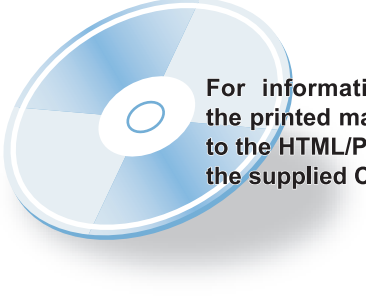
920F / 920SPF
LD220F / LD220SPF
Aficio™ MP 201F / 201SPF

Operating Instructions
Troubleshooting



For information not in the printed manual, refer to the HTML/PDF files on the supplied CD-ROM.

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 Clearing Misfeeds
7 Appendix

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.

Documentation for This Machine

About This Machine

Troubleshooting (This manual)

Copy Reference

- Using the various copier functions
- Changing the default settings of the copier functions, and related information

Facsimile Reference

- Sending and receiving faxes
- Using the fax function through a computer
- Changing the default settings of the fax function, and related information

Printer Reference

- Installing the driver for the printer function
- Changing the default settings of the printer function, and related information

Scanner Reference

- Sending scan files
- Storing scan files
- Changing the default settings of the scanner function, and related information

Network and System Settings Guide

- Connecting to a network
- Registering addresses for fax/scanner functions
- Changing the default settings of the system, and related information

Security Reference

PostScript 3 Supplement

UNIX Supplement

Quick Reference Copy Guide

Quick Reference Fax Guide

Quick Reference Printer Guide

Quick Reference Scanner Guide

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Manuals for This Machine

Read this manual carefully before you use 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.**
- **A Web browser must be installed in order to view the html manuals.**

About This Machine

Before using the machine, be sure to read the section of this manual entitled Safety Information.

This manual introduces the machine's various functions.

It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided, and how to replace paper, toner, and other consumables.

Troubleshooting

Provides a guide for resolving common usage-related problems.

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 and System Settings Guide

Explains how to connect the machine to a network, configure and operate the machine in a network environment, and use the software provided. Also explains how to change User Tools settings and how to register information in the Address Book.

Security Reference

This manual is for administrators of the machine. It explains security functions that you can use to prevent unauthorized use of the machine, data tampering, or information leakage. For enhanced security, we recommend that you first make the following settings:

- Install the Device Certificate.

- Enable SSL (Secure Sockets Layer) Encryption.
- Change the user name and password of the administrator using Web Image Monitor.

For details, see "Setting Up the Machine", Security Reference.

Be sure to read this manual when setting the enhanced security functions, or user and administrator authentication.

PostScript 3 Supplement

Explains how to set up and use PostScript 3.

Other manuals

- UNIX Supplement
- Quick Reference Copy Guide
- Quick Reference Fax Guide
- Quick Reference Printer Guide
- Quick Reference Scanner Guide
- 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. This manual includes descriptions of functions and settings that might not be available on this machine.
- The following software products are referred to using general names:

Product name	General name
DeskTopBinder Lite and DeskTopBinder Professional *1	DeskTopBinder

*1 Optional

Notice

Important

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.

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

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

How to Read This Manual

Symbols

This manual uses the following symbols:

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.

Indicates instructions in book form.

Indicates instructions in sheet form.

Indicates instructions stored in a file on a provided CD-ROM.

Indicates online instructions available through the Web.

Name of Major Item

Major item of this machine is referred to as follows in this manual:

- Auto Document Feeder → ADF

Notes

Contents of this manual are subject to change without prior notice.

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

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.

Laws and Regulations

Legal Prohibition

Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law:

bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses.

The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

1. When the Machine Does Not Operate As Wanted

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

Indicators

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

Indicator	Status
! : Error indicator	Appears when there is a misfeed, a cover is left open, or another problem occurs. See p.93 "Clearing Misfeeds".
: Load Paper indicator	Appears when paper runs out. See "Loading Paper", About This Machine.
: Add Toner indicator	Appears when toner runs out. See "Adding Toner", About This Machine.

Panel Tone

The following table describes the meaning of the various beep patterns that the machine produces to alert users about left originals and other machine conditions.

Beep pattern	Meaning	Cause
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.
Two long beeps.	Machine has warmed up.	After cooling or being switched on, the machine has fully warmed up and is ready for use.
Five short beeps repeated five times.	Strong alert.	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

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.
- You can select to enable or disable beep alerts. For details about Panel Key Sound, see "System Settings", Network and System Settings Guide.

When the Function Status Indicator Lights Up in Red

When a function key is lit in red, press the corresponding function key. Then, follow the instructions displayed on the control panel.

If an error occurs in the function you are using, check the message that appears on the control panel, and then refer to "Messages Displayed" for the relevant function.

The following table explains problems that cause the indicator to light.

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove the prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See "Loading Paper", About This Machine.
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 "Messages Displayed" of each chapter. You can use other functions normally.
The machine is unable to connect to the network.	A network error has occurred.	• Check the displayed message and take an appropriate action. See "Messages Displayed" of each chapter. • Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Connecting the Machine", Network and System Settings Guide. • Contact the network administrator. • When the function key is still lit in red, even if you take the measures above, contact your service representative.

Reference

- p.21 "Messages Displayed When Using the Copy Function"
- p.34 "Messages Displayed When Using the Facsimile Function"
- p.59 "Messages Displayed When Using the Printer Function"
- p.82 "Messages Displayed When Using the Scanner Function"

When You Have Problems Operating the Machine

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
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 [Facsimile], [Printer], or [Scanner] 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 operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: • The exposure glass cover or ADF is open. • The machine is communicating with external equipment. • The hard disk is active.	• Close the ADF. • Check if the machine is communicating with external equipment. • 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", Network and System 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.

Problem	Cause	Solution
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in a minute, 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 a while. If the machine does not get ready in a couple of minutes, contact your service representative. • Wait until the message disappears. Do not turn off the main power switch while the message is showing.
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in two minutes, contact your service representative.
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	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.
Authentication failed.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
Authentication failed.	Cannot access the authentication server when using Basic Authentication, Windows Authentication, LDAP Authentication, or Integration Server Authentication.	Contact the administrator.

Problem	Cause	Solution
"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 "Where to Put Your Machine", About This Machine.
"You do not have the privileges to use this function." appears.	The use of the function is restricted to authenticated users only.	Contact the administrator about the permission for the required function.
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.	Remove misfed paper, and then open and close the cover. See p.93 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Place paper in the paper tray with the print side up. Bypass tray with the print side down. See "Loading Paper", About This Machine.
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	• Remove the misfed paper. See p.93 "Removing Jammed Paper". • Check the side or end fences are set properly. Also, check the side fences are locked. See "Changing the Paper Size", About This Machine.
Misfeeds occur frequently.	Copy paper size setting is not correct.	Set the proper paper size. See "Tray Paper Settings", Network and System Settings Guide and "Recommended Paper Sizes and Types", About This Machine.
Cannot print in duplex mode.	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.

