, or Windows NT 4.0.	Bidirectional communication is not working.	Set up optional devices on the Properties of the machine. See the printer driver Help.
When using Windows 95/98/Me, Windows 2000/XP, or Windows NT 4.0, Auto Reduce/Enlarge print does not come out as expected.	-	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
The print job is not canceled even when the machine is switched to offline status.	-	Even when the machine is offline, printing is performed when <b>[Job Acceptance Priority]</b> is selected for <b>[Signal Control]</b> in <b>[Parallel Interface]</b> in <b>[Interface Settings]</b> under <b>[System Settings]</b> . Select <b>[Printer Priority]</b> for <b>[Signal Control]</b> . See "Interface Settings", General Settings Guide.
Images are incomplete, or excess pages are printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.



Problem	Cause	Solution
Duplex printing is malfunctioning.	Duplex printing cannot be done with paper set in the bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray.
Duplex printing is malfunctioning.	You have loaded thick paper , OHP transparencies, or labels specified as the paper type.	Specify another paper type.
Duplex printing is malfunctioning.	Duplex printing cannot be done with a tray for which <b>[Off]</b> has been specified as Paper Type on the System Settings menu.	Change the Paper Type setting for the tray to <b>[On]</b> on the System Settings menu. See "System Settings", General Settings Guide.
When using Windows 95 / 98 / Me / 2000 / XP, Windows Server 2003, or Windows NT 4.0, combined printing or booklet printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	User code management may have been set. Ask the administrator about valid user codes. To print, the user code must be entered from the printer driver.

Problem	Cause	Solution
Printing by Bluetooth is slow.	<ul style="list-style-type: none"> <li>• The number of jobs exceeds the capacity of the machine.</li> <li>• A communication error might have occurred.</li> <li>• Interference from IEEE802.11b (wireless LAN) devices affects communication speed.</li> <li>• Bluetooth transmission speeds are not high.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the number of jobs.</li> <li>• Remove the machine from close proximity with IEEE802.11b wireless LAN devices.</li> <li>• If there are active IEEE802.11b wireless LAN devices or other Bluetooth devices nearby, relocate the machine or deactivate those devices.</li> </ul>

If the problem cannot be solved, contact your sales or service representative.

# 5. Troubleshooting When Using the Scanner Function

This chapter describes likely causes of and possible solutions for scanner function problems.

## When Scanning Is Not Done As Expected

This section describes causes and remedies when scan results are not as expected.

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass, scanning glass, exposure glass cover, ADF or ARDF is dirty.	Clean these parts. See p.97 "Maintaining Your Machine".
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not pressed flat against the exposure glass.	Make sure that the original is pressed flat against the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See "Placing Originals", Copy Reference.
No image results from scanning.	The original was placed with the front and back reversed.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF or ARDF, the side to be scanned must face up. See "Placing Originals", Copy Reference.
The scanned image contains white spaces.	If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides.	Scanning at a higher resolution may reduce the margins.

## When You Cannot Send Scanned Files

The following sections describe likely causes of and solutions for network delivery and e-mail sending-related problems.

### When You Cannot Browse the Network to Send a Scanned File

This section describes likely causes of and possible solutions for the browser network failing to operate when files are sent.

Problem	Cause	Solution
The network cannot be browsed when specifying the destination folder.	The following machine settings may not be correct: <ul style="list-style-type: none"> <li>• IPv4 address</li> <li>• Subnet Mask</li> </ul>	Check the settings. See "Network Settings", General Settings Guide.

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### When the TWAIN Driver Cannot Be Started

This section describes likely causes of and possible solutions for the TWAIN driver failing to operate.

Problem	Cause	Solution
The Scanner Properties dialog box cannot be displayed.	Advanced encryption has been specified in the extended security setting.	For details about the extended security setting, contact the administrator.

### The Network Delivery Function Cannot Be Used

This section describes likely causes of and possible solutions for the Network Delivery function failing to operate.

Problem	Cause	Solution
The network delivery function cannot be used.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
The network delivery function cannot be used.	The network delivery function setting is not correct.	Specify it correctly. See "Settings Required to Use the Network Delivery Scanner", General Settings Guide.

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## Operations Are Not Possible When Messages Appear

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This section describes likely causes of and possible solutions for messages that appear when the machine fails to operate.

Message	Cause	Solution
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.

# When a Message Is Displayed

This section describes likely causes of and possible solutions for error messages that may appear on the machine's display panel.

## When a Message Is Displayed on the Display Panel

This section describes causes and remedies if an error message appears on the display of the control panel.

### Important

- For messages that are not listed here, see “When You Have Problems Operating the Machine”.

Message	Cause	Solution
Connection with LDAP server has failed. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See “Administrator Tools”, General Settings Guide.
LDAP server auth. has failed. Check the settings.	The user name and password differ from those set for LDAP server authentication.	Make settings correctly for the user name and the password for LDAP server authentication.
Destination list has been updated. Selected destinations/sender will be cleared.	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.
Updating destination list has failed. Try again?	A network error has occurred.	Check whether the server is connected.
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated.	If a destination or sender's name was already selected, re-select it after this message disappears.

Message	Cause	Solution
Cannot detect original size Select scan size.	You have loaded paper of a size not shown on the paper size selector.	<ul style="list-style-type: none"> <li>Place the original correctly.</li> <li>Specify the scan size.</li> <li>When placing an original directly on the exposure glass, the lifting/ lowering action of the ADF or ARDF triggers the automatic original size detection process. Lift the ADF or ARDF by more than 30 degrees. See "Placing Originals", Copy Reference.</li> </ul>
Exceeded max. number of search results which can be displayed. Max.: nnn (A figure is placed at n.)	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.
You do not have privileges to use this function.	Privileges to use this function.	Contact the administrator.
LDAP server search timed out. Check the server status.	A network error has occurred and connection has failed.	Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See "Administrator Tools", General Settings Guide.
Specified group contains some invalid dest. Do you want to select only valid dest.?	The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder.	To select destinations for sending by e-mail, press <b>[Select]</b> for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press <b>[Select]</b> for the message displayed on the Scan to Folder screen.
Connection has failed. Check settings and check Scanned File Status.	The correct network settings are not made.	<ul style="list-style-type: none"> <li>Check the network settings of the client computer.</li> <li>Check that components such as the LAN cable are connected properly.</li> <li>Check that the server settings are correct and the server is working properly.</li> </ul>

Message	Cause	Solution
Dest. authentication failed. Check settings and check Scanned File Status.	The entered user name or password was invalid.	<ul style="list-style-type: none"> <li>• Check that the user name and password are correct.</li> <li>• Check that the ID and password for the destination folder are correct.</li> <li>• A password of 128 or more characters may not be recognized.</li> </ul>
Sender's name is not selected. Specify sender's name.	The sender's name was not specified.	A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name.
Cannot enter manually more than nnn destinations. (A figure is placed at n.)	The e-mail has too many (nnn or more) destinations.	Split the destinations into two or more groups.
Cannot specify more than 100 destinations.	The e-mail has too many (100 or more) destinations.	Split the destinations into two or more groups.
The number of destination folders selectable in one time is limited to 32.	The maximum number of destination folders that can be selected at one time has been exceeded.	Select 32 or fewer destination folders.
Exceeded max. E-mail size. Sending E-mail has been cancelled.	The maximum e-mail size has been exceeded.	<ul style="list-style-type: none"> <li>• Increase the size of <b>[Max. E-mail Size]</b>.</li> <li>• Set <b>[Divide &amp; Send E-mail]</b> to <b>[On (per page)]</b> or <b>[On (per max. size)]</b>.</li> </ul> See "Send Settings", General Settings Guide.
Sending failed. Check settings and check Scanned File Status.	While a file was being sent, a network error occurred and the file could not be sent correctly.	Try the operation once more. If the message is still shown, the network may be crowded. Contact the administrator.  Press the <b>[Job Information]</b> key to display the transmission results, and then check which job has not been sent. See "Confirmation Displays", Scanner Reference.
Entered protection code for dest. is incorrect. Please re-enter.	The correct protection code was not entered.	Make sure the protection code is correct, and then enter it again. See "Registering a Protection Code", General Settings Guide.



