

Operating Instructions

Troubleshooting



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

Introduction

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

Important

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

Notes

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

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

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

Caution:

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

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

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

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

Power Source

220 - 240V, 50/60Hz, 2A or less.

Please be sure to connect the power cord to a power source as shown above. For details about power source, see p.129 "Power Connection".

Manuals for This Machine

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

Important

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

❖ About This Machine

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

❖ Troubleshooting

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

❖ Copy Reference

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

❖ Facsimile Reference

Explains Facsimile functions and operations.

❖ Printer Reference

Explains Printer functions and operations.

❖ Scanner Reference

Explains Scanner functions and operations.

❖ Network Guide

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

❖ General Settings Guide

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

❖ **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.

❖ **UNIX Supplement**

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.

❖ **Other manuals**

- Quick Guide
- Manuals for DeskTopBinder Lite
 - DeskTopBinder Lite Setup Guide
 - DeskTopBinder Introduction Guide
 - Auto Document Link Guide

Note

- ❑ Manuals provided are specific to machine types.

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How to Read This Manual

Symbols

This manual uses the following symbols:

 **WARNING:**

Indicates important safety notes.

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

 **CAUTION:**

Indicates important safety notes.

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

 **Important**

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

This symbol indicates information or preparations required prior to operating.

 **Note**

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

 **Reference**

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

[]

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

[]

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

Names of Major Options

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

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

1. When the Machine Does Not Operate As Wanted

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

Indicators

This section explains the meaning of the indicators that light up, flash, or appear on the display when the machine requires the user to remove misfed paper, to add paper, or to perform other procedures.

Indicator	Status
 : Misfeed indicator	Appears when a misfeed occurs. See p.121 "Clearing Misfeeds".
 : Load Paper indicator	Lights when a tray runs out of paper. See p.97 "Loading Paper".
 : Add Ink indicator	Flashes when ink is running low and remains lit when ink runs out. See p.115 "Handling Print Cartridges".

Panel Tone

This section describes the various beep patterns that the machine produces to alert users about machine conditions.

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

Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or ink request, if the machine's covers are opened and closed repeatedly within a short period 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", General Settings Guide.

When Print Results Are Not Satisfactory

If there is a problem with the quality of the printing such as dirty or faint and patchy prints, first check the condition of the machine.

Checking the Position of the Envelope Lever

Set the envelope lever correctly according to the type of paper you have loaded. When printing on envelopes, lower the envelope lever. If printed images are unclear even when printing on non-envelope paper, lower the envelope lever.

Checking the Condition of the Print-heads

Print the nozzle check test pattern to check whether the print-head nozzles are all ejecting ink properly, and, if necessary, carry out head cleaning or flushing. The procedure is as follows:

- 1** Print the nozzle check test pattern.
- 2** If the pattern is patchy, clean the print-head, then print the test pattern and check the result.
- 3** Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.
- 4** Clean the print-head, then print the test pattern. Then, clean and print a second time, and then check the result.
- 5** If the pattern is still patchy, flush the print-head, then print the test pattern again and check the result.
- 6** Do not use the machine for at least 10 minutes, then print the test pattern again and check the result.
- 7** If the pattern is still patchy, leave the machine for about eight hours. Then, print the test pattern and check the result.

If the test pattern is still patchy, contact your service representative.

Note

- For details about Nozzle Check Pattern, see “Nozzle Check Pattern”.
- For details about head cleaning, see “Clean Print-heads”.
- For details about flushing, see “Flush Print-heads”.

Reference

- p.6 “Nozzle Check Pattern”
- p.9 “Clean Print-heads”
- p.11 “Flush Print-heads”

Maintenance

Repeated printing may dirty or clog parts of the machine's interior, reducing printing quality. This can be corrected using **[Maintenance]**.

1

Nozzle Check Pattern

Print the test pattern to check for non-firing nozzles.

To check the print results of the test pattern, proceed to step **5**.

Important

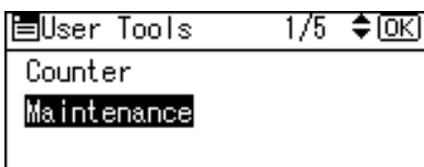
- Make sure the envelope lever has been raised. Otherwise, you will be unable to print.
- Check that A4  or 8¹/₂ × 11  size paper is loaded in Tray 1. If paper is not loaded, the test pattern does not print.
- During printing the test pattern, do not conduct any other operations.

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

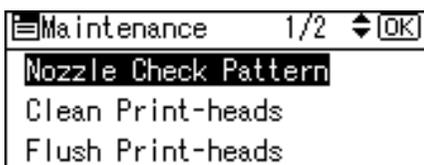


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2 Select **[Maintenance]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



3 Select **[Nozzle Check Pattern]** using **[▲]** or **[▼]**, and then press the **[OK]** key.

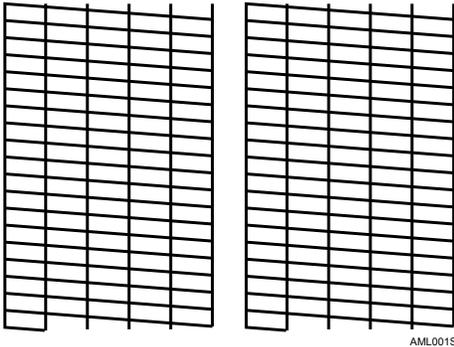


4 Press the **[Start]** key.

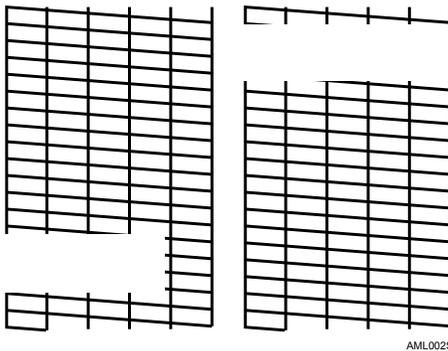
The test pattern prints out.

**5** Check the print results of the test pattern.

Normal print results:



If a nozzle is not firing:

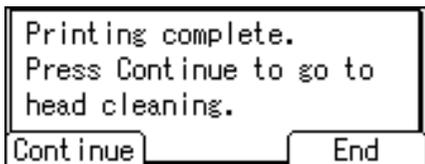


In the test pattern, "K1", "C", "M", "Y", and "K2" correspond to **[Black 1]**, **[Cyan]**, **[Magenta]**, **[Yellow]**, and **[Black 2]** of the machine's **[Flush Print-heads]** and **[Clean Print-heads]** functions, respectively (**[User Tools/Counter]** - **[Maintenance]**).

For example, if the test pattern shows that "K1" is not firing, select **[Black 1]** of **[Clean Print-heads]** or **[Flush Print-heads]** to reactivate the nozzle.

6 Press **[End]**.

If the printing is blurred or unclear, press **[Continue]** to perform head cleaning.



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



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 **Note**

For details about head cleaning, see "Clean Print-heads".

 **Reference**

p.9 "Clean Print-heads"

Clean Print-heads

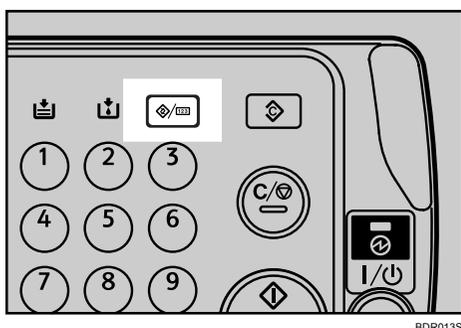
Use this function to clean the print-heads. Use it if a specific colour is not printing or prints out unclearly.