Problem	Cause	Solution
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 the [OK] key. Then, select [No Display (Plain Paper)] or [Recycled Paper] for Paper Type, press [Duplex], and then select [On]. See "Tray Paper Settings", Network and System Settings Guide

Note

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

When a Job Is Not Performed

If you are not able to carry out your job, it may be that the machine is being used by another function.

Wait until the current job is completed before trying again. In certain cases, you can carry out another job using a different function while the current job is being performed. Performing multiple functions simultaneously like this is called "Multi-accessing".

Combination Chart

Function Compatibility

The chart shows Function Compatibility when [Print Priority] is set to [Interleave]. For details about Print Priority, see "System Settings", Network and System Settings Guide.

○: Simultaneous operations are possible.

●: Operation is enabled when the relevant function key is pressed and remote switching (of the scanner) is done.

→: Operation is performed automatically once the preceding operation ends.

×: The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.)

Mode before you select \ Mode after you select		Copy		Facsimile						Printer		Scanner		TWAIN
					Transmission			Reception			Print			
		Operations for Copying	Copying	Transmission Operation	Scanning an Original for Memory Transmission	Memory Transmission	Immediate Transmission	Memory Reception	Printing Received Data	Data Reception	Printing	Operations for Scanning	Scanning	Scanning
Copy	Operations for Copying	×	×	●	●	○	●	○	○	○	○	●	●	●
	Copying	×	×	●	●*1	○	●*1	○	○	○	○	●	●*1	●*1
Facsimile	Transmission Operation	●	●	×	×	○	×	○	○	○	○	●	●	●
	Transmission: Scanning an Original for Memory Transmission	×	×	×	×	○	×	○	○	○	○	×	×	×
	Transmission: Memory Transmission	○	○	○	○	×	×	×	○	○	○	○	○	○
	Transmission: Immediate Transmission	×	×	×	×	×	×	×	○	○	○	×	×	×
	Reception: Memory Reception	○	○	○	○	×	×	×	○	○	○	○	○	○
	Reception: Printing Received Data	○	○	○	○	○*2	○*2	○*2	×	○	○	○	○	○
Printer	Data Reception	○	○	○	○	○	○	○	○	→	→	○	○	○
	Print: Printing	○	○	○	○	○	○	○	○	○	→	○	○	○
Scanner	Operations for Scanning	●	●	●	●	○	●	○	○	○	○	×	×	●
	Scanning	●	●*1	●	●*1	○	●*1	○	○	○	○	×	×	×
TWAIN	Scanning	×	×	×	×	×	×	○	○	○	○	×	×	×

BQP001S

*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 details about Print Priority, see "System Settings", Network and System Settings Guide.
- While printing is in progress, scanning a document using another function may take longer than usual.

2. Troubleshooting When Using the Copy Function

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

Messages Displayed When Using the Copy Function

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

Important

- **If you cannot make copies as you want because of the paper type, paper size or paper capacity problems, use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.**
- **For messages that are not listed here, see "When You Have Problems Operating the Machine".**

Reference

- p.15 "When You Have Problems Operating the Machine"

Message	Cause	Solution
"Authentication failed."	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication failed."	Cannot access the authentication server when using Basic Authentication, Windows Authentication , LDAP Authentication, or Integration Server Authentication.	Contact the administrator.
"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 [Clear/ Stop] key on the scanner screen to display the message "Clear/Stop key was pressed. Stop scanning?", and then press [Stop].

Message	Cause	Solution
"Cannot dup. copy this size."	Duplex mode does not support the selected paper size.	Duplex mode supports the following paper sizes: A4, B5 JIS, 8 1/2×14, 8 1/2×13, 8 1/2×11, 8 1/4×14, 8 1/4×13, 16K. Select one of these sizes. For details, see "Duplex Copying", Copy Reference.
"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.
"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 356 mm (14").
"Max. number of sets is nn." (A figure is placed at nn.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity from [Max. Number of Sets] under [Copier Features]. For details about Max. Copy Quantity, see "User Tools Menu", Copy Reference.
"Original with this length cannot be duplex scanned."	The specified custom length is not available for duplex printing from the ADF (e.g., 2 Sided → 2 Sided, 2 Sided → 1 Sided, 2 Sided → Combine).	Do not place originals that are longer than 356 mm (14").
"Size error in Combine mode."	The specified paper size is not available with the Combine function.	This message appears when the bypass tray is selected. Use copy paper that is not longer than 356 mm (14").
"You do not have privileges to use this function."	The use of this function is restricted to authentified users only.	Contact the administrator.

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 high.	Adjust the image density settings. See "Adjusting Copy 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 "Where to Put Your Machine", About This 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 "Recommended Paper Sizes and Types" and "Unusable Paper", About This Machine.
Copies contain blots or are patchy.	Image density is too light.	Adjust the image density. See "Adjusting Copy 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 "Paper Storage", 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 "Recommended Paper Sizes and Types", 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 "Recommended Paper Sizes and Types" and "Unusable Paper", About This Machine.

Problem	Cause	Solution
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 high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference.
A shadow appears on copies if you use pasted originals.	Image density is too high.	• Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference. • Change the orientation of the original. • Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference.
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Copies are too light.	The toner bottle is almost empty.	Add toner. See "Adding Toner", About This Machine.
Parts of images are not copied.	The original is not set correctly.	Set 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.

Problem	Cause	Solution
Images appear only partially.	The paper is damp.	• Do not install the machine in areas that are susceptible to low temperatures. • Use paper that has been stored in the recommended temperature and humidity condition. For details about the proper way to store it, see "Paper Storage", About This Machine.
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.
Copies are blank.	The original is not set correctly.	When using the exposure glass, face the originals down. When using the ADF, face them up. See "Placing Originals", Copy Reference.
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: • Place an OHP transparency on the exposure glass, and then place the print on the OHP transparency. • Place the print on the exposure glass, and then place two or three sheets of white paper on it. Leave the exposure glass cover or ADF open when copying.

When You Cannot Make Copies As Wanted

This section describes likely causes of and possible solutions for unsatisfactory copy results.

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 "Loading Paper", About This Machine.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.

Problem	Cause	Solution
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", 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 "Function Compatibility", Copy Reference.
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", About This Machine.
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine.
Images are skewed.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the pages to loosen the paper before loading it. Alternatively, feed the paper one sheet at a time.

Edit

Problem	Cause	Solution
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”, Copy Reference.
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”, Copy Reference.

Combine

Problem	Cause	Solution
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 Manual Paper Select mode, make sure the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using Combine mode. See "Combined Copying", Copy Reference.
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, 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

Problem	Cause	Solution
Cannot print in duplex mode.	You have loaded paper on the bypass tray.	Remove paper loaded on the bypass tray. Load paper in Tray 1 - 3.
Cannot print in duplex mode.	You have loaded paper exceeding 90 g/m^2.	Change the paper.
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", Network and System Settings Guide.

Problem	Cause	Solution
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, 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 [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Duplex Copying", 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", Copy Reference.
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. See "User Tools Menu", 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 [Resume] to scan and copy remaining originals."	The machine checked if the remaining originals should be copied, after the scanned originals were printed.	To continue copying, remove all copies, and then press [Resume]. To stop copying, press [Stop].