Message	Cause	Solution
Exceeded max. number of alphanumeric characters.	The maximum enterable number of alphanumeric characters has been exceeded.	Make sure the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Delivery Function", Scanner Reference.
Authentication failed.	The entered login user name or password is incorrect.	Check the login user name and password. The machine is unable to authenticate. Contact the administrator.
Exceeded max. data size per file. Cannot scan. The scanned data will be deleted.	The number of files exceeded the maximum number possible.	Reduce the number of files and send them again.
Original is being scanned by another function.	The machine is using another function such as copying.	Retry scanning after the operation with the other function is completed.
Exceeded max. memory capa. Scanning will be cancelled. Scanned data will be cleared.	The memory is full.	Try one of the following measures: <ul style="list-style-type: none"> <li>• Wait for a while, and then retry the scan operation.</li> <li>• Reduce the scan area or scanning resolution.</li> <li>• Delete unneeded stored files.</li> </ul>
Exceeded max. memory capacity. Do you want to send the scanned data?	The memory is full.	Specify whether to use the data or not.
No valid dest. lists. Check the settings or the server status.	The authentic settings for the delivery server are incorrect.	Check that the delivery server is on and the authentic settings for the delivery server are correct.
Sending has failed. Press Job Information key to check the status.	Sending has failed. Press the <b>[Job Information]</b> key to check the status.	Try the operation once more. If the message is still shown, the network may be crowded. Contact your network administrator. Use the Job Information screen to check for the file where the problem occurred. See "Confirmation Displays", Scanner Reference.

Message	Cause	Solution
Out of paper. Set paper on the tray.	No paper is loaded in the specified paper tray.	Load paper of a size that is listed in the message.
Check the resolution and reset nnn original(s). (A figure is placed at nnn.)	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
Exceeded max. data capacity Check resolution and Start.	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
Exceeded max. page capacity. Do you want to send the scanned data?	The number of scanned pages exceeded maximum page capacity.	Select whether to send the data so far.

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## When a Message Is Displayed on the Client Computer

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

### Important

- If an error message that is not included in this section appears, turn off the main power switch of the machine, and then turn it on again. For information about how to turn off the main power switch, see "Turning Off the Main Power", About This Machine.

Message	Cause	Solution
Clear Misfeed(s) in ADF.	A paper misfeed has occurred inside the ADF or ARDF.	Remove jammed originals, and place them again. Check whether the originals are suitable to be scanned by the machine.
Invalid Winsock version. Please use version 1.1 or higher.	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
The name is already in use. Check the registered names.	You tried to register a name that is already in use.	Use another name.

Message	Cause	Solution
Cannot detect the paper size of the original. Specify the scanning size.	The set original was misaligned.	<ul style="list-style-type: none"> <li>Place the original correctly.</li> <li>Specify the scan size.</li> <li>When placing an original directly on the exposure glass, the lifting/lowering action of the ADF or ARDF triggers the automatic original size detection process. Lift the ADF or ARDF by more than 30 degrees.</li> </ul>
Cannot add any more scanning mode.	The maximum number of registrable scanning modes has been exceeded.	The maximum number of modes that can be stored is 99. Delete unneeded modes.
Cannot specify any more scanning area.	The maximum number of registrable scanning areas has been exceeded.	The maximum number of scanning areas that can be stored is 99. Delete unneeded scanning area.
Scanner is not available on the specified device.	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
Scanner is not available. Check the scanner connection status.	<ul style="list-style-type: none"> <li>The machine's main power switch is off.</li> <li>The machine is not connected to the network correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Set the main power switch to "On".</li> <li>Check whether the machine is connected to the network correctly.</li> <li>Deselect the personal firewall function of the client computer.</li> <li>Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Remote Maintenance by telnet", Network Guide.</li> </ul>
No response from the scanner.	The machine is not connected to the network correctly.	Check whether the machine is connected to the network correctly.
No response from the scanner.	The network is crowded.	Wait for a while, and then try to reconnect.
Error has occurred in the scanner.	The application-specified scan conditions have exceeded the setting range of the machine.	Check whether the scanning settings made with the application exceed the setting range of the machine.
Fatal error has occurred in the scanner.	An unrecoverable error has occurred on the machine.	Call your service representative.

Message	Cause	Solution
Cannot connect to the scanner. Check the network Access Mask settings in User Tools.	An access mask is set.	Contact the administrator.
Scanner is not ready. Check the scanner and the options.	The ADF or ARDF cover is open.	Check whether the ADF or ARDF cover is closed.
Insufficient memory. Reduce the scanning area.	Scanner memory is insufficient.	<ul style="list-style-type: none"> <li>• Reset the scan size.</li> <li>• Lower the resolution.</li> <li>• Set with no compression. See TWAIN Driver help.</li> </ul> <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> <li>• “The Relationship between the Resolution and the Scanning Area” chart in Help for halftone scanning might not always apply. Scanning cannot be performed if large values are set for brightness when using halftone or high resolution.</li> </ul>
Insufficient memory. Reduce the scanning area.	When a paper misfeed occurs in the machine during printing, scanning cannot be performed.	After the misfed paper has been removed, proceed with scanning.
Cannot find “XXX” scanner used for the previous scan. “YYY” will be used instead. (XXX and YYY indicate a scanner name.)	<ul style="list-style-type: none"> <li>• The main power switch of the previously used scanner is not set to “On”.</li> <li>• The machine is not connected to the network correctly.</li> </ul>	<ul style="list-style-type: none"> <li>• Check whether the main power switch of the scanner used for the previous scan is turned off.</li> <li>• Check the previously used scanner is connected to the network correctly.</li> <li>• Deactivate the personal firewall of the client computer.</li> <li>• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine’s protocol. See “Network Settings”, General Settings Guide and “Remote Maintenance by telnet”, Network Guide.</li> <li>• Select the scanner used for the previous scan.</li> </ul>

Message	Cause	Solution
Error has occurred in the scanner driver.	An error has occurred in the driver.	<ul style="list-style-type: none"> <li>• Check whether the network cable is connected correctly to the client computer.</li> <li>• Check whether the Ethernet board of the client computer is recognized correctly by Windows.</li> <li>• Check whether the client computer can use the TCP/IP protocol.</li> </ul>
Communication error has occurred on the network.	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
Insufficient memory. Close all other applications, then restart scanning.	Memory is insufficient.	<ul style="list-style-type: none"> <li>• Close all the unnecessary applications running on the client computer.</li> <li>• Uninstall the TWAIN Driver, restart the computer, and then reinstall the TWAIN Driver.</li> </ul>
Any of Login User Name, Login Password or Driver Encryption Key is incorrect.	The entered login user name, password, or driver encryption key was invalid.	<ul style="list-style-type: none"> <li>• Check the login user name, password, and driver encryption key.</li> <li>• Permission to use this function has not been granted. Contact the administrator.</li> </ul>



# 6. Adding Paper and Replacing Toner

This chapter describes troubleshooting procedures that are applicable to all the machine's functions.

## Loading Paper

This section describes what to do when paper runs out and needs reloading.

### ⚠ CAUTION:

- When loading paper, take care not to trap or injure your fingers.

### 📌 Note

- Be sure to select the paper size with User Tools and the paper size selector. If you do not, misfeeds might occur.
- Straighten curled or warped paper before loading.
- For paper types and sizes, see "Recommended Paper Sizes and Types", About This Machine.
- To load paper in the bypass tray, see "Copying from the Bypass Tray", Copy Reference.