Head cleaning consumes ink. Perform this function on a colour basis.

Important

- Perform no other operations during head cleaning.
- Head cleaning is not possible if even one colour has run out.
- Cleaning may be incomplete if ink in a cartridge gets too low or runs out during cleaning.

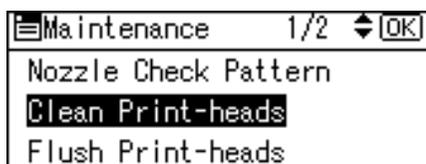
1 Press the [User Tools/Counter] key.



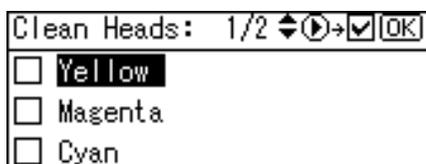
2 Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



3 Select [Clean Print-heads] using [▲] or [▼], and then press the [OK] key.



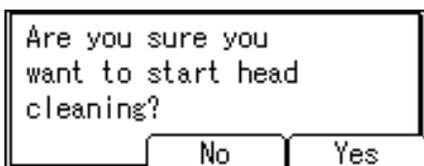
4 Select the colour of which head you want to clean using [▲] or [▼], and then press the [▶] key.



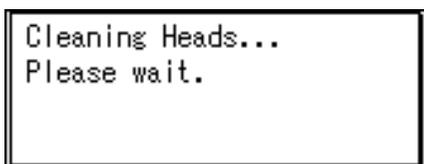
5 Press the [OK] key.

1

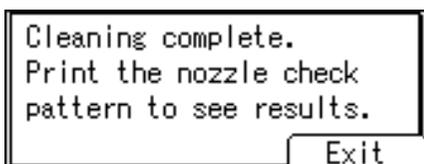
6 Press [Yes].



Head cleaning begins.

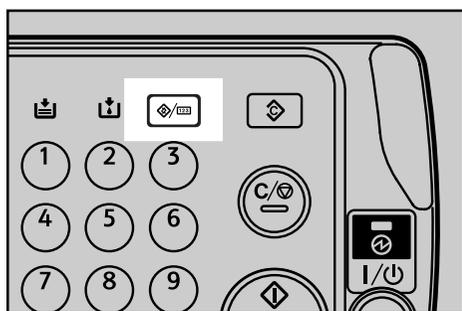


7 Press [Exit].



To check the results of head cleaning, select [Nozzle Check Pattern] to print the test pattern.

8 Press the [User Tools/Counter] key.



Note

- If a nozzle fails to start firing, perform head cleaning again. If you have repeated head cleaning several times and the nozzle is still failing to fire, perform flushing. If flushing also fails to reactivate the nozzle, turn the machine's power switch to "Off" and leave it at least eight hours before switching the machine back on. This should resolve the problem. Do not turn the main power off. If you do, the ink in the print-head may dry up and make printing even worse.
- For details about Nozzle Check Pattern, see "Nozzle Check Pattern".
- For details about flushing, see "Flush Print-heads".

Reference

- p.6 "Nozzle Check Pattern"
- p.11 "Flush Print-heads"

Flush Print-heads

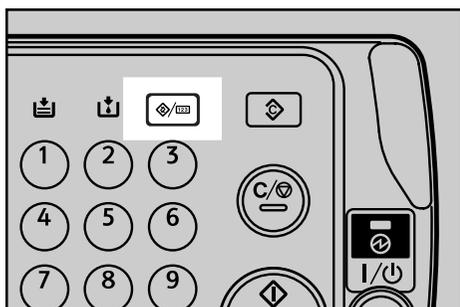
Use this function to clean the print-heads far more thoroughly. It consumes much more ink than head cleaning.

Use this function only if repeated head cleaning fails to reactivate a mis- or non-firing nozzle. Perform this function on a colour basis.

Important

- Flushing consumes ink. Perform flushing only when necessary.
- Perform no other operations during flushing.
- Flushing is not possible if even one colour has run out.
- Flushing may be incomplete if ink in a cartridge gets too low or runs out during flushing.

1 Press the [User Tools/Counter] key.

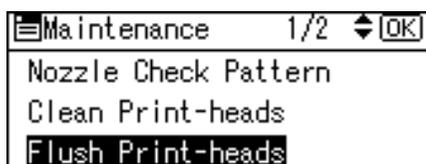


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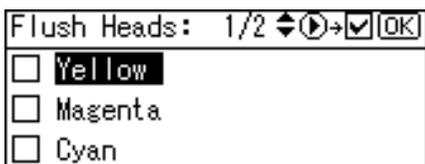
2 Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



3 Select [Flush Print-heads] using [▲] or [▼], and then press the [OK] key.

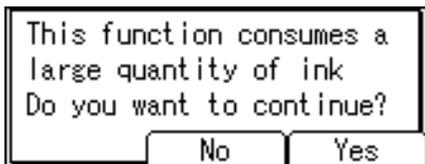


- 4** Select the colour of which head you want to flush using [▲] or [▼], and then press the [▶] key.

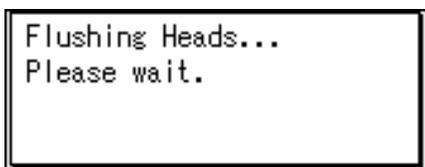


- 5** Press the [OK] key.

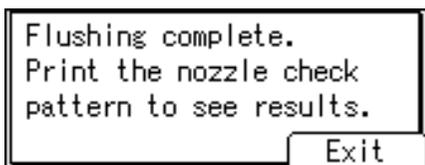
- 6** Press [Yes].



Flushing begins.



- 7** Press [Exit].



To check the results of flushing, select [Nozzle Check Pattern] to print the test pattern.

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



Note

For details about the Check Pattern, see “Nozzle Check Pattern”.

Reference

p.6 “Nozzle Check Pattern”

Adjustment

This section explains [Head Position Adjust], [Registration], [Adjust Paper Feed], and [Restore Defaults].

Head Position Adjust

If bidirectional printing produces misaligned verticals or blurred colours, printing the test pattern will re-calibrate the machine. The test pattern differs depending on the resolution.

To check the print results of the test pattern, proceed to step 1.

Important

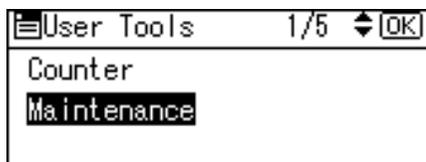
- Make sure the envelope lever has been raised. Otherwise, you will be unable to print.
- Check that A4 or 8¹/₂ × 11 paper is loaded in Tray 1. If this size of paper is not loaded, the test pattern is not printed.
- Perform no other operations while the test pattern is printing.

1 Press the [User Tools/Counter] key.

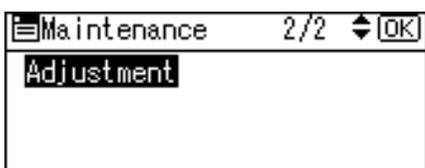


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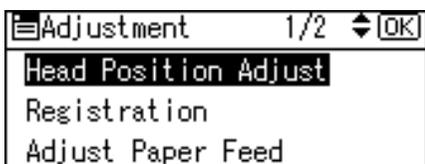
2 Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



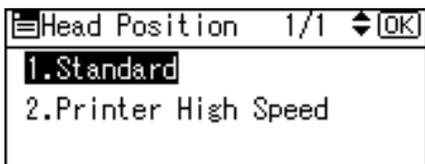
- 3** Select [Adjustment] using [▲] or [▼], and then press the [OK] key.