3. Troubleshooting When Using the Facsimile Function

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

Adjusting the Volume

This section 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.

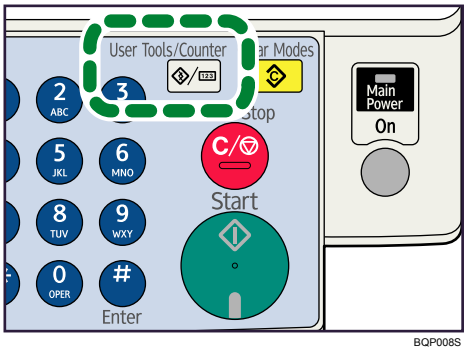
At Dialing

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

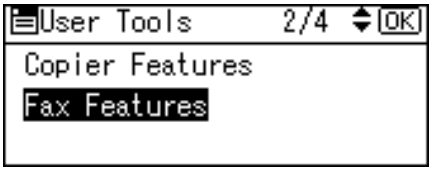
At Printing

Heard when a received document is printed.

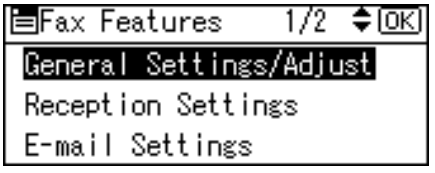
1. **Press the [User Tools/Counter] key.**



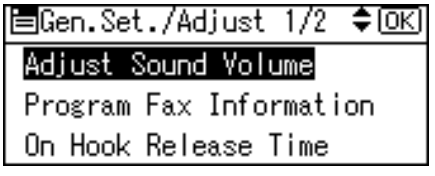
2. **Select [Fax Features] using [▲] or [▼], and then press the [OK] key.**



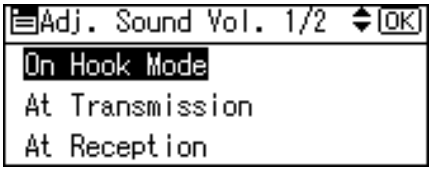
3. **Select [General Settings/Adjust] using [▲] or [▼], and then press the [OK] key.**



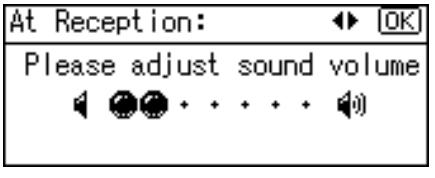
4. **Select [Adjust Sound Volume] using [▲] or [▼], and then press the [OK] key.**



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

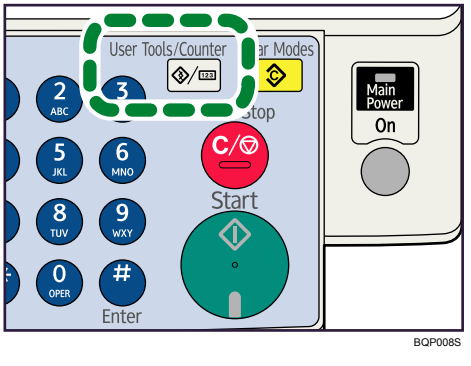


6. **Select the volume using [◀] or [▶], and then press the [OK] key.**



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

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



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.

Messages Displayed When Using the Facsimile Function

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

Message	Cause	Solution
"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.
"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 [Clear/Stop] key on the control panel to display the message "Clear/Stop key was pressed. Stop scanning?", and then press [Stop].
"Check whether there are any network problems." [13-10]	The alias telephone number you entered is already registered on the gatekeeper by another device.	• In [Fax Features], under [IP-Fax Settings], select [H.323 Settings], and then check the alias telephone number is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [13-11]	Cannot access gatekeeper.	• In [Fax Features], under [IP-Fax Settings], select [H.323 Settings], and then check "Gatekeeper Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [13-17]	Registering of user name is rejected by SIP server.	• In [Fax Features], under [IP-Fax Settings], select [SIP Settings], and then check "SIP Server IP Address" and "SIP User Name" are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [13-18]	Cannot access SIP server.	• In [Fax Features], under [IP-Fax Settings], select [SIP Settings], and then check "SIP Server IP Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [13-24]	The password registered for the SIP server is not the same as the password registered for this machine.	Contact the administrator.

Message	Cause	Solution
"Check whether there are any network problems." [13-25]	In [Effective Protocol], the IP address is not enabled, or an incorrect IP address has been registered.	• In [System Settings], under [Interface Settings], select [Network], and then check "IPv4" is programmed to "Active" in [Effective Protocol]. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [Interface Settings], select [Network], and then check the IP address is correctly programmed in [Machine IPv4 Address]. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.
"Check whether there are any network problems." [13-26]	The "Effective Protocol" and "SIP Server IP Address" settings are different, or an incorrect IP address has been registered.	• In [System Settings], under [Interface Settings], select [Network], and then check the IP address is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.

Message	Cause	Solution
"Check whether there are any network problems." [14-01]	Cannot find the DNS server, SMTP server or folder for forwarding.	• In [System Settings], under [Interface Settings], select [Network], and then check the DNS server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [Interface Settings], select [Network], and then check the host name or IP address of the SMTP server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [SMTP Server], and then check "Server Name" or "Port No." is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the folder for transfer is correctly specified. • Check that the computer in which the folder for transfer is specified is operating correctly. • Check that the LAN cable is correctly connected to the machine. • Check the network connection and radio wave status. • Contact your network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [14-09]	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.	• In [System Settings], under [File Transfer], select [SMTP Authentication], [POP before SMTP], or [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the user name and password of the E-mail Account are correctly programmed from [File Transfer] under [System Settings]. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the user ID and password for the computer in which the folder for forwarding is specified are correctly programmed. • Check that the folder for forwarding is correctly specified. • Check that the computer in which the folder for forwarding is specified is correctly operated. • Contact your network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [14-33]	Neither the machine's nor the administrator's e-mail address is registered.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "Email Address" is correctly programmed. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact your network administrator.
"Check whether there are any network problems." [15-01]	No POP3/IMAP4 server address is programmed.	• In [System Settings], under [File Transfer], select [POP3/IMAP4 Settings], and then check "Server Name" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact your network administrator.
"Check whether there are any network problems." [15-02]	Cannot log on to the POP3/IMAP4 server.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact your network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [15-03]	No machine e-mail address is programmed.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact your network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [15-11]	Cannot find the DNS server or POP3/IMAP4 server.	• In [System Settings], under [Interface Settings], check the IP address of the DNS Server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [Reception Protocol], and then check the reception protocol is correctly programmed. You can also use the Web Image Monitor. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [POP3/IMAP4 Settings], and then check "Server Name" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [E-mail Communication Port], and then check the port number of the POP3/IMAP4 server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check the network connection and radio wave status. • Check that the LAN cable is correctly connected to the machine. • Contact your network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [15-12]	Cannot log on to the POP3/ IMAP4 server.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], check that the user name and password for POP before SMTP authentication are correctly programmed. See "File Transfer", Network and System Settings Guide. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact your network 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. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide
"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 [Exit], and then resend the pages that have not been sent. If the error reoccurs frequently, contact your service representative.