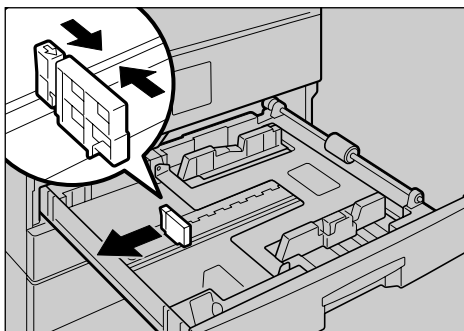
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## Loading Paper into the Paper Trays

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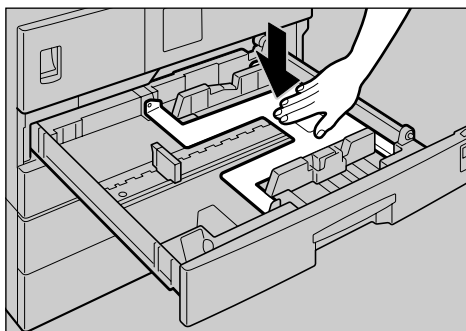
This procedure explains how to load paper into the paper trays.

- 1** Pull the paper tray out slowly until it stops.
- 2** While pinching the release lever, slide the end fence outward.

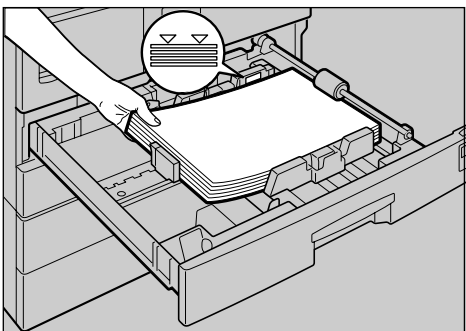


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- 3** Press the metal plate down until it clicks.



- 4** Make sure the edges of the deck of paper are flush, and load the paper. Check that the top of the stack is not higher than the limit mark inside the tray.



- 5** Position the end fence flush against the paper.
- 6** Push the paper tray in until it stops.

**Note**

- Fan the paper before loading.
- For details about loading paper of a size not selectable with the paper size selectors in Paper Trays, see "Changing the Paper Size".

**Reference**

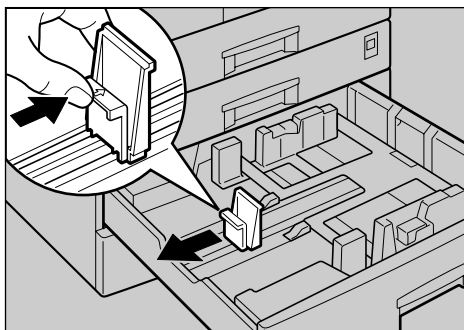
p.71 "Changing the Paper Size"



## Loading Paper into the Optional Paper Tray Unit

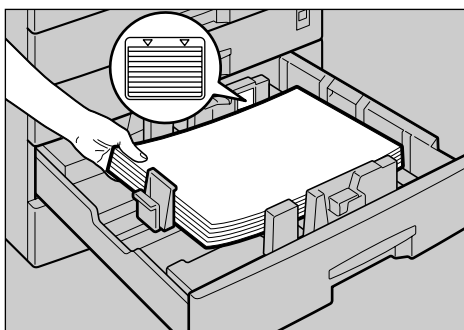
This procedure explains how to load paper in the optional paper tray unit.

- 1** Pull the paper tray out slowly until it stops.
- 2** While pinching the release lever, slide the end fence outward.



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- 3** Make sure the edges of the deck of paper are flush, and load the paper. Check that the top of the stack is not higher than the limit mark inside the tray.



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- 4** Position the end fence flush against the paper.
- 5** Push the paper tray in until it stops.

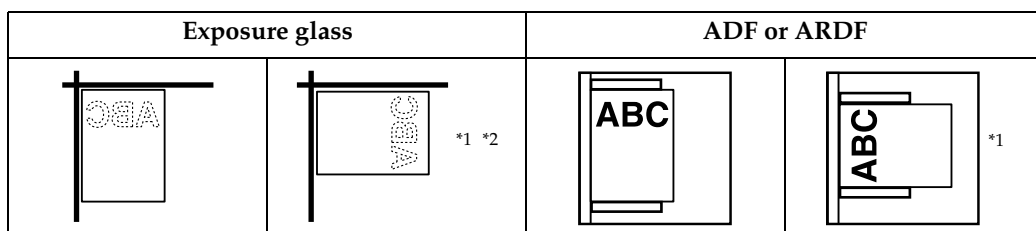
## Orientation-Fixed Paper or Two-Sided Paper


The following describes paper with its orientation and printing surface specified (letterhead paper).


Orientation-fixed (top to bottom) or two-sided paper (for example, letterhead paper, prepunched paper, or copied paper) might not print correctly, depending on how the originals and paper are placed. Select **[On]** in Letterhead Setting under Copier Features, and then place the original and paper as shown below. See "Copier Features", General Settings Guide.

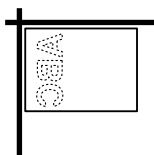
When printing with the printer function, placing orientation is the same.

### ❖ Original Orientation













\*1 When copying in this orientation using the duplex function, select **[Always Specify]** in **[Orientation]** under **[Copier Features]** (User Tools). Place originals, and then select  as the original orientation.

\*2 When copying in this orientation using the duplex function, and loaded paper orientation is , place originals as shown below:




❖ **Loaded paper orientation**


- For machine with copier function only

Copy mode		Paper tray	Bypass tray	
			When originals are placed on the exposure glass	When originals are placed in the ADF/ARDF
Loaded paper orientation 	1 Sided			
	2 Sided <sup>*1</sup>		—	—
Loaded paper orientation 	1 Sided			
	2 Sided <sup>*1</sup>		—	—

\*1 Type 2 only


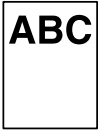

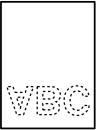






\*2 Shows when printing on the front page.

 : Shows the paper frontside facing up.

 : Shows the paper backside facing up.


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• For MFP

Copy mode		Paper tray	Bypass tray	
			When originals are placed on the exposure glass	When originals are placed in the ADF/ARDF
Loaded paper orientation 	1 Sided			
	2 Sided <sup>*1</sup>	 <sup>*2</sup>	—	—
Loaded paper orientation 	1 Sided			
	2 Sided <sup>*1</sup>	 <sup>*2</sup>	—	—

\*1 Type 2 only

\*2 Shows when printing on the front page.

 : Shows the paper frontside facing up.

 : Shows the paper backside facing up.

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 **Note**

- In [Tray Paper Settings] under [System Settings], specify [Letterhead] for “Paper Type” of the paper tray you want to use. This setting is only available when the printer/scanner and fax units are installed. See “Tray Paper Settings”, General Settings Guide.

# Changing the Paper Size

This section describes how to change paper sizes.

Procedures for changing the paper size differ depending on the paper tray (Tray 1 or 2, or the optional paper tray unit). Make sure you are following the appropriate procedure before you begin.

## Note

- Be sure to select the paper size with User Tools and the paper size selector. If you do not, misfeeds might occur.
- Fan the paper before loading.
- Straighten curled or warped paper before loading.

## Reference

For details about paper sizes and types, see “Tray Paper Settings”, General Settings Guide.

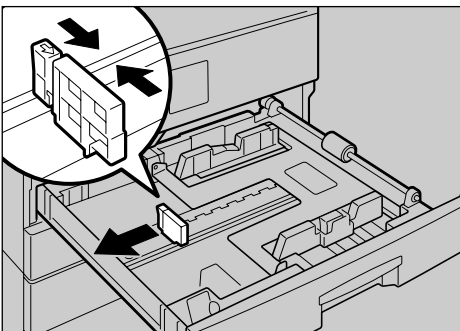
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## Changing the Paper Size in the Paper Tray

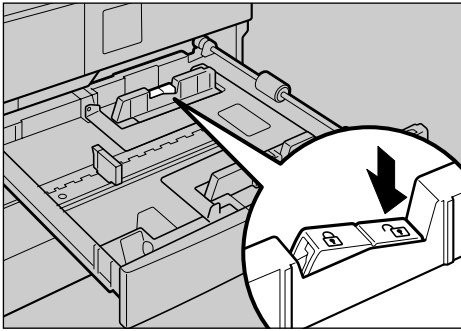
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Use the following procedure when changing a paper size in the paper tray.