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



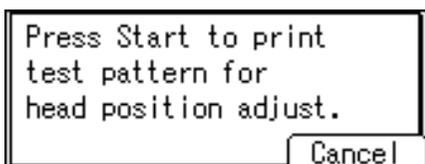
- 5** Select the item of which head position you want to adjust using [▲] or [▼], and then press the [OK] key.



The item you need to select differs depending on the write mode you want to adjust the head position for. If you want to adjust the head position for printing in Plain and Fast mode (300 dpi), select [2.Printer High Speed]. Otherwise, select [1.Standard].

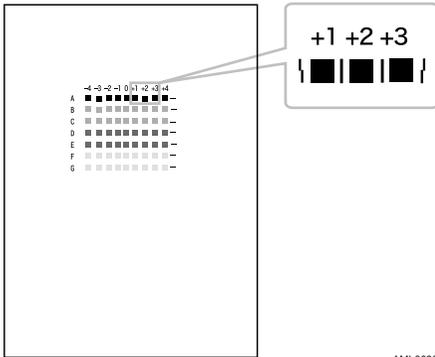
- 6** Press the [Start] key.

The Head Position Adjust test pattern is printed.

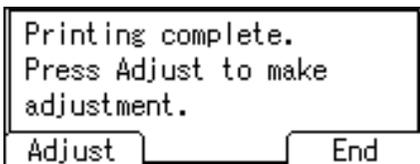


7 Check the optimal adjustment value based on the print results of the test pattern.

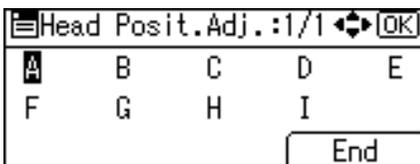
The optimal adjustment value is the number above the square pattern that has faintest colour closest to gray and aligned verticals on both sides. If the value in column "A" is "+2", the adjustment value of [A] is [+2].



8 Press [Adjust].

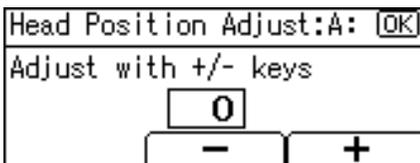


9 Select the item you want to adjust, and then press the [OK] key.



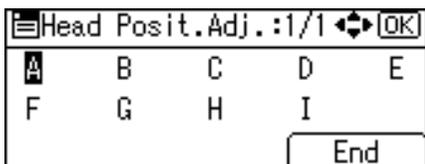
10 Enter the adjustment value with [+][−], and then press the [OK] key.

The display returns to that of Step 9.



11 Press [End].

After a few seconds, the settings screen appears.



12 Press the [User Tools/Counter] key.



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Registration

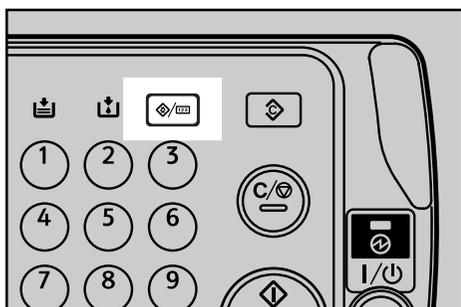
This function prints test patterns for adjusting the print start position of paper on a paper feed tray basis.

To check the print results of the test pattern, proceed to step **7**.

Important

- Make sure the envelope lever is raised. You cannot print if it is down.
- Make sure A4 or 8 1/2 × 11 paper is loaded in the tray you want to adjust.
If this size of paper is not loaded, the test pattern is not printed.
- Perform no other operations while the test pattern is printing.
- To adjust the registration for duplex printing, load paper in Tray 1.

1 Press the [User Tools/Counter] key.

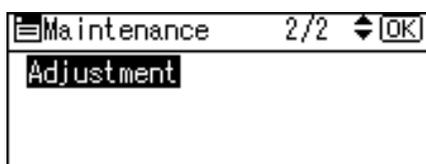


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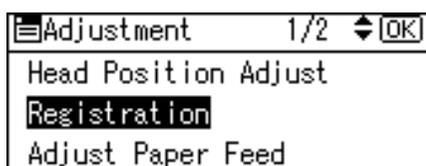
- 2** Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



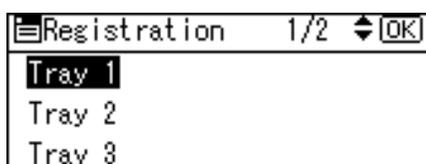
- 3** Select [Adjustment] using [▲] or [▼], and then press the [OK] key.



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

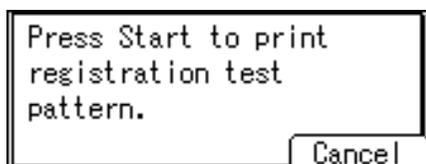


- 5** Select the tray of which print position you want to adjust using [▲] or [▼], and then press the [OK] key.



- 6** Press the [Start] key.

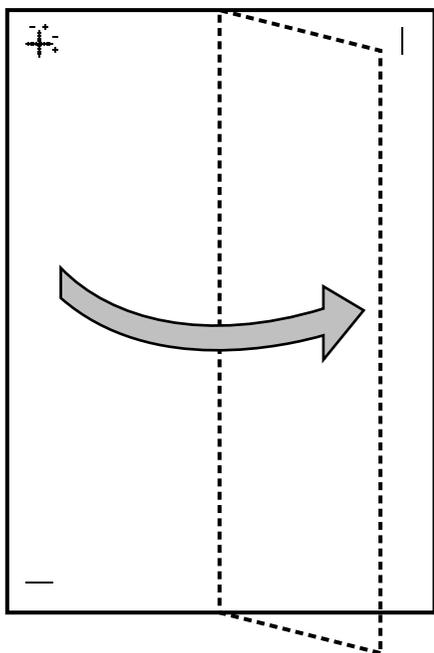
The test pattern is printed.



7 Check the optimal adjustment value based on the print results of the test pattern.

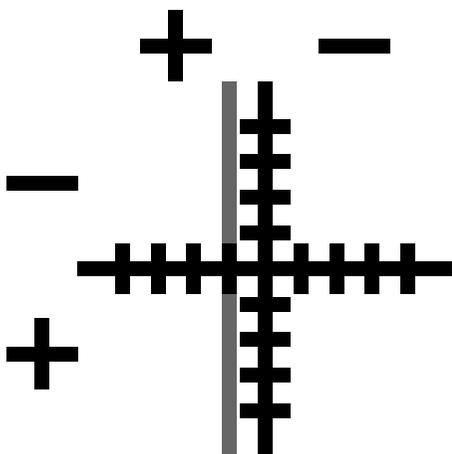
- Fold the paper lengthwise by aligning its corners.

1



AML004S

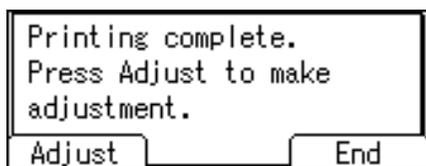
- Hold the folded paper to the light. The alignment difference between the printed cross joint and the vertical line is the adjustment value. If the vertical line is misaligned in the + direction by 1 calibration marking, the adjustment value of **[Sub Scan]** is **[+1.0]**.