Message	Cause	Solution
"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.
"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.
"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.
"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", Network and System Settings Guide.
"Memory is full. Scanning will be stopped and only scanned page(s) will be stored."	The memory is full.	If you press [Exit], the machine returns to standby mode and starts transmitting the pages that have been stored.
"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 or ADF again.
"Sender has not been specified."	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.
"Settings have been updated. The selected dest./ functions have been cancelled."	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.

Message	Cause	Solution
"Some page(s) are near blank. To cancel, press the Stop."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Detecting Blank Sheet", Facsimile Reference.
"Some page(s) are near blank."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Detecting Blank Sheet", Facsimile Reference.
"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.	To select destinations for sending by e-mail, press [Select] for the message displayed on the e-mail screen.
"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 with the main power switch on. The machine will enter standby mode after it exits from RDS mode.
"You do not have a privilege to use this function."	Use of this function is restricted.	Contact the administrator.

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 to a network, you can specify the setting so this message is not displayed, and then the [Facsimile] key no longer lights. For details about how to do this, see "Parameter Settings", Facsimile Reference. If you reconnect the machine to the network, be sure to set "Display" by configuring the appropriate User Parameter.
- If the paper tray runs out of paper, "Out of paper. Load paper." appears on the display, asking you to add 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 Settings". For details about how to do this, see "Parameter Settings", Facsimile Reference.

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 cord may be disconnected.	Make sure the modular cord is correctly connected. See "Connecting the Machine to a Telephone Line and Telephone", Network and System 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 email size" error.	The size of the Internet fax document exceeds the maximum email size specified on the machine.	Set [Maximum E-mail Size] under [E-mail Settings] to [Off], or set the maximum e-mail size to a larger value. Then, re-send the document. See "E-mail Settings", Facsimile Reference.
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.
Cannot cancel a Memory Transmission.	The document is being scanned.	Press the [Clear/Stop] key. See "Canceling a Transmission", Facsimile Reference.

Problem	Cause	Solution
Cannot cancel a Memory Transmission.	The document is being sent or it is in standby.	Press the [Clear/Stop] key. See "Canceling a Transmission", Facsimile Reference.
Cannot cancel an Immediate Transmission.	-	Press the [Clear/Stop] key. See "Canceling a Transmission", Facsimile Reference.
Cannot cancel Internet Fax transmission.	-	Press the [Clear/Stop] 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", Network and System 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.	• Load paper into the paper tray. • Add toner. 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 "Loading Paper", About This Machine.

Problem	Cause	Solution
Reception is impossible, but transmission is possible.	The toner has run out.	Replace the toner bottle. See "Replacing Toner", About This Machine.
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

Problem	Cause	Solution
Print is slanted.	The tray's side fences may not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine.
Print is slanted.	The paper is fed in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine.
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.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Copy paper becomes creased.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", 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 "Where to Put Your Machine", About This 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 "Recommended Paper Sizes and Types" and "Unusable 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 "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
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 or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This 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 "Recommended Paper Sizes and Types", 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 "Recommended Paper Sizes and Types" and "Unusable Paper", About This Machine.
Received image is too light.	• The image density has been set too low. • The original of the transmitted fax was printed on paper that is too thin.	• Increase the scanning density. See "Image Density (Contrast)", Facsimile Reference. • Ask the sender to reprint the original on thicker paper and fax it again.
Received image is too light.	When the Add Toner indicator is lit, toner is beginning to run out.	Replace the toner bottle soon. See "Replacing Toner", About This Machine.

Problem	Cause	Solution
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.53 "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.

When Memory Is Full

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

Message	Cause	Solution
"Memory is full. Cannot scan more. Transmission will be stopped."	The memory is full.	If you press [Exit], the machine returns to standby mode and starts transmitting the stored pages. Check the pages that have not been sent using the Communication Result Report, and then resend those pages.

If 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.

Important

- 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 destinations by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.
- You can display sender names by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.

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

The following notes concern power failure and turning off the machine.

⚠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 hard disk and 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 hard disk and memory may be damaged and failure could result.**
- **Make sure 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 memory 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.

When an Error Occurs Using Internet Fax

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

Error Mail Notification

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.

Important

- **If an incoming Internet Fax from another party bypasses the SMTP server, even if reception is not successful, an Error Mail Notification is not sent to the sender.**

Note

- You can select to send Error Mail Notification by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.
- If Error Mail Notification cannot be sent, the Error Report (E-mail) is printed by the machine.
- If an error occurs when an e-mail is received via SMTP, the SMTP server sends an error e-mail to the originator of the document.

Error Report (E-mail)

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

Server-Generated Error E-mail

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).

Important

- **If an Internet Fax transmission bypasses the SMTP server, even if transmission is not successful, an error e-mail is not sent from the server.**

Note

- After a 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.

Messages Displayed When Installing the Printer Driver

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

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].

Message number 58 appears if there is a newer version of the printer driver already installed.

Windows 2000

This section describes the procedure under Windows 2000.

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 driver is \DRIVERS\(PCL6 or PCL5E or PS)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.
4. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows XP Professional or Windows Server 2003/2003 R2

This section describes the procedure under Windows XP Professional or Windows Server 2003/2003 R2.

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 driver is \DRIVERS\(PCL6 or PCL5E or PS)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.

4. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows XP Home Edition

This section describes the procedure under Windows XP Home Edition.

1. **On the [Start] menu, click [Control Panel].**
2. **Click [Printer and Other Hardware].**
3. **Click [Printers and Faxes].**
4. **Click [Add a Printer].**
5. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(PCL6 or PCL5E or PS)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.

6. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows Vista

This section describes the procedure under Windows Vista.

1. **On the [Start] menu, click [Control Panel].**
2. **Click [Hardware and Sound].**
3. **Click [Printers].**
4. **Click [Add a printer].**
5. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(PCL6 or PCL5E or PS)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.

6. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows Server 2008

This section describes the procedure under Windows Server 2008.

1. **On the [Start] menu, click [Control Panel].**
2. **Click [Hardware and Sound].**
3. **Click [Printers].**
4. **Click [Add a printer].**
5. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(PCL6 or PCL5E or PS)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.
6. **Specify a port.**

If USB Connection Fails

This section describes how to troubleshoot a problem related to USB connections.

Problem	Cause	Solution
The machine is not automatically recognized.	The USB cable is not connected properly.	Disconnect the USB cable, and then turn off the main power switch. Turn the machine on again. When the machine has fully booted up, reconnect the USB cable.
Windows has already configured the USB settings.	Check whether the computer has identified the machine as an unsupported device.	Open Windows' Device Manager, and then, under [Universal Serial Bus controllers], remove any conflicting devices. Conflicting devices have a [!] or [?] icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.