- 1** Make sure the paper tray is not in use.
- 2** Pull the paper tray out slowly until it stops.
- 3** Remove any remaining copy paper.
- 4** While pinching the release lever, slide the end fence outward.

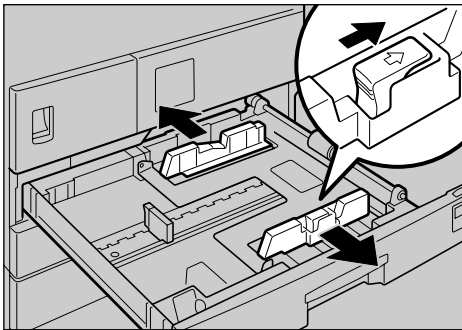


**5** Press down the release button.



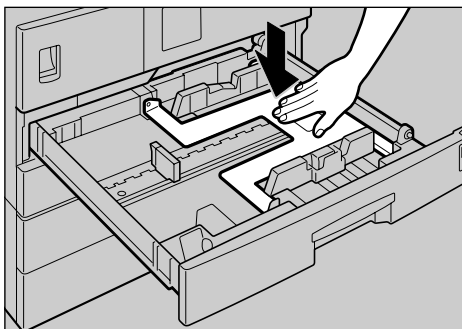
ZENY291E

**6** While pressing the release lever, slide the side fences outward.



ZENY390E

**7** Push the metal plate down until it clicks.



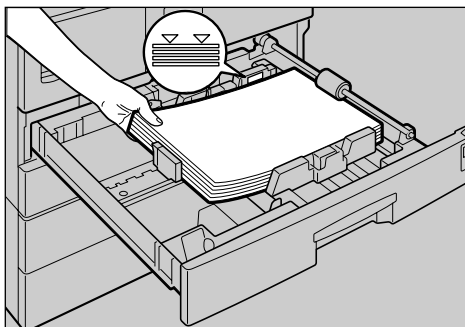
ZENY300E

6

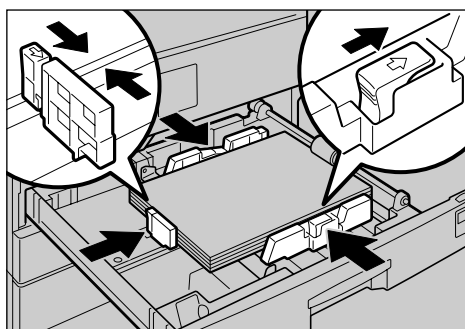
**8** Square the paper and place it in the tray.

Be sure to set the paper under the roller.

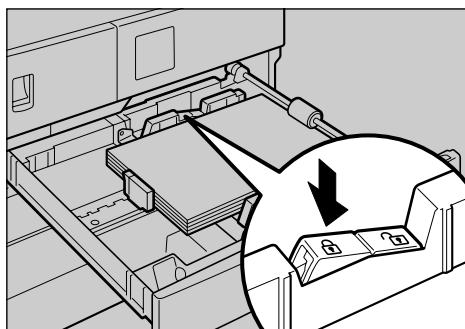
Do not stack paper over the limit mark.



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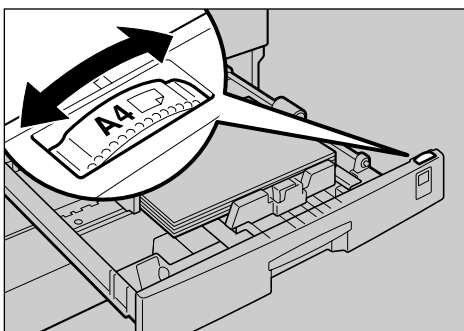
**9** While pressing the release levers, push in the side and end fences until they are flush against the paper's edges.

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**10** Press down the lock button.

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- Adjust the tray size to the new paper size using the paper size selector.



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- Push the paper tray in until it stops.

**Note**

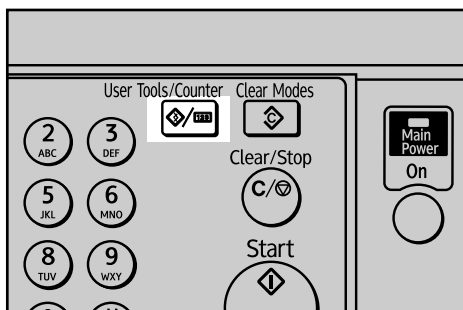
- When setting small quantities of copy paper, be careful not to squeeze in the side fence too much. Paper might not feed in properly if the side fences are too tight against the paper's edges.
- Be sure to set the correct size, otherwise a paper jam might occur.

6

### When Using 11"×17" Size Paper

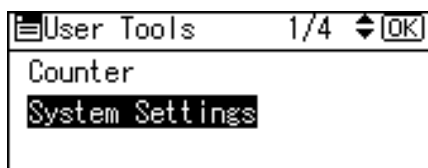
This procedure explains how to change the paper size to 11"×17".

- Set the paper size selector to "✱".
- Press the [User Tools/Counter] key.



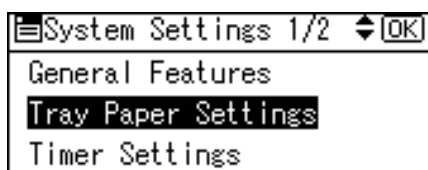
ASB027S

- Select [System Settings] using [▲] or [▼], and then press the [OK] key.

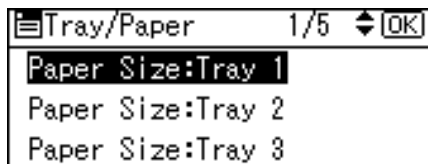




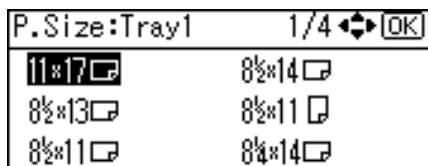
- 4** Select [Tray Paper Settings] using [▲] or [▼], and then press the [OK] key.



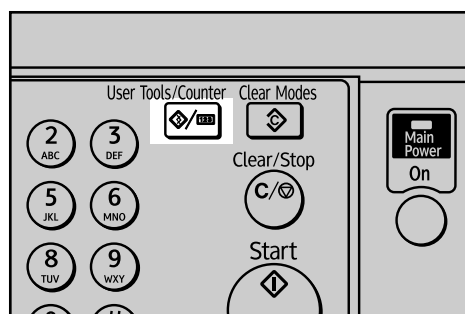
- 5** Select "Paper Size" for the paper tray of which paper size will be changed using [▲] or [▼], and then press the [OK] key.



- 6** Select the paper size using the scroll keys, and then press the [OK] key.

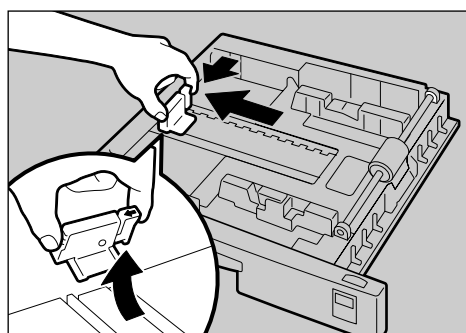


- 7** Press the [User Tools/Counter] key.

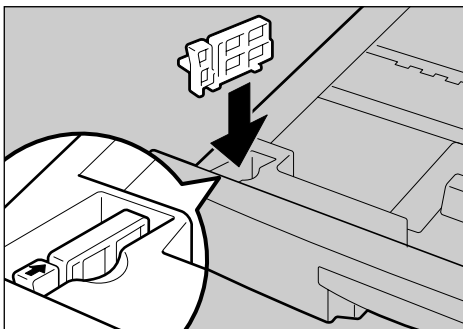


- 8** Pull the paper tray out slowly until it stops.

- 9** Pull the end fence off from the tray.