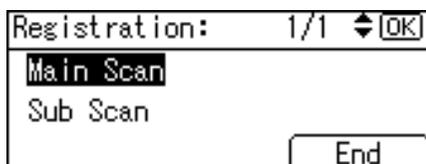
AML005S

- Fold the paper widthwise in the same manner, and then check the adjustment value of **[Main Scan]**.
- The adjustment values of **[Main Scan]** and **[Sub Scan]** are in increments of **[0.1]**.

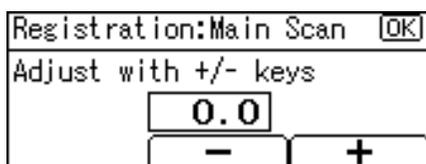
- 8** Press [Adjust].



- 9** Select an item you want to adjust, and then press the [OK] key.

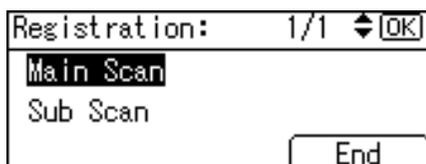


- 10** Enter the adjustment value with [+], [-], and then press the [OK] key.
The display returns to that of Step 9.



- 11** Press [End].

After a few seconds, the settings screen appears.



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



BDR013S

Adjust Paper Feed

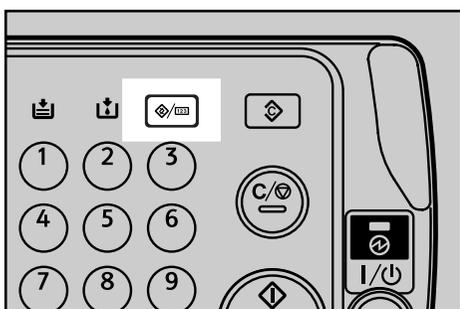
This function prints test patterns for adjusting paper feed if misalignment of horizontals or image surface irregularities occur.

To check the print results of the test pattern, proceed to step 6.

Important

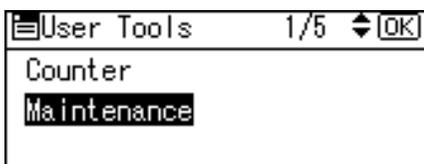
- Make sure the envelope lever has been raised. Otherwise, you will be unable to print.
- Check that A4 or 8¹/₂ × 11 paper is loaded in Tray 1. If this size of paper is not loaded, the test pattern is not printed.
- Perform no other operations while the test pattern is printing.

1 Press the [User Tools/Counter] key.

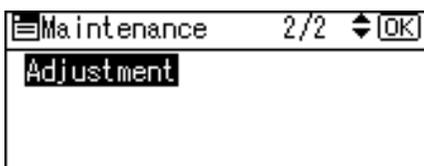


BDR0135

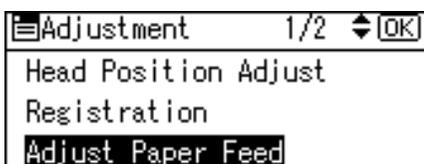
2 Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



3 Select [Adjustment] using [▲] or [▼], and then press the [OK] key.



4 Select [Adjust Paper Feed] using [▲] or [▼], and then press the [OK] key.

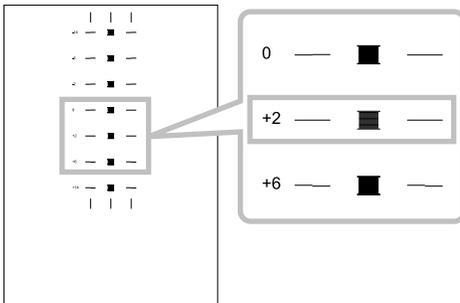


5 Press the **[Start]** key.

The test pattern is printed.

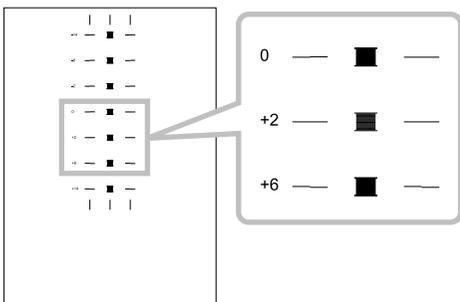
**6** Check the optimal adjustment value based on the print results of the test pattern.

- The optimal adjustment value is the number next to the square pattern that has the faintest colour closest to gray and aligned horizontals on both sides. If the value on the left of the pattern is "+2", the adjustment value is **[+2]**,



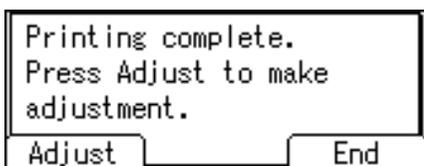
AML006S

- If the horizontal lines on the both sides of the faintest square are misaligned, determine an adjustment value based on a pattern that is above or below, whose horizontals are misaligned in the opposite direction. For example, "+2" square is faintest and the horizontals on both sides of "+6" are in the opposite direction to "+2", so the adjustment value is between **[+3]** and **[+5]** depending on the degree of misalignment. After completing the adjustment, adjust the paper feed again to check if the optimal adjustment value is set.

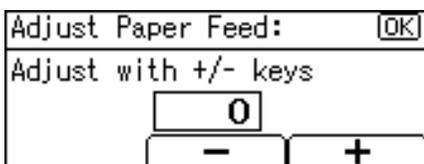


AML007S

7 Press **[Adjust]**.

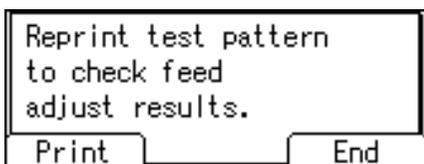


8 Enter the adjustment value with **[+]** **[-]**, and then press the **[OK]** key.



9 Press **[End]**.

After a few seconds, the settings screen appears.



To check the results of paper feed adjustment, select **[Print]** to print the test pattern.

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



BDR013S

Restore Defaults

This function resets the “Head Position Adjust”, “Registration”, and “Adjust Paper Feed” values to their defaults.

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

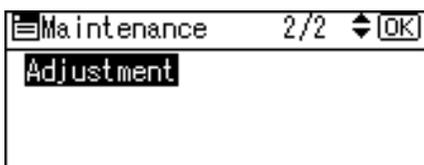


BDR013S

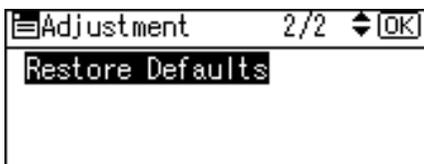
- 2 Select [Maintenance] using [▲] or [▼], and then press the [OK] key.



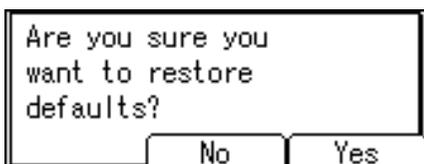
- 3 Select [Adjustment] using [▲] or [▼], and then press the [OK] key.



- 4 Select [Restore Defaults] using [▲] or [▼], and then press the [OK] key.



- 5 Press [Yes].



6 Press [Exit].



7 Press the [User Tools/Counter] key.



 **Note**

- For details about the settings that will be reset, see “Head Position Adjust”, “Registration”, and “Adjust Paper Feed”.

 **Reference**

p.13 “Head Position Adjust”

p.16 “Registration”

p.20 “Adjust Paper Feed”

When the Function Status Indicator Lights Up in Red

1

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

Problem	Cause	Solution
Documents and reports do not print out.	There is no paper left.	Load paper. See p.97 "Loading Paper".
An error has occurred.	The function whose indicator is lit is defective.	Record the code number shown on 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.	<ul style="list-style-type: none"> • 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", General Settings Guide. • Contact the administrator. • If the function key is still lit in red even after trying to solve the problem as described here, contact your service representative.