Messages Displayed When Using the Printer Function

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

Status Messages

This section describes the machine status messages.

Message	Status
"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.
"Job Suspended"	Printing was temporarily stopped by SmartDeviceMonitor for Client. You can resume printing via [My Job List] in SmartDeviceMonitor for Client, or via the Web Image Monitor. To resume printing via Web Image Monitor, check with your system administrator first.
"Offline"	The machine is offline. To start printing, switch the machine online by pressing the [Online] Key.
"Please wait."	This message may appear for a few seconds. It means the machine is initializing or executing maintenance operations. Wait a while.
"Printing..."	The machine is printing. Wait a while.
"Ready"	This is the default ready message. The machine is ready for use. No action is required.
"Resetting job..."	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change..."	The machine is setting changing. You cannot use the control panel while this message is displayed. Wait a while.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.

Alert Messages

This section describes the machine alert messages.

Note

- Before turning the main power off, see "Turning On/Off the Power", About This Machine.

Message	Cause	Solution
"Authentication failed."	• The login user name or password entered is incorrect. • The machine cannot perform authentication.	• Check your login user name and password. • Contact the administrator.
"Duplex mode is in off position for Tray #"	The selected paper tray has not been configured for duplex printing. # indicates the tray number.	Press [JobReset] to change the paper tray settings or do single-sided printing. For details about the tray settings, see "Tray Paper Settings", Network and System 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.
"File System Full."	PDF file do not print out because the capacity of file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.
"HDD functional problems."	An error has occurred in the hard disk drive.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"Memory Overflow"	Maximum capacity of PCL or PostScript 3 list display has been exceeded.	Select [Frame Priority] from [Memory Usage] in [System] under [Printer Features] (see "Printer Features", Printer Reference), or reduce the value of resolution in the printer driver. If this message continues to appear after taking these steps, decrease the number of files sent to the machine.

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.
"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.
"Problem:Wireless card"	An error may have occurred in the IEEE 802.11a/g card.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
"Replace Photoconductor."	Replacement of Photoconductor Unit is necessary.	Contact your service representative.
"Tray # Error"	An error has occurred with the paper tray. # indicates the tray number.	Press [JobReset] to change the paper tray settings, or press [Form Feed] 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.

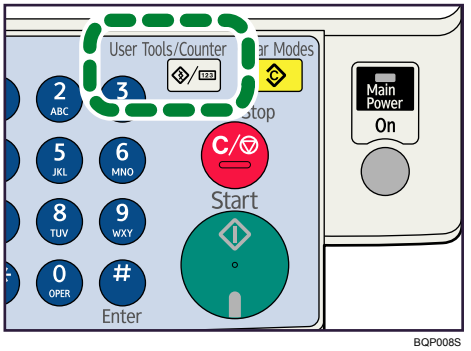
Printing the Error Log

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

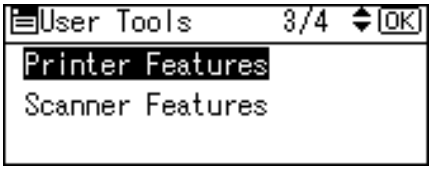
Important

- **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 oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until the number of errors reaches 30.**
- **If the main power switch is turned off, the log is deleted.**

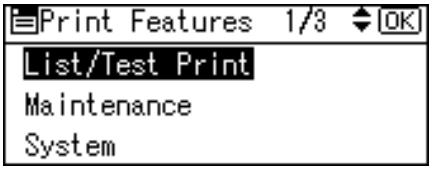
1. **Press the [User Tools/Counter] key.**



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

- If the main power switch is turned off, the log is deleted.

When You Cannot Print

This section describes what to do if printing does not start even after performing [Print].

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 [Online] key.
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action. See p.59 "Messages Displayed When Using the Printer Function".
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", Network and System Settings Guide.
Printing does not start.	The correct interface cable is not being 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", Network and System Settings Guide.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.

Problem	Cause	Solution
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 [User Tools/Counter] key, and then select [System Settings] using [▲] or [▼]. On [Interface Settings], select [Wireless LAN], and then press [Wireless LAN Signal] using [▲] or [▼]. 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 using wireless LAN, SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Connecting the Machine", Network and System Settings Guide.
Printing does not start.	If the machine is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in the 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 wireless LAN interface is not working.	Confirm the orange LED is lit, and the green LED is lit or blinks during transmission.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
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.

Problem	Cause	Solution
Data In indicator does not light up or flash.	If the Data In indicator is unlit or not flashing even after the print job starts, the machine has not received the data.	• When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p.65 "When the Data In Indicator Does Not Light Up or Flash". • When it is networked with a computer, contact the administrator.
[List/Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.
Printing does not start when using the extended wireless LAN in Ad-hoc mode.	The correct Communication mode is not set.	• Turn the main power off and back on. See "Turning On/Off the Power", About This Machine. • Change the settings in [Network] under [Interface Settings] of [System Settings]. See "Interface Settings", Network and System Settings Guide.

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

When the Data In Indicator Does Not Light Up or Flash

When the Data In indicator does not light up or flash after starting a print job, data is not being sent to the machine.

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

This section describes 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 2000

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 2003/2003 R2

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.

For Windows Vista

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

For Windows Server 2008

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

Network connection

Contact the network administrator.

Other Printing Problems

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

When you cannot print clearly

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 "Paper Storage", 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 "Recommended Paper Sizes and Types", About This Machine.
The print on the entire page is faded.	If the [Toner Saving] is selected in the printer driver settings, the entire page will be faded when printed.	• PCL 5e On the [Print Quality] tab, select [Off] in the [Toner Saving] area. • PCL 6 On the [Detailed Settings] tab, select [Off] in the [Toner Saving] box on the [Print Quality]. • PostScript 3 On the [Detailed Settings] tab, select [Off] in the [Print Mode] box on the [Print Quality].
Printed images contain blots or are patchy.	Settings for thick paper have not been made when printing on thick paper in the bypass tray.	• PCL 5e Select [Thick] in the [Type:] list on the [Paper] tab. • PCL 6 Select [Thick] in the [Paper Type:] box on the [One Click Presets] tab. • PostScript 3 Select [Thick] in the [Media Type:] box on the [One Click Presets] tab.

Problem	Cause	Solution
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 "Recommended Paper Sizes and Types", 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 "Paper Storage", 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 "Where to Put Your Machine", About This 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 "Recommended Paper Sizes and Types" and "Unusable Paper", About This Machine.
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	• PCL 5e On the [Paper] tab, select a proper paper type in the [Type:] box. • PCL 6 On the [One Click Presets] tab, select a proper paper type in the [Paper Type:] box. • PostScript 3 On the [One Click Presets] tab, select a proper paper type in the [Media Type:] box.
The printed image is different from the image on the computer's display.	Printing will be performed by the machine's graphic processing function.	• Only when using PCL 6 On the [Detailed Settings] tab, select [Raster] in the [Raster/Vector:] box on the [Print Quality].
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 "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
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 "Recommended Paper Sizes and Types" and "Unusable Paper", About This Machine.
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 loaded paper is unsuitable.	Printing on recommended paper produces better resolution. See "Recommended Paper Sizes and Types", 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.