**10** Place it in the corner pocket on the left.



ZENY420E

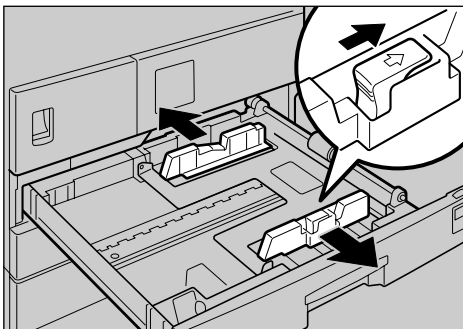
**11** Remove any remaining copy paper.

**12** Press down the release button.



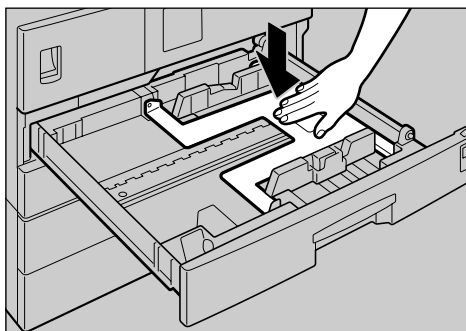
ASB020S

**13** While pressing the release lever, slide the side fences outward.



ASB021S

- 14** Push the metal plate down until it clicks.

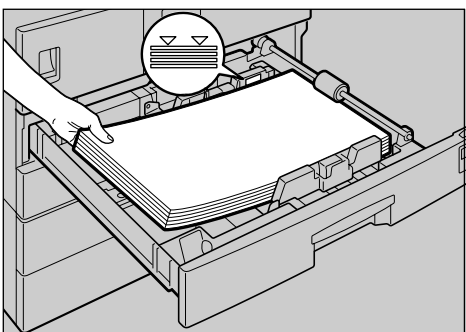


ASB022S

- 15** Square the paper and place it in the tray.

Be sure to set the paper under the roller.

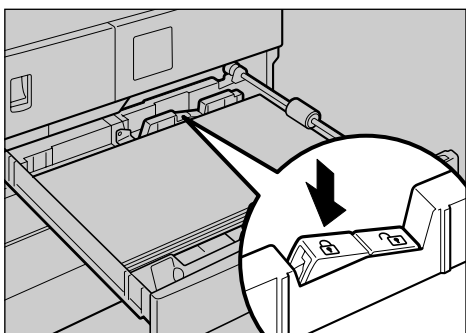
Do not stack paper over the limit mark.



ASB026S

- 16** While pressing the release lever, push in the side and end fences until they are flush against the paper's edges.

- 17** Press down the lock button.



ASB023S

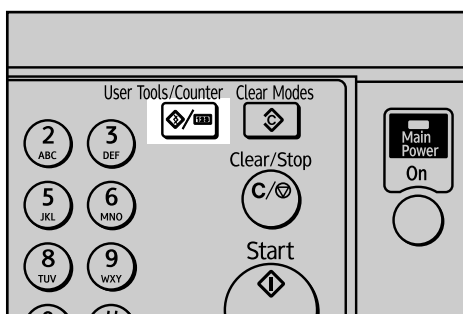
- 18** Push the paper tray in until it stops.

- 19** Check the paper size on the display panel.

## Changing to a Size Other Than Indicated on the Paper Size Selector

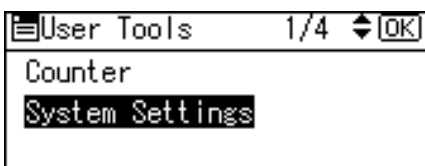
This procedure explains how to change to a paper size not indicated on the paper size selector.

- 1** Set the paper size selector to “\*”.
- 2** Press the [User Tools/Counter] key.

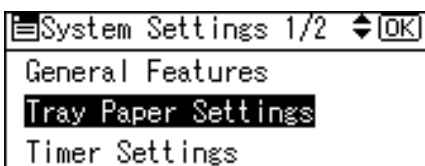


ASB027S

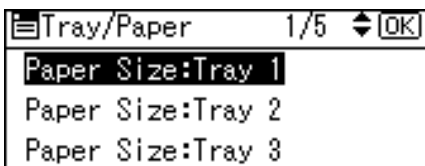
- 3** Select [System Settings] using [▲] or [▼], and then press the [OK] key.



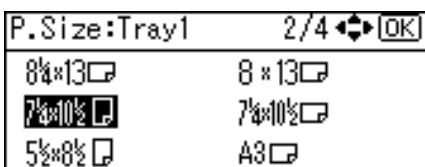
- 4** Select [Tray Paper Settings] using [▲] or [▼], and then press the [OK] key.



- 5** Select “Paper Size” for the paper tray of which paper size will be changed using [▲] or [▼], and then press the [OK] key.

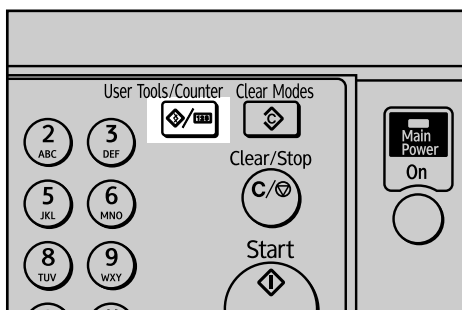


- 6** Select the paper size using the scroll keys, and then press the [OK] key.



6

- 7** Press the [User Tools/Counter] key.



ASB0275

- 8** Load the paper, and then gently push the paper tray in until it stops.
- 9** Check the paper size on the display panel.

 **Note**

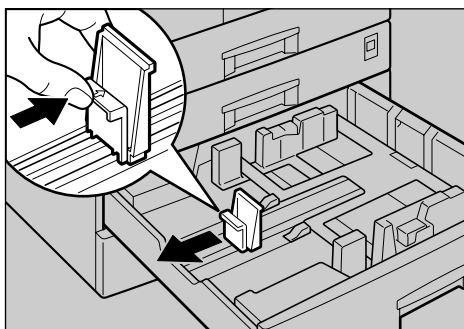
- For details about the type of paper that can be loaded in Paper Tray 1, see "Tray Paper Settings", General Settings Guide.

## Changing a Paper Size in the Optional Paper Tray Unit

6

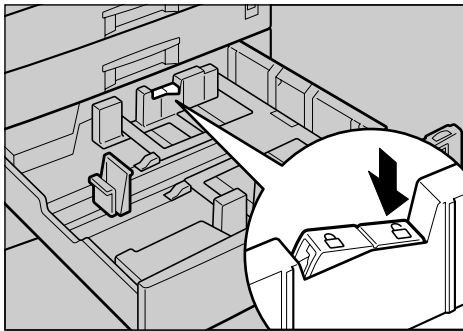
This section describes how to change the size of paper loaded in the optional paper tray unit.

- 1** Make sure the paper tray is not in use.
- 2** Pull the paper tray out slowly until it stops.
- 3** Remove any remaining copy paper.
- 4** While pinching the release lever, slide the end fence outward.



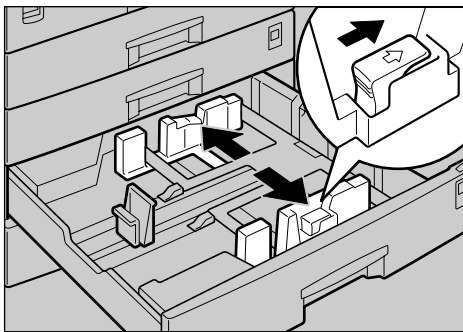
ASB0125

**5** Press down the release button.



ASB014S

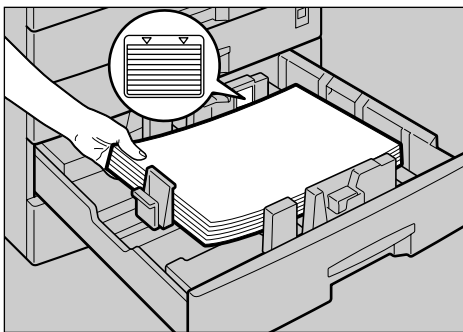
**6** While pressing the release lever, slide the side fences outward.