Note

- ❑ 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.

When You Have Problems Operating the Machine

1

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
"Please wait..." appears.	This message appears when you turn on the operation switch.	If the machine does not get started within 2 minutes, contact your service representative.
"Please wait..." appears.	If the machine has not been in use for a long time, it may take longer than normal to print or start up when switched on.	Wait for about 10 minutes.
Although the copier screen appears when the machine is turned on using the operation switch, it cannot be switched to another screen by pressing the [Facsimile] 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 display is difficult to see.	Screen contrast is not adjusted.	Adjust the screen contrast so that you can see the display panel properly. For details about Screen Contrast, see "System Settings", General Settings Guide.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: <ul style="list-style-type: none"> • The exposure glass cover, ADF, or ARDF is open. • The machine is communicating with external equipment. • The hard disk is active. • The facsimile unit is installed in the machine and the direct-dial function is being used. 	Close the exposure glass cover, ADF, or ARDF, and check if the machine is communicating with external equipment.

Problem	Cause	Solution
"Adjusting..." appears.	<ul style="list-style-type: none"> The machine is performing image adjustment operations. The machine is cleaning its print-head. 	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to get ready.
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into the paper tray with the print side down, and into the bypass tray or one-sheet bypass tray with the print side up.
Misfeeds occur frequently.	The tray's side fences may not be locked.	Check the side fences are locked. See p.102 "Changing the Paper Size".
Misfeeds occur frequently.	The tray's end fence may not be set properly.	Check the end fence is set properly. See p.102 "Changing the Paper Size".
Misfeeds occur frequently.	You may have loaded paper of a size not shown on the paper size selector.	Use Tray Paper Settings to set the paper size. See p.113 "Changing to a Size that Is Not Indicated on the Paper Size Selector".
An error message remains, even if misfed paper is removed.	When a misfeed message appears, it remains until you open and close the cover as required. Paper is still jammed in the tray.	Clear misfed paper, and then open and close the front cover. See p.121 "Removing Jammed Paper".
After you change a consumable or clear a paper jam, the machine may not switch back to the screen for the function being used.	If the optional hard disk is not installed, depending on the type of key card, the machine may not automatically switch back to the screen for the function being used after you change a consumable or clear a paper jam.	Press the [Start] key.
Print is disabled.	Ink has run out.	Both Black & White and Colour Print is disabled if only one of the four ink colours runs out. Replace the print cartridge before this happens. For the replacement procedure, see p.116 "Replacing Print Cartridges".
Cannot print in duplex mode.	No hard disk drive is mounted on your machine.	Duplex colour copying requires the optional hard disk drive.
Cannot print in duplex mode.	You cannot use paper in Bypass Tray, One-Sheet Bypass Tray for duplex printing.	For duplex printing, select Tray 1-3 in the copier mode or with the printer driver.

Problem	Cause	Solution
Cannot print in duplex mode.	[Duplex] is set to [Off] for Paper Type:Tray 1-3.	In [Tray Paper Settings], under [Paper Type:Tray1-3], set [Duplex] to [On].
"Temperature Alert. Turn main power off, adjust room temp. and wait a while before restarting." appears, and print is disabled.	The temperature inside the printer is too high or too low.	Locate the machine in an environment where the temperature remains between 10 and 32 °C.
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] 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.
"Privileges are required to use this function." appears.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.
"Authentication failed." appears.	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." appears.	Cannot access the authentication server when using Windows Authentication, LDAP Authentication, or Integration Server Authentication.	Contact the administrator.

 **Note**

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

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

○ : means that these functions can be used together.

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

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

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

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

^{*2} During parallel reception, any subsequent job is suspended until reception is completed.

 **Note**

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

2. Troubleshooting When Using the Copy Function

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

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

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

Reference

p.26 “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 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.	To cancel a job being processed, press the [Clear/ Stop] key on the scanner screen to display the message “Clear/Stop key was pressed. Stop scanning?”, and then press [Stop] .
Cannot detect original size	The original placed on the exposure glass is a non-standard size.	<ul style="list-style-type: none">• Place the original on the exposure glass again. Face the originals down.• If the machine cannot detect the size of the original, specify the size manually - do not use Auto Paper Select mode or the Auto Reduce/Enlarge function. See “Placing Originals”, Copy Reference.
Cannot detect original size	Original is not placed.	Place your originals.

Message	Cause	Solution
Cannot dup. copy this size	A paper size not available in Duplex mode has been selected.	Select the proper paper size for the Duplex function. See "Supplementary Information", Copy Reference.
Check original orientation	Original is not placed in a proper orientation.	Change the orientation of the original.
Check paper size	The appropriate paper is not loaded.	If you press the [Start] key, copy will start onto the selected paper.
Max. number of sets is n (A figure is placed at n.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity from [Max. Number of Sets] under [Copier Features] .
Privileges are required to use this function.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.
Rotate Sort is unavailable with this paper size	A size of paper for which Rotate Sort is not available is selected.	Select the proper paper size for the Rotate Sort function. See "Supplementary Information", Copy Reference.

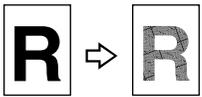
When You Cannot Make Clear Copies

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 "Copier Functions", Copy Reference.
Copies appear dirty.	Auto Image Density is not enabled.	In [Copier Features] , under [Original Type Setting] , select [Full Colour 1(Text)] for colour copying, or [Black&White 1(Text)] for black and white copying, and then select [Text(Auto Image Dens.:On)] to enable Auto Image Density.
Copies contain blots or are patchy.	<ul style="list-style-type: none"> The print-head can scratch paper that is too thick or thin, causing ink bleed. Images may be too light to appear on coarse or treated paper. 	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine. Contact your service representative.
Copies contain blots or are patchy.	The envelope lever is not correctly set.	Set the lever correctly according to the type of paper you have loaded. When printing on envelopes, lower the envelope lever. If printed images are unclear even when printing on non-envelope paper, lower the envelope lever.
Copies contain blots or are patchy.	The ink may be dry or the nozzles of the print-heads may be clogged, preventing effective discharge.	If the machine has been left unused for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.6 "Maintenance".
Copies contain blots or are patchy.	Ink on printed surfaces is not dry.	Do not touch printed surfaces immediately after copying. OHP transparencies require more time than normal paper to dry. Remove freshly printed sheets one by one, taking care not to touch areas of print.
Copies contain blots or are patchy.	The machine is not on a level surface.	Place the machine on a stable and level surface. Make sure the machine's environment meets requirements. See p.127 "Where to Put Your Machine".

Problem	Cause	Solution
Copies contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Straighten the paper if curled. Replace it if wrinkled or damaged. If paper comes out curled, adjust the Output Tray. See "Guide to Components", About This Machine.
Copies contain blots or are patchy.	The paper is too thick, curled, or the print density is too high.	Lower the Envelope Lever for printing.
Copies contain blots or are patchy.	Image density is too light.	Adjust the image density settings. See "Copier Functions", 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.
Image blurs or double lines appear.	The print-heads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.6 "Maintenance".
The image is too dark or too light.	The expiration date of the print cartridge has passed.	Open the print cartridge and use it before the expiration date.
The image is too dark or too light.	The correct paper type settings are not made.	Check if paper loaded on the paper tray, bypass tray or one-sheet bypass tray matches the paper type set on the control panel. For details about Paper Type:Tray1-3, Paper Type:Bypass Tray, and Paper Type:1-Sheet Bypass Tray, see "System Settings", General Settings Guide.
The image is 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.
Image is dirty or bleeds.	The paper is not loaded in the correct orientation.	Certain sizes of paper cannot be loaded lengthwise. Check the orientation of the loaded paper. See "Recommended Paper Sizes and Types", About This Machine.
Image is dirty or bleeds.	Use of non-recommended cartridges and cartridge refill ink can result in loss of print quality and other problems.	Use manufacturer-genuine cartridges. Contact your service representative.