Problem	Cause	Solution
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.	• PCL 5e On the printer driver's [Paper] tab, in the [Input Tray:] list, select the desired input tray. • PCL 6 On the printer driver's [One Click Presets] tab, in the [Input Tray:] list, select the desired input tray. • PostScript 3 On the printer driver's [One Click Presets] tab, in the [Paper Source:] list, select the desired input tray.

Some types of data, such as graphics data or data from certain applications, do not print.	The correct printer driver settings are not made.	• PCL 5e
		On the [Print Quality] tab, select [600 dpi] in the [Resolution] area.
		• PCL 6
		  • On the [Detailed Settings] tab, select [Quality] in the [Print Priority:] box on the [Print Quality].
		  • On the [Detailed Settings] tab, select [Raster] in the [Raster/Vector:] box on the [Print Quality].
		• PostScript 3
		On the [Detailed Settings] tab, select [Photographic] in the [Dithering] box on the [Print Quality].
		See the printer driver Help.

Problem	Cause	Solution

Some characters are not printed or appear strange.	The correct printer driver settings are not made.	• PCL 5e
		On the [Print Quality] tab, select [600 dpi] in the [Resolution] area.
		• PCL 6
		  • On the [Detailed Settings] tab, select [Quality] in the [Print Priority:] box on the [Print Quality].
		  • On the [Detailed Settings] tab, select [Raster] in the [Raster/Vector:] box on the [Print Quality].
		• PostScript 3
		On the [Detailed Settings] tab, select [Text] in the [Dithering] box on the [Print Quality].
		See the printer driver Help.

Print speed or application relinquishing speed is slow.	The correct printer driver settings are not made.	• Only when using PCL 6 On the [Detailed Settings] tab, select [Speed] in the [Print Priority:] box on the [Print Quality]. 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.

Problem	Cause	Solution
Image position differs from the display.	The correct page layout settings are not made.	• PCL 5e On the printer driver's [Paper] tab, select [Print On] box, and then select the desired size. • PCL 6 / PostScript 3 On the printer driver's [Detailed Settings] tab, select [Print On:] box on the [Basic], and then select the desired size.
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.
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine.
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.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", 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.
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", Network and System Settings Guide and "ENERGY STAR Program", About This Machine.

Problem	Cause	Solution
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.	If the Data In indicator is blinking, data has been received by the machine. Wait for a while. Making the following setting on the printer driver may reduce the computer's workload. For how to open the printing preferences dialog box, see "Displaying the Printer Driver Settings Screen", Printer Reference. • PCL 5e Select the lower value for the [Resolution] list on the [Print Quality] in the printing preferences dialog box. • PCL 6 Select [Speed] for the [Print Priority:] list on the [Print Quality] in the printing preferences dialog box. • PostScript3 If your operating system is Windows, select [Optimize for Speed] in the [PostScript Output Option:] list in [PS Options] on the [Detailed Settings] tab.
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.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.

Problem	Cause	Solution
Solid lines are printed as broken lines.	Dither patterns do not match.	Make the following settings with the printer driver: • Only when using PostScript 3 Change the [Dithering] setting in the [Print Quality] on the [Detailed Settings] tab.
Optional components connected to the machine are not recognized when using Windows 2000/XP/Vista, Windows Server 2003/2003R2/2008.	Bidirectional communication is not working.	Set up optional devices on the Properties of the machine. See the printer driver Help.
When using Windows 2000/XP/Vista, Windows Server 2003/2003R2/2008, 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 [Job Acceptance Priority] is selected for [Signal Control] in [Parallel Interface] in [Interface Settings] under [System Settings]. Select [Printer Priority] for [Signal Control]. See "Interface Settings", Network and System 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 [Off] has been specified as Paper Type on the System Settings menu.	Change the Paper Type setting for the tray to [On] on the System Settings menu. See "System Settings", Network and System Settings Guide.
When using Windows 2000/XP/Vista, Windows Server 2003/2003R2/2008, 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 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.

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

When paper is not fed properly

Problem	Cause	Solution
Images are printed at a slant.	The tray's side fences might not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.

If the problem cannot be solved, contact your 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 or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This 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 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 "Specifying Send Options", Scanner 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, the side to be scanned must face up.
Images are scanned in rotated.	If you set the original with its top edge backward and save full color/gray scale images as a TIFF or JPEG file, they are scanned in rotated.	• If you select [1 Sided Original] or [2 Sided Orig. (T to B)] under [Original Setting], place your originals upper edge first in the ADF. • If you select [2 Sided Orig. (T to T)] under [Original Setting], select [Single Page:PDF] or [Multi-page:PDF] for [File Type Priority] under [Send Settings].

Problem	Cause	Solution
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

This section describes likely causes of and solutions for problems related to network delivery and sending e-mail.

When You Cannot Browse the Network to Send a Scan File

This section describes likely causes of and possible solutions for the network browsing 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: • IP address • Subnet Mask	Check the settings. See "Connecting the Machine", Network and System Settings Guide.

When the TWAIN Driver Cannot Be Started

This section describes likely causes of and possible solutions for the TWAIN driver-related problems.

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 an administrator.

When the Network Delivery Function Cannot Be Used

This section describes likely causes of and possible solutions for the network delivery function problems.

Problem	Cause	Solution
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.

Problem	Cause	Solution
Cannot use the network delivery function.	The network delivery function setting is not correct.	Specify it correctly. See "Network Settings Required to Use the Network Delivery Scanner", Network and System Settings Guide.

When S/MIME Cannot Be Used

This section describes likely causes of and possible solutions for S/MIME-related problems.

Problem	Cause	Solution
If several destinations are selected for the broadcasting sequence, the data is sent over twice.	Encrypted e-mails are sent to the destinations for which S/MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separate from plain text destinations. Contact the administrator for details about destination settings.
When putting a signature on an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator appears in the "From" field, and the sender appears in the "Reply-to" field.	Contact the administrator.
Scanning cannot be completed when if S/MIME has been specified.	Insufficient memory.	If S/MIME has been specified, minimize the file size by, for instance, reducing the scan resolution or the number of pages per scan job.

Note

- Using S/MIME makes e-mail larger than when not using S/MIME.

When You Cannot Send Scan Files Using WSD

This section describes likely causes of and possible solutions for sending scan files using WSD.

Important

- **To use the WSD scanner function, enable the WSD scanner in Web Image Monitor in advance. For details about this function, see "Sending Scan Files Using WSD", Scanner Reference.**

Problem	Cause	Solution
The WSD scanner function cannot be used.	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to do this, see "Creating a New Scan Profile", Scanner Reference.
The WSD scanner function cannot be used.	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner Properties, click the [Events] tab, and then select [Start this Program] as the computer's response on receipt of scan data. For details, see your operating system's Help.