ASB015S

**7** Square the paper and place it in the tray.

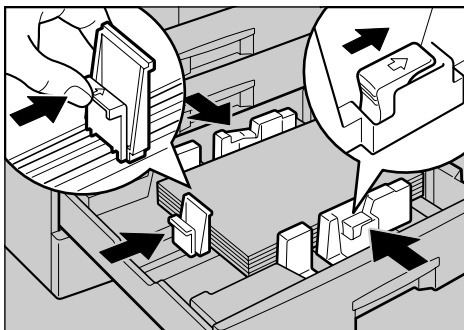
Do not stack paper over the limit mark.



ASB013S

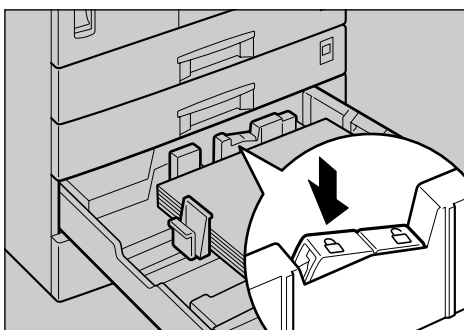
6

- 8** While pinching the release lever, push in the side and end fences until they are flush against the paper's edges.



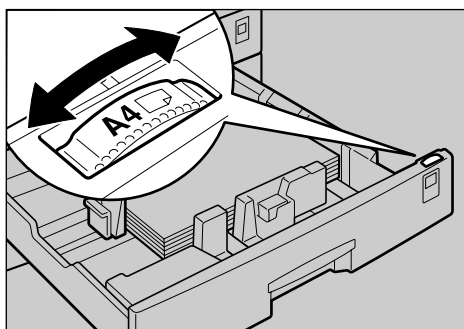
ASB016S

- 9** Press down the lock button.



ASB024S

- 10** Adjust the paper size selector in the paper tray according to the paper size.



ASB017S

- 11** Push the paper tray in until it stops.

- 12** Check the paper size on the display panel.

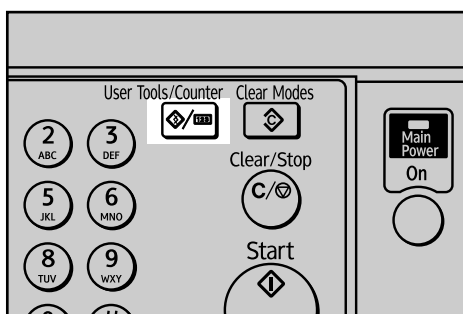
**Note**

- When setting small quantities of copy paper, be careful not to squeeze in the side fence too much. Paper might not feed in properly if the side fences are too tight against the paper's edges.
- Be sure to set the correct size, otherwise a paper jam might occur.

## Changing to a Size Other Than Indicated on the Paper Size Selector

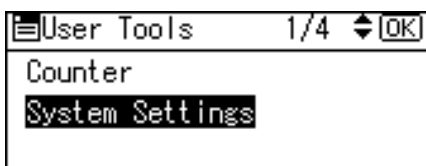
This procedure explains how to change to a paper size not indicated on the paper size selector.

- 1** Set the paper size selector in the paper tray to “\*”.
- 2** Press the [User Tools/Counter] key.

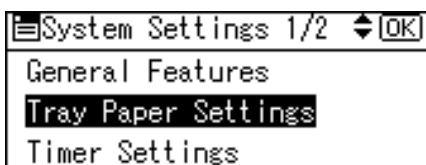


ASB027S

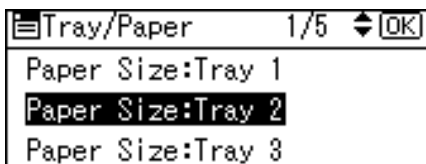
- 3** Select [System Settings] using [▲] or [▼], and then press the [OK] key.



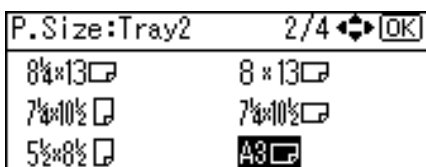
- 4** Select [Tray Paper Settings] using [▲] or [▼], and then press the [OK] key.



- 5** Select “Paper Size” for the paper tray of which paper size will be changed using [▲] or [▼], and then press the [OK] key.



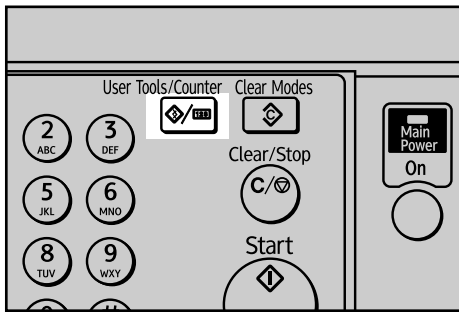
- 6** Select the paper size using the scroll keys, and then press the [OK] key.



6



- 7 Press the **[User Tools/Counter]** key.



- 8 Load the paper, and then gently push the paper tray until it stops.
- 9 Check the paper size on the display panel.

 **Note**

- For details about the type of paper that can be loaded in the paper tray, see “Tray Paper Settings”, General Settings Guide.

## Adding Toner

This section describes adding and storing toner.

### **WARNING:**

- ***Do not incinerate used toner or toner containers. Toner dust might ignite when exposed to an open flame. Dispose of used toner containers in accordance with local regulations.***

### **CAUTION:**

- *Keep toner (used or unused) and toner containers out of reach of children.*

### **CAUTION:**

- *If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.*

### **CAUTION:**

- *If toner or used toner gets into your eyes, flush immediately with large amounts of water. Consult a doctor if necessary.*

### **CAUTION:**

- *If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.*


### **CAUTION:**

- *Avoid getting toner on your clothes or skin when removing a paper jam or replacing toner. If your skin comes into contact with toner, wash the affected area thoroughly with soap and water.*
- *If toner gets on your clothing, wash with cold water. Hot water will set the toner into the fabric and may make removing the stain impossible.*

### **Important**

- Fault may occur if you use toner other than the recommended type.
- When adding toner, do not turn off the operation switch. If you do, settings will be lost.
- Always add toner when the machine instructs you.
- When a message "Add toner." is shown on the display panel, replace the toner.
- Store the toner bottles in a cool, dry place free from direct sunlight.
- Store on a flat surface.
- Do not repeatedly install and remove toner bottles. This will result in toner leakage.
- Do not shake the removed toner bottle. Remaining toner might scatter.

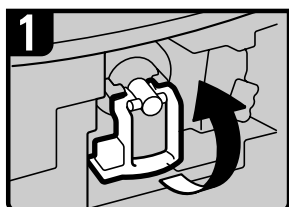
### **Note**

- You can make about 50 copies even after the  Add Toner indicator begins flashing, but replace toner early to prevent poor copy quality.

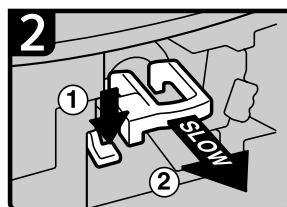
## Replacing Toner

This section describes how to replace the toner bottle.

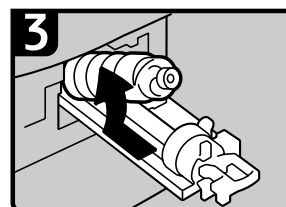
### Removing Toner



- Open the front cover of the machine.
- Raise the toner holder lever.



- Push the green lever, and then gently pull out the holder.



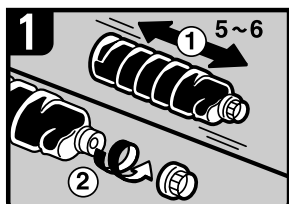
- Push the toner bottle back to raise its top, and then gently pull out the bottle.