Problem	Cause	Solution
Image is dirty or bleeds.	Duplex copying of large, single colour or ink heavy images can result in ink leakage inside the main unit or onto the paper output roller.	We recommend single-sided copying if print images are large and single colour or ink heavy.
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density settings. See "Copier Functions", Copy Reference.
A shadow appears on copies if you use pasted originals.	Image density is too high.	Adjust the image density settings. See "Copier Functions", 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, ADF, or ARDF is dirty.	Clean them. See p.131 "Maintaining Your 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.
Images appear only partially coloured.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Coloured lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.131 "Maintaining Your Machine".
White lines appear.	Print position has not been adjusted.	Adjust the print position according to the paper tray. Print the test pattern and adjust the print position accordingly. See p.6 "Maintenance".
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.131 "Maintaining Your Machine".
White lines appear.	A nozzle might be misfiring.	Print the test pattern to check whether a nozzle is misfiring. Perform head cleaning, if necessary. See p.6 "Maintenance".
Copies are blank.	The original is not set correctly.	When using the exposure glass, face the originals down. When using the ADF, or ARDF face them up.

Problem	Cause	Solution
<p>A moiré pattern is produced on copies.</p> 	<p>Your original has a dot pattern image or many lines.</p>	<p>Place the original on the exposure glass at a slight angle.</p>
<p>Black spots appear on the copy of a photographic print.</p>	<p>Because of high humidity, the photographic print has stuck to the exposure glass.</p>	<p>Place the print on the exposure glass in either of the following ways:</p> <ul style="list-style-type: none"> • Place an OHP transparency on the exposure glass, and then place the print on top of the OHP transparency. • Place the print on the exposure glass, and then place two or three sheets of white paper on top of it. Leave the exposure glass cover, ADF, or ARDF open when copying.

When You Cannot Make Copies As Wanted

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

❖ Basic

2

Problem	Cause	Solution
Printing does not start.	The cover of one-sheet bypass tray or one-sheet output tray is open.	Check that the cover of one-sheet bypass tray or one-sheet output tray is properly closed.
Printing does not start.	There is paper remaining in the one-sheet output tray.	Remove any paper left in the one-sheet output tray.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	<ul style="list-style-type: none"> When loading paper into the paper tray, load paper only as high as the limit mark on the side fences of the paper tray. For details about the position of the limit mark, see p.97 "Loading Paper". When loading paper onto the bypass tray, load only as much paper as can be held between the paper guides on the 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.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Straighten the paper if curled. Replace it if wrinkled or damaged.
Misfeeds occur frequently.	Printed paper is used.	Do not reuse copy paper that has been already copied or printed onto.
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.

Problem	Cause	Solution
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Combination Chart", Copy Reference.
The copy is grayed out or a text pattern appears in the background of the copy.	You have copied a copy-guarded document protected from unauthorized copying.	For details about preventing unauthorized copying of the document, see "Unauthorized Copy Control", Printer Reference.
Print is slanted.	The side fences in the paper tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see p.102 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.97 "Loading Paper".
Print is slanted.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.

❖ **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 the Manual Paper Select function, make sure the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using the Combine function.
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF or ARDF, the last page should be on the bottom. When placing 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 or one-sheet bypass tray.	Remove paper loaded on the bypass tray or one-sheet bypass tray. Load paper in another tray.
Cannot print in duplex mode.	You have loaded paper exceeding 90 g/m ² .	Change the paper.
Cannot print in duplex mode.	[Duplex] is set to [Off] for Paper Type:Tray 1-3.	In [Tray Paper Settings] , under [Paper Type:Tray1-3] , set [Duplex] to [On] .
Copies are not in duplex order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF or ARDF, the last page should be on the bottom. When placing 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. For details about original orientation and completed copies, see "Copier Functions", Copy Reference.

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. [Print] scanned orig., [Clear] to cancel/clear memory.	The scanned originals exceeds the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Clear] to cancel the scanning data and not copy.
Press [Resume] to scan and copy remaining originals.	The machine checked if the remaining originals should be copied, after the scanned original has been 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.



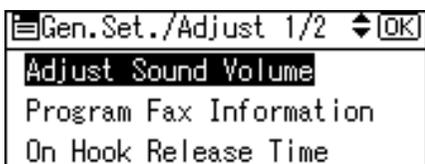
2 Select **[Fax Features]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



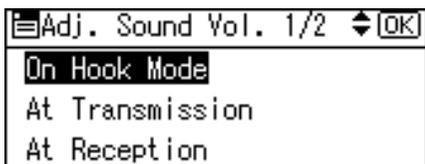
- 3** Select **[General Settings/Adjust]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



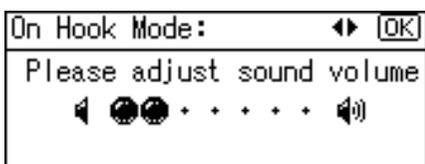
- 4** Select **[Adjust Sound Volume]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



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

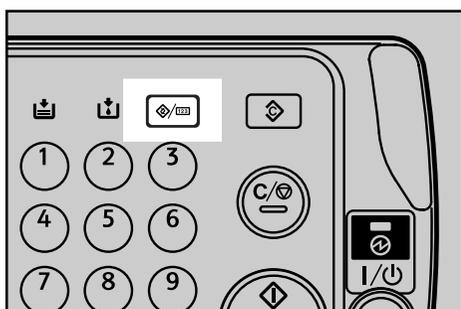


- 6** Select the volume using **[◀]** or **[▶]**, and then press the **[OK]** key.



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

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



BDR013S

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 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.	The entered login user name or password is incorrect.	Confirm correct login user name or password.
Authentication failed.	The machine currently cannot perform authentication.	Contact the administrator.
Cannot detect original size. Place original again, then press Start key.	The machine failed to detect the size of the original.	Place original again, and then press [Start] key.
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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • In [Fax Features], under [IP-Fax Settings], select [H.323 Settings], and then check the 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
<p>Check whether there are any network problems. [13-17]</p>	<p>Registering of user name is rejected by SIP server.</p>	<ul style="list-style-type: none"> • In [Fax Features], under [IP-Fax Settings], select [SIP Settings], and then check the SIP Server IPv4 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.
<p>Check whether there are any network problems. [13-18]</p>	<p>Cannot access SIP server.</p>	<ul style="list-style-type: none"> • In [Fax Features], under [IP-Fax Settings], select [SIP Settings], and then check the SIP Server IPv4 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.
<p>Check whether there are any network problems. [14-01]</p>	<p>The DNS server, SMTP server, or folder specified for forwarding to was not found, or, the destination for Internet Fax around (not through) the SMTP server could not be found.</p>	<ul style="list-style-type: none"> • In [System Settings], under [Interface Settings], select [Network], and then check the DNS server is correctly programmed in [DNS Configuration]. 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] and [Port No.] are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the folder for forwarding is correctly specified. • Check that the computer in which the folder for forwarding is specified is correctly operated. • Check that the LAN cable is correctly connected to the machine. • Contact the network administrator of the destination. • Contact the network administrator.