Operations Are Not Possible When Messages Are Displayed

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

Message	Cause	Solution
"Updating destination list. Reselect destination(s) or sender's name later."	The destination list is being updated from the network using SmartDeviceMonitor for Admin. 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.	Wait until the message disappears. Do not switch off the power while this message is displayed.

Messages Displayed When Using the Scanner Function

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

Messages Displayed on the Control Panel When Using the Scanner Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel.

Important

- **If a message not described here appears, act according to the message. For details about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine.**

Message	Cause	Solution
"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.
"Cannot communicate with PC. Contact the administrator."	WSD (Device) protocol or WSD (Scanner) protocol is disabled.	Use IPv4 or IPv6, located in [Configuration] in Web Image Monitor, to enable [WSD (Device)] and [WSD (Scanner)].
"Cannot enter manually more than nnn destinations." (A figure is placed at nnn.)	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.
"Cannot start scanning because communication was failed."	While a file was being sent, a network error occurred and the file could not be sent correctly.	If the same message appears again after scanning again, the cause could be a mixed network, or else network settings were changed during WSD scanner transmission. Check with your system administrator.

Message	Cause	Solution
"Cannot start scanning. Check the setting(s) on the PC."	The Scan Profile might be incorrectly configured.	Check the Scan Profile configuration.
"Cannot write on memory device because remain. space is insufficient."	The memory device is insufficient and scan data cannot be saved.	Replace the memory device.
"Cannot write on memory device because the device is write-protected."	The memory device is write protected.	Unlock the write-protection on the memory device.
"Cannot write on memory device. Check memory device and machine sett."	The memory device is faulty, or the file name contains a character that cannot be used.	• Check to see if the memory device is defective. • Check the memory device. It might be unformatted, or its format might be incompatible with this machine. • Check the file name set at the time of scanning. For details on the characters that can be used in file names, see "Values of Various Set Items for Transmission/Delivery Function", Scanner Reference. Check with your system administrator.
"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.
"Communicating..."	Data is being prepared for sending to a client computer.	Wait until the data has been sent. This message might reappear if the machine is operating on a mixed network or if changes were made to network settings during WSD scanning transmission. Check with your system administrator.

Message	Cause	Solution
"Connection has failed. Check settings and check Scanned File Status."	The correct network settings are not made.	• Check the network settings of the client computer. • Check that components such as the LAN cable are connected properly. • Check that the server settings are correct and the server is working properly.
"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", Network and System Settings Guide.
"Dest. authentication failed. Check settings and check Scanned File Status."	The entered user name or password was invalid.	• Check that the user name and password are correct. • Check that the ID and password for the destination folder are correct. • A password of 128 or more characters may not be recognized.
"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.
"Invalid certificates or no S/MIME certificates were found."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.
"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", Network and System Settings Guide.

Message	Cause	Solution
"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. Email size. Sending E-mail has been cancelled."	The maximum e-mail size has been exceeded.	• Increase the size of [Max. E-mail Size]. • Set [Divide & Send E-mail] to [On (per page)] or [On (per max. size)]. See "Send Settings", Scanner Reference.
"Exceeded max. memory capacity. Do you want to send the scanned data?"	The memory is full.	Specify whether to use the data or not.
"Exceeded max.memory capa. Scanning will be cancelled. Scanned data will be cleared."	The memory is full.	Try one of the following measures: • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. • Delete unneeded stored files.
"Exceeded max. number of alphanumeric characters."	The correct protection code was not entered.	Make sure the protection code is correct, and then enter it again. See "Registering a Protection Code", Network and System Settings Guide.
"Exceeded max. number of search results which can be displayed. Max.: nnn" (A figure is placed at nnn.)	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.
"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.

Message	Cause	Solution
"Exceeded max. pg. per file. Press [Write] to wrt. scanned data to mem. device. Or press [Cancel] to delete."	The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during writing to the Memory device.	Reduce the number of documents to be written to the memory device and try again.
"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.
"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", Network and System Settings Guide.
"Memory device error. Check the memory device."	A non-writable medium is being used.	Use a different medium.
"Memory device not detected. Insert the device."	There is no memory device inserted.	Insert a memory device, or check to see whether the memory device is properly inserted in the media slot.
"Memory is full. Press [Write] to write current scanned data to memory device. Or press [Cancel] to delete."	The scan could not be completed because there was insufficient memory at the time of saving to the memory device.	Select whether or not to save the scanned document to the memory device.
"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.
"Now loading WSD... Please wait."	WSD scanner function is being prepared.	Wait a while.
"Only one memory device can be used in one time."	Only one memory device can be connected at a time.	Insert one memory device only in the media slot.

Message	Cause	Solution
"Only one memory device can be used in one time. Remove all other media to resume writing."	Another memory device was inserted while the following message was displayed: "Clear/Stop key was pressed. Do you want to stop scanning?"	Remove the extra memory device. Only one memory device can be inserted at a time.
"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.
"Out of paper. Set XX paper on the tray." ("XX" indicate paper size.)	No paper is loaded in the specified paper tray.	Load paper of a size that is listed in the message.
"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.
"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 [Job Information] key to display the transmission results, and then check which job has not been sent. See "Confirmation Displays", Scanner Reference.
"Sending has failed. Press Job Information key to check the status."	Sending has failed. Press the [Job Information] 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.
"SMTP authent. E-mail address and Administrator E-mail address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	Contact the administrator.

Message	Cause	Solution
"Some destinations cannot receive encrypted files. Sending to these destinations may be unsafe."	If you have selected multiple destinations including destinations for which encryption has not been configured, e-mail sent to those destinations will not be encrypted even if you specify encryption.	Using Web Image Monitor, check the file encryption settings for all destinations.
"Some destinations will receive automatically encrypted files. All files sent to these destinations will be encrypted."	If you have selected multiple destinations including destinations for which encryption has been configured, e-mail sent to such destinations will be automatically encrypted.	Using Web Image Monitor, check the file encryption settings for all destinations.
"Some page(s) are near blank. To cancel, press Stop."	The first page of the document is almost blank, when using the Blank Page Detect function.	The original's blank side might have been scanned, when using the Blank Page Detect function. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Scan Settings", Scanner Reference.
"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 [Select] for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press [Select] for the message displayed on the Scan to Folder screen.
"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.
"Updating destination list has failed. Try again?"	A network error has occurred.	Check whether the server is connected.
"Updating destination list. Reselect 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
"You do not have privileges to use this function."	Privileges to use this function.	Contact the administrator.

Messages 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 a message not described here appears, act according to the message. For information about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine.**

Message	Cause	Solution
"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.	• Check the login user name, login password, and driver encryption key. • Permission to use this function has not been granted. Contact the administrator.
"Cannot add any more scanning mode."	The maximum number of registerable scan modes has been exceeded.	The maximum number of modes that can be stored is 99. Delete unneeded modes.
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is set.	Contact the network or scanner administrator.
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The main power switch of the previously used scanner is not set to "On".	Check whether the main power switch of the scanner used for the previous scan is turned on.