ASB025S

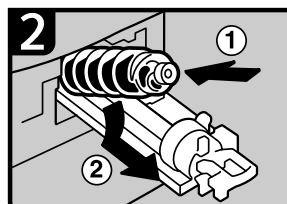
### Inserting Toner

#### ⚠ Important

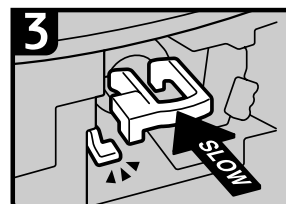
- ❑ Do not shake the removed toner bottle. The remaining toner might scatter.



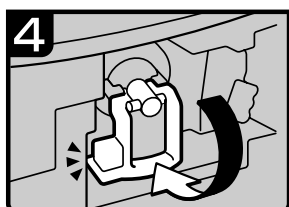
- Hold the new bottle horizontally and shake it from side to side five or six times.
- Remove the black cap.



- Put the toner bottle on the holder, and then pull its top forward.



- Push in the green lever until it clicks.



- Lower the toner holder lever back into its original position.
- Close the machine's front cover.

ASB004S

#### 📌 Note

- ❑ Do not remove the black cap before shaking.
- ❑ Do not remove the inner cap.

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## Sending Fax Messages When Toner Has Run Out

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When the machine has run out of toner, the indicator on the display lights. Note that even if there is no toner left, you can still send fax documents.

### Important

- Communication is not possible if the number of communications executed after the toner has run out plus the number of communications not listed in the journal exceeds 200.

**1** Make sure that the machine is in facsimile mode.

**2** Press [Exit], and then perform transmission operation.

The error message disappears.

### Note

- The communication results report cannot be printed.
- If the fax screen does not appear in step **1**, press the **[Facsimile]** key.

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## 6

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### Waste Toner

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Waste toner cannot be re-used.

Take the bottle of waste toner to your sales representative or service representative for recycling. If you dispose of it on your own, treat it as general plastic waste.

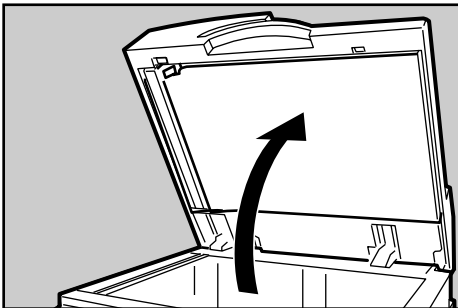
# Replacing the Transmission Stamp Cartridge

If the transmission stamp becomes faint, replace the cartridge.

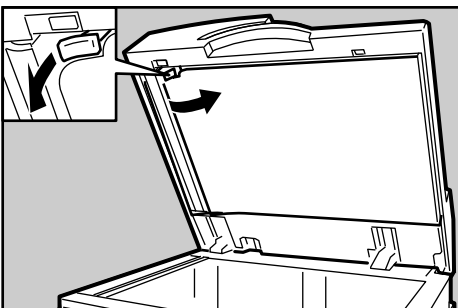
## Important

- This stamp cartridge is used for facsimile and scanner functions.
- Use the cartridge specified for this machine.
- Do not add ink to the cartridge by yourself. Neglecting this can cause ink leakage.
- Be sure not to dirty your fingers with ink from the cartridge.

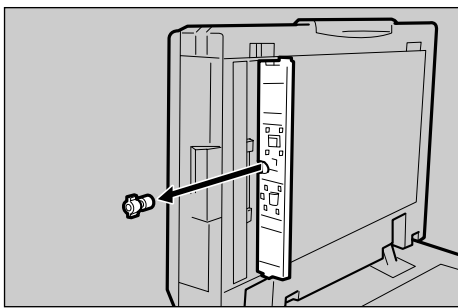
### **1** Open the ADF or ARDF unit.



### **2** Opens the stamp cover.

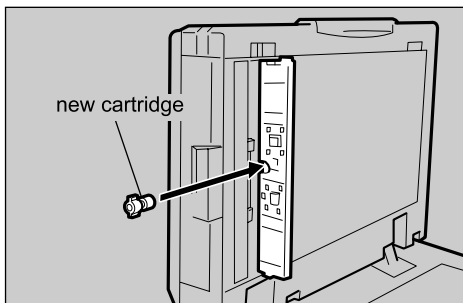


### **3** Pull out the old stamp cartridge.



**4** Insert the new stamp cartridge.

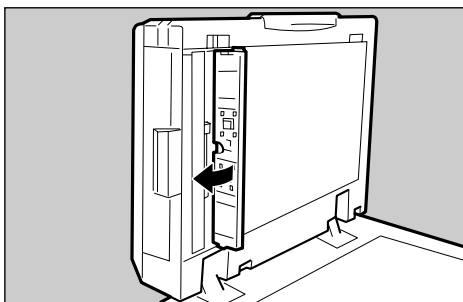
Insert the cartridge until the metal parts are no longer visible.



AM1002S

**5** Close the stamp cover.

Hold down the center part of the cover to make sure that it is closed completely.



ZEXH100J

**6** Lower the ADF or ARDF unit.

# 7. Clearing Misfeeds

This chapter describes what to do when paper or originals misfeed (become jammed inside the machine).

## Removing Jammed Paper

### ⚠ **WARNING:**

- **Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.**
- **Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.**

### ⚠ **CAUTION:**

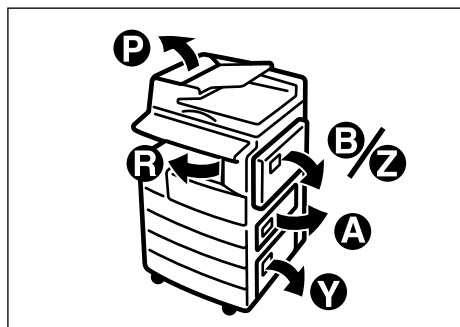
- **The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.**

### 🔊 **Important**

- When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings are cleared.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- If paper misfeeds occur frequently, contact your service representative.

### 📝 **Note**

- More than one misfeed area may be indicated. If this is the case, check every indicated area. Refer to the following charts: A, B, P, R, Y, and Z.
- You can find stickers explaining how to remove misfed paper inside the right cover and on the top of the ADF or ARDF cover.
- When the machine instructs you to reset originals, reset them in the feeding position. The display will show you the number of originals to return.



AAI030S

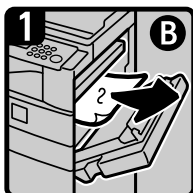
- When A is displayed



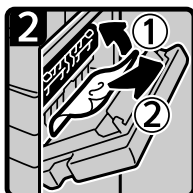
- Open the lower right cover and remove the misfed paper.
- Close the cover.

ASB005S

- When B is displayed



- Open the right cover and remove the misfed paper.

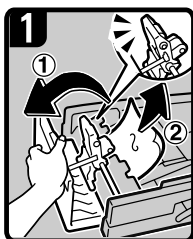


- Remove the misfed paper.
- Close the right cover.

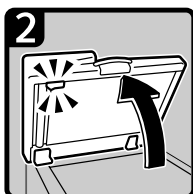
ASB006S

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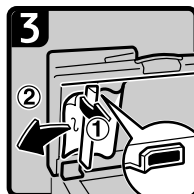
- When P is displayed (ADF)



- Open the ADF cover, and then remove the misfed original.



- Open the ADF.



- Pull the green lever in the upper left corner, and then remove the misfed original.

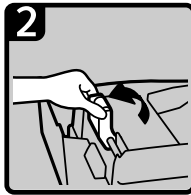
ASB007S



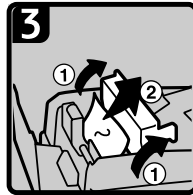
• When P is displayed (ARDF)



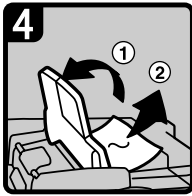
· Open the ARDF cover, and then remove the misfed original.



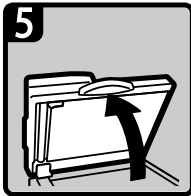
· Lift the lever.