Message	Cause	Solution
<p>Check whether there are any network problems. [14-09]</p>	<p>E-mail transmission was refused by SMTP authentication, POP before SMTP authentication or login authentication of the computer in which the folder for transfer is specified.</p>	<ul style="list-style-type: none"> • In [System Settings], under [File Transfer], select [SMTP Authentication] or [POP before SMTP], and then check that the function is set to [On]. Then, press [Details] and check that [User Name] and [Password] are both set correctly. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that the user name and password are both set correctly by pressing [User] and [Password] respectively. 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 the network administrator.
<p>Check whether there are any network problems. [14-33]</p>	<p>Neither the machine's e-mail address nor the administrator's e-mail address is programmed.</p>	<ul style="list-style-type: none"> • In [System Settings], under [File Transfer], select [Fax E-mail Account], and then press [Emai.Ad.] to check that the e-mail address is set correctly. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.

Message	Cause	Solution
<p>Check whether there are any network problems.</p> <p>[15-01]</p>	<p>No POP3/IMAP4 server address is programmed.</p>	<ul style="list-style-type: none"> • In [System Settings], under [File Transfer], select [POP3/IMAP4 Settings], and then check the host name or IPv4 address of the POP3/IMAP4 Server is correctly programmed in [Server Name]. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
<p>Check whether there are any network problems.</p> <p>[15-02]</p>	<p>Cannot log on to the POP3/IMAP4 server.</p>	<ul style="list-style-type: none"> • In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that the user name and password are both set correctly by pressing [User] and [Password] respectively. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
<p>Check whether there are any network problems.</p> <p>[15-03]</p>	<p>No machine e-mail address is programmed.</p>	<ul style="list-style-type: none"> • In [System Settings], under [File Transfer], check that the machine e-mail 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
<p>Check whether there are any network problems. [15-11]</p>	<p>Cannot find the DNS server or POP3/IMAP4 server.</p>	<ul style="list-style-type: none"> • In [System Settings], under [Interface Settings], select [Network], and then check the IPv4 address of the DNS Server is correctly programmed in [DNS Configuration]. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [POP3/IMAP4 Settings], and then check that [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. • 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. • Check that the LAN cable is correctly connected to the machine. • Contact the network administrator.

Message	Cause	Solution
<p>Check whether there are any network problems. [15-12]</p>	<p>Cannot log on to the POP3/IMAP4 server.</p>	<ul style="list-style-type: none"> • In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that the user name and password are correctly programmed by pressing [User] and [Password] respectively. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [POP before SMTP], and then check that it is set to [On]. Then, press [Details] and check that [User Name] and [Password] are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
<p>Connection with LDAP server has failed. Check the server status.</p>	<p>A network error has occurred and connection has failed.</p>	<ul style="list-style-type: none"> • 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, "Programming the LDAP server", General Settings Guide.
<p>Entered path is not correct. Please re-enter.</p>	<p>The name of the computer or folder entered as the destination is wrong.</p>	<p>Check whether the computer name and the folder name for the destination are correct.</p>
<p>Error occurred, and trans. was cancelled.</p>	<p>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).</p>	<p>Press [Exit], and then resend the pages that have not been sent. If the error reoccurs frequently, contact your service representative.</p>
<p>Exceeded max. number of search results which can be displayed. Max.: n (A figure is placed at n.)</p>	<p>The number of search results has exceeded the maximum number of items that can be displayed.</p>	<p>Search again after changing the search conditions.</p>
<p>!Func. Problems Data will be initialized.</p>	<p>There is a problem with the fax.</p>	<p>Record the code number shown in the display and contact your service representative. Other functions can be used.</p>

Message	Cause	Solution
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.	<ul style="list-style-type: none"> • 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, "Programming the LDAP server", General Settings Guide.
Privileges are required to use this function.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.
Put original back, check it and press Start key.	Original jammed during Memory Transmission.	Place originals that have not been scanned on the exposure glass, ADF, or ARDF again.
Sender's name is not selected. Specify sender's name.	The sender has not been specified.	A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name.
Specified group contains some invalid dest. Do you want to select only valid dest.?	The specified group contains fax destinations, e-mail destinations, and/or IP-Fax destinations, either of which are incompatible with the specified transmission method.	In the message that appears at each transmission, press [Select] .
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operation is not possible while this message is displayed.

 **Note**

- ❑ If the “Check whether there are any network problems.” message 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 Setting”, General Settings Guide. 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. 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 Setting”, General Settings Guide.

When You Cannot Send or Receive Fax Messages As Wanted

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

❖ Transmission/Reception

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

❖ Transmission

Problem	Cause	Solution
Document appears blank at the other end.	The original was placed upside down.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF or ARDF, the side to be scanned must face up.
Reception is possible, but transmission is impossible.	The terminal adaptor setting is incorrect.	Check the setting.
Transmission failed due to "maximum e-mail size" error.	The size of the Internet fax document exceeds the maximum e-mail size specified on the machine.	In [Fax Features] , under [E-mail Settings] , set [Maximum E-mail Size] to [Off] , or set the maximum e-mail size to a larger value. Then, re-send the document.
When using On Hook Dial or Manual Dial, "Receiving" appears and transmission is not allowed.	If the machine fails to detect the size of the original when the [Start] key is pressed, it performs a receiving operation.	If you use On Hook Dial or Manual Dial frequently, it is recommended that you set "Receive documents by pressing the [Start] key when originals are not set." to "Off" in User Parameters. If this is set to "Off", when using Manual Dial you cannot receive by pressing the [Start] key. For details about how to do this, see "Parameter Setting", General Settings Guide.
LAN-Fax Driver does not work.	The entered login user name, login password, or driver encryption key is incorrect.	Check your login user name, login password, or driver encryption key, and enter them correctly. Contact the administrator.

Problem	Cause	Solution
LAN-Fax Driver does not work.	A high security level is set by the extended security function.	Contact the administrator.
Although a group specification was set for the following, reception was not possible. Forwarding, Forwarding of Special Sender, E-mail TX Result, routing e-mail 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.

❖ Reception

Problem	Cause	Solution
The machine failed to print received fax documents.	If this happened when the Receive File indicator was lit, low paper may have caused printing to stop.	Load paper into the tray. For details about Substitute Reception, see "Types of Reception", Facsimile Reference.
The machine failed to print received fax documents.	When  is lit.	Load paper into the tray. See p.97 "Loading Paper".
Transmission is possible, but reception is impossible.	The ink has run out.	Replace the print cartridge. See p.116 "Replacing Print Cartridges".
Transmission is possible, but reception is impossible.	The terminal adaptor setting is incorrect.	Check the setting.