Message	Cause	Solution
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The machine is not connected to the network correctly.	• Check the previously used scanner is connected to the network correctly. • Cancel the Personal Firewall of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine" and "Using telnet", Network and System Settings Guide. • Select the scanner used for the previous scan.
"Cannot specify any more scanning area."	The maximum number of registerable scan areas has been exceeded.	The maximum number of scanning areas that can be stored is 99. Delete unneeded scanning area.
"Clear Misfeed(s) in ADF."	A paper misfeed has occurred inside the ADF.	Remove jammed originals, and place them again. For details, see p.93 "Removing Jammed Paper" • Check whether the originals are suitable to be scanned by the machine.
"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.
"Error has occurred in the scanner driver."	An error has occurred in the driver.	• Check whether the network cable is connected correctly to the client computer. • Check whether the Ethernet board of the client computer is recognized correctly by Windows. • Check whether the client computer can use the TCP/IP protocol.

Message	Cause	Solution
"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. • Disable the client computer's own firewall. For details, see Windows Help.
"Fatal error has occurred in the scanner."	An unrecoverable error has occurred on the machine.	An unrecoverable error has occurred in the machine. Contact your service representative.
"Insufficient memory. Close all other applications, then restart scanning."	Memory is insufficient.	• Close all the unnecessary applications running on the client computer. • Uninstall the TWAIN driver, and then reinstall it after restarting the computer.
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	• Reset the scan size. • Lower the resolution. • Set with no compression. See TWAIN Driver help. The problem may be due to the following cause: • Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
"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.
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	Check whether the machine or client computer is connected to the network correctly.

Message	Cause	Solution
"No response from the scanner."	The network is crowded.	Wait for a while, and then try to reconnect.
"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."	The machine's main power switch is off.	Set the main power switch to "On".
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	• Check whether the machine is connected to the network correctly. • Deselect the personal firewall function of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine" and "Using telnet", Network and System Settings Guide.
"Scanner is not ready. Check the scanner and the options."	The ADF cover is open.	Check whether the ADF cover is closed.
"The name is already in use. Check the registered names."	You tried to register a name that is already in use.	Use another name.

Note

- Under Windows Vista, a message may appear if paper jams during scanning with the WSD scanner. After clearing the paper jam, click [OK] to close the message dialog box, and then resume the operation.

6. Clearing Misfeeds

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

Removing Jammed Paper

This section describes how to remove jammed paper.

⚠CAUTION

- If two paper tray units (options) are installed, do not pull out more than one tray at a time when you are changing or replenishing paper or resolving paper jams. Pressing down forcefully on the machine's upper surfaces can result in malfunctions and/or user injury.

⚠CAUTION

- The inside of the machine could be very hot. Do not touch any parts other than specified in this document when removing misfed paper. Otherwise, it may cause burn injury.

⚠CAUTION

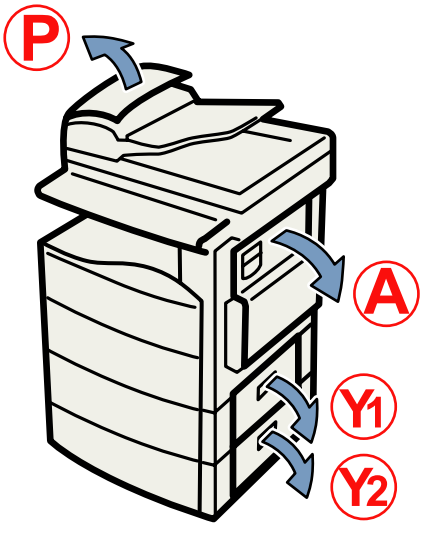
- The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.

Important

- **When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.**
- **To prevent misfeeds, do not leave any torn scraps of paper inside the machine.**
- **Contact your service representative if misfeeds occur frequently.**
- **The internal parts of the machine may be hot. Wait for the duplex unit to cool down before clearing a paper jam in the unit.**
- **When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.**
- **Do not remove the fusing unit. Doing so will result in loss of print quality.**

Note

- More than one misfeed area may be indicated. If this is the case, check every indicated area. Refer to the following charts: A, P, and Y.
- You can find stickers explaining how to remove misfed paper inside the right cover and on the top of the ADF 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.



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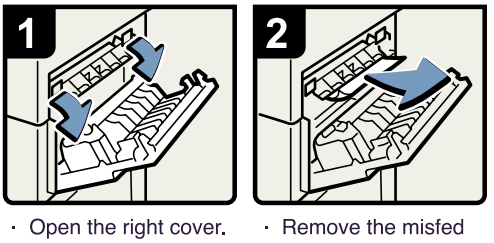
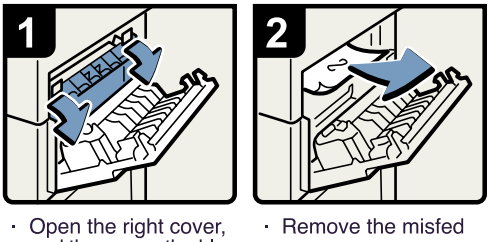
6 When A is displayed



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



- Open the right cover, and then open the blue cover.
- Remove the misfed paper.

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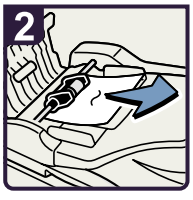
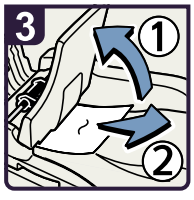
When P is displayed

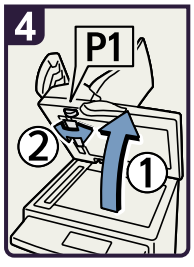
・Open the upper cover of the ADF.



・Remove the misfed original.

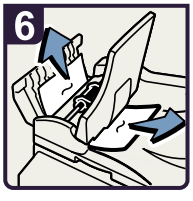


・If you cannot remove the misfed original, open the ADF external cover.
・Remove the misfed original.



・If you cannot remove the misfed original, open the ADF.
・Turn the knob P1 in the direction of the arrow.

・Close the ADF.



・Remove the misfed original.

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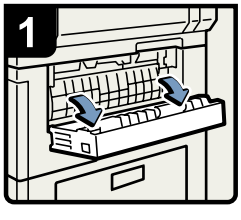
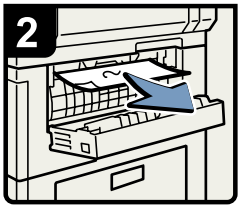
When Y1 is displayed



・Open the right cover of the paper tray unit.



・Remove misfed paper.
・Close the cover.

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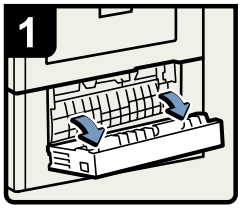
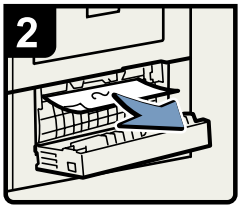
When Y2 is displayed



- Open the right cover of the paper tray unit.



- Remove misfed paper.
- Close the cover.

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7. Appendix

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