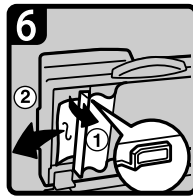
· Open the cover, and then remove the misfed original.



· If you cannot remove the misfed original, open the ARDF external cover, and then remove the misfed original.



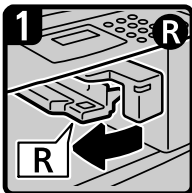
· Open the ARDF.



· Pull the green lever in the upper left corner, and then remove the misfed original.

ASB008S

• When R is displayed



· Open the right cover of the bridge unit to the left

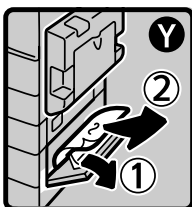


· Remove the misfed paper.

· Close the right cover.

ASB009S

• When Y is displayed

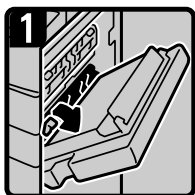


· Open the lower right cover of the optional paper tray unit and remove the misfed paper.

· Close the cover.

ASB010S

- When Z is displayed



· Open the right cover and remove the misfed paper.



· Remove the misfed paper.



· Open the Z cover and remove the misfed paper.

· Close the right cover.

ASB011S

# 8. Remarks

This chapter describes how to maintain and operate the machine.

## Where to Put Your Machine

This section provides precautions for installation, movement and disposal.

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### Machine Environment

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Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

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### Optimum Environmental Conditions

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The following describes precautions when locating the machine.

**⚠ CAUTION:**

- *Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.*
- *Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.*

**⚠ CAUTION:**

- *After you move the machine, use the caster fixture to fix it in place. Otherwise the machine might move or come down to cause an injury.*

**⚠ CAUTION:**

- *Make sure the room where you are using the machine is well ventilated and spacious. Good ventilation is especially important when the machine is used heavily.*

- Temperature: 10-32 °C (50-89.6 °F) (humidity to be 54% at 32 °C, 89.6 °F)
- Humidity: 15-80% (temperature to be 27 °C, 80.6 °F at 80%)
- Ventilation: 3 times/hr/person or more
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inches: both front to rear and left to right.

## Environments to Avoid

- Locations exposed to direct sunlight or other sources of strong light (more than 1,500 lux).
- Locations directly exposed to cool air from an air conditioner or heated air from a heater. (Sudden temperature changes can cause condensation to form inside the machine.)
- Locations close to machines generating ammonia, such as a diazo copy machine.
- Places where the machine will be subject to frequent strong vibration.
- Dusty areas.
- Areas with corrosive gases.

## Moving

The following describes precautions when moving the machine.

### CAUTION:

- *Before moving the machine, be sure to pull all four handles fully out. If not, an injury might occur. After moving the machine, return the four handles to their original positions.*

### CAUTION:

- *Before moving the machine, be sure to disconnect all external connections, especially the power cord from the wall outlet. Damaged power cords are a fire and electric shock hazard.*

### CAUTION:

- *If you have to move the machine when the optional paper tray unit is attached, do not push on the main unit's top section. Doing so can cause the optional paper tray unit to detach, possibly resulting in injury.*

### CAUTION:

- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*

### Important

- Be careful when moving the machine. Take the following precautions:
  - Turn off the main power. See p.35 "Turning Off the Main Power / In the Event of Power Failure".
  - Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
  - Close all covers and trays, including the front cover and bypass tray.
- Do not take off the holding stand.
- Protect the machine from strong shocks. Impact can damage the memory.

---

## Power Connection

---

The following describes power supply.

**⚠ WARNING:**

- **Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.**
- **Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.**

**⚠ CAUTION:**

- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*

**⚠ CAUTION:**

- *If the power cord is damaged (exposure of the core, disconnection, etc.), contact your service representative to change a new one. Operating the machine with a damaged power cord may cause an electric shock or fire.*

**⚠ CAUTION:**

- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

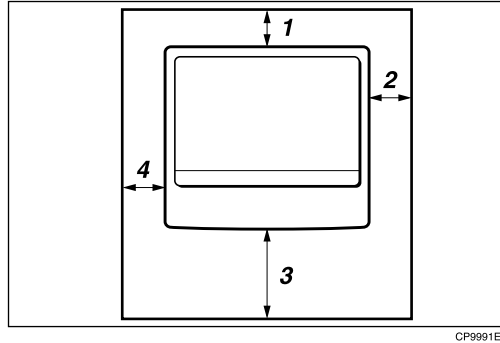
**⚠ CAUTION:**

- *To disconnect the power cord, pull it out by plug. Do not drag the cord itself. Doing so may result in damage to the cord, leading to fire or electric shock.*

- When the main power switch is in the stand-by position, the optional anti-condensation heaters are on. In an emergency, unplug the machine's power cord.
- When you unplug the power cord, the optional anti-condensation heaters turn off.
- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

## Access to the Machine

Place the machine near the power source, providing the clearance areas shown.



1. Rear: 5 cm (2") or more

3. Front: 75 cm (29.6") or more

2. Right: 25 cm (10") or more

4. Left: 15 cm (6") or more

### Note

- For the required space when options are installed, contact your service representative.

## When Not Used for a Long Time

### CAUTION:

- For safety reason, unplug the power cord from the wall outlet if the machine will not be used for an extended period of time such as holidays.

Note the following:

- If the machine has not been used recently, it requires time to initialize so cannot start printing immediately. Leave the machine switched on and wait about ten minutes.

# Maintaining Your Machine

If the exposure glass, exposure glass cover, ADF or ARDF belt is dirty, copy clarity may be reduced. Clean these parts if they are dirty.

## ⚠ CAUTION:

- *Fire and breakdown can result from heavy accumulation of dust inside this machine. Consult your service representative for details about and charges for cleaning the machine's interior.*

## 🔧 Important

- ❑ Do not use chemical cleaners or organic solvents, such as thinner or benzene. If such substances get inside the machine or melt plastic parts, a failure might occur.
- ❑ Do not clean parts other than those explicitly specified in this manual. Other parts should only be cleaned by your service representative.

## ❖ Cleaning the machine

Wipe the machine with a soft, damp cloth, and then wipe it with a dry cloth to remove the water.

## Cleaning the Exposure Glass

This section describes how to clean the exposure glass and scanning glass.



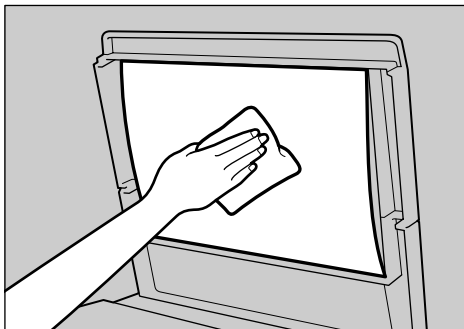
Clean 1 and 2.

---

## Cleaning the Exposure Glass Cover

---

This section describes how to clean the exposure glass cover.



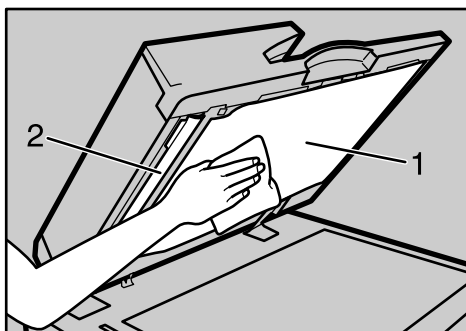
GEVH140J

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## Cleaning the ADF/ARDF

---

This section describes how to clean the ADF or ARDF.



AMH012S

Clean 1 and 2.



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In accordance with IEC 60417, this machine uses the following symbols for the main power switch:

**I means POWER ON.**

**⏻ means STAND BY.**

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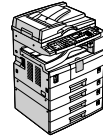
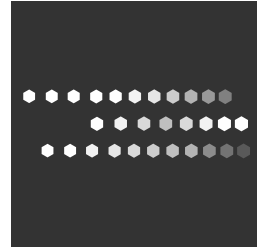
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