❖ Printing

Problem	Cause	Solution
Printing does not start.	The cover of the one-sheet bypass tray or one-sheet output tray is open.	Check that the cover of the one-sheet bypass tray or one-sheet output tray is properly closed.
Printing does not start.	There is paper left in the one-sheet output tray.	Remove any paper left in the one-sheet output tray.
Print is slanted.	The side fences in the paper tray are not locked.	Check the side fences are locked. See p.102 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.97 "Loading Paper".
Print is slanted.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	<ul style="list-style-type: none"> • When loading paper into the paper tray, load paper only as high as the limit mark on the side fences of the paper tray. For details about the position of the limit mark, see p.97 "Loading Paper". • When loading paper onto the bypass tray, load only as much paper as can be held between the paper guides on the 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.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Straighten the paper if curled. Replace it if wrinkled or damaged.
Copy paper becomes creased.	Printed paper is used.	Do not reuse copy paper that has been already printed onto.
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.
Images appear only partially coloured.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Coloured lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.131 "Maintaining Your Machine".
White lines appear.	A nozzle might be misfiring.	Print the test pattern to check whether a nozzle is misfiring. Perform head cleaning, if necessary. See p.6 "Maintenance".
Printed images contain blots or are patchy.	The ink may be dry or the nozzles of the print-heads may be clogged, preventing effective discharge.	If the machine has been left unused for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.6 "Maintenance".

Problem	Cause	Solution
Printed images contain blots or are patchy.	The machine is not on a level surface.	Place the machine on a stable and level surface. Make sure the machine's environment meets requirements. See p.127 "Where to Put Your Machine".
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Straighten the paper if curled. Replace it if wrinkled or damaged.
Printed images contain blots or are patchy.	The paper is too thick, curled, or the print density is too high.	Lower the envelope lever for printing.
Image blurs or double lines appear.	The print-heads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.6 "Maintenance".
The image is too dark or too light.	The expiration date of the print cartridge has passed.	Open the print cartridge and use it before the expiration date.
The image is too dark or too light.	The correct paper type settings are not made.	Check if paper loaded on the paper tray, bypass tray, or one-sheet bypass tray matches the paper type set on the control panel. For details about Paper Type:Tray1-3, Paper Type:Bypass Tray, and Paper Type:1-Sheet Bypass Tray, see "System Settings", General Settings Guide.
The image is too dark or too light.	Use of non-recommended cartridges and cartridge refill ink can result in loss of print quality and other problems.	Use manufacturer-genuine cartridges. Contact your service representative.
The printed text or colours look different from what appears on screen.	The ink may be dry or the nozzles of the print-heads may be clogged, preventing effective discharge.	If the machine has been left unused for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.6 "Maintenance".
Background of received images appears dirty. Images from the back of the page appear.	Image density is too high.	Adjust the scanning density. See "Scan Settings", Facsimile Reference.
Printed or sent images are spotty.	The exposure glass, ADF, or ARDF is dirty.	<ul style="list-style-type: none"> • Clean them. See p.131 "Maintaining Your Machine". • Make sure ink or correction fluid is dry before placing originals.
Received image is too light.	When using rough, or processed paper, areas of print may not be fully reproduced.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
Received image is too light.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Received image is too light.	<ul style="list-style-type: none"> The image density has been set too low. The original of the transmitted fax was printed on paper that is too thin. 	<ul style="list-style-type: none"> Increase the scanning density. For details about how to change the density, see "Scan Settings", Facsimile Reference. Ask the sender to reprint the original on thicker paper and fax it again.

❖ Others

Problem	Cause	Solution
All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/Reception, Memory Lock, Substitute Reception, and Auto Document.	All fax documents are lost from memory if the machine remains unpowered for approximately twelve 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.58 "Turning Off the Main Power / In the Event of Power Failure".
The following functions are not available: Forwarding, routing e-mail 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
Exceeded max. memory capacity. Do you want to send the scanned data?	The memory is full.	If you press [Exit] , the machine returns to standby mode and starts transmitting the stored pages.

When an Error Report Is Printed

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

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

Note

- If an error happens frequently, contact your service representative.
- The “Page” column gives the total number of pages. The “Page not sent” or “Page not received” column gives the number of pages not sent or received successfully.
- You can display destinations by configuring the appropriate User Parameter. For details about how to do this, see “Parameter Setting”, General Settings Guide.
- You can display sender names by configuring the appropriate User Parameter. For details about how to do this, see “Parameter Setting”, General Settings Guide.

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

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

⚠ CAUTION:

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

3

🚨 Important

- ❑ Do not turn off the main power switch while the operation switch indicator is lit or blinking. Doing so may result in damage to the hard disk or memory or nozzle clogging due to dried head, leading to malfunctions.
- ❑ 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 24 hours 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 twelve hours because the main power switch is turned off, there is a power cut, or the power cable 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.

 **Note**

- You can select to send Error Mail Notification by configuring the appropriate User Parameter. For details about how to do this, see “Parameter Setting”, General Settings Guide.
- If Error Mail Notification cannot be sent, the Error Report (E-mail) is printed by the machine.
- If an error occurs when 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).

 **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]**.

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\ (RPCS, PCL6, or PCL5C)\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 and 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\{RPCS, PCL6, or PCL5C}\XP_VISTA\{language}\DISK1. If the installer starts, click [Cancel] to quit.

4

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\{RPCS, PCL6, or PCL5C}\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\ (RPCS, PCL6, or PCL5C)\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.

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.	Turn off the power of the machine, reconnect the USB cable, and then turn it on again.
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 the Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn back on.
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, replenishing ink, 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 settings are being changed. Wait a while.
Waiting...	The machine is waiting for the next data to print. Wait a while.

Messages Displayed on the Control Panel When Using the Printer Function

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

 **Note**

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

Message	Cause	Solution
Authentication failed.	The entered login user name or password is incorrect.	Confirm correct login user name or password.
Authentication failed.	The machine currently cannot perform authentication.	Contact the administrator.
Option RAM Error	There is a problem with the RAM.	Replace the RAM.
Privileges are required to use this function.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operation is not possible while this message is displayed.

Messages Printed on the Error Logs or Reports

This section describes likely causes of and possible solutions for the error messages that are printed on the error logs or reports.

Message	Cause	Solution
84: Error	There is no work area available for image processing.	Select [Font Priority] for [Memory Usage] in [System] with User Tools. Alternatively, decrease the amount of data sent to the machine.
85: Error	The specified graphics library is unavailable.	Check the data is valid.
91: Error	Printing was canceled by the auto job cancel function due to a command error.	Check the data is valid.
92: Error	Printing was canceled because [JobReset] was pressed on the machine's control panel.	Perform the print operation again if necessary.
Address book is in use.	The machine currently cannot perform authentication because the address book is being used by another function.	Wait a while, and then retry the operation.
Auto-user prog. failed.	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the address book is full.	Contact the administrator.
Cannot print.	PDF files cannot be printed if they are print-disabled via PDF File Security.	Change the PDF File Security setting.
Collate cancelled.	Collate was canceled.	Turn the main power switch off and then back on again. If the message appears again, contact your sales or service representative.
Collate: Page max.	The number of pages exceeds the maximum number of sheets that you can use Collate with.	Reduce the number of pages to print.
Command Error.	An RPCS command error occurred.	Check using the following procedure: <ul style="list-style-type: none"> • Check if the communication between the computer and the machine is working correctly. • Check if the correct printer driver is being used. • Check if the machine's memory size is set correctly in the printer driver.

Message	Cause	Solution
Duplex cancelled.	Duplex printing was canceled.	Select the proper paper size for the Duplex function. Make sure that [Duplex] is not set to [Off] for the selected paper tray. You cannot use the one-sheet output tray for duplex printing.
Exceeded max. No. of files.	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the total number of files exceeded the capacity of the machine.	Delete unneeded files stored in the machine.
Exceeded max. No. of pages.	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the total number pages exceeded the capacity of the machine.	Reduce the number of pages to print.
File System Error.	PDF direct printing could not be performed because the file system could not be obtained.	In [Printer Features] , under [System] , set [Memory Usage] to [Font Priority] .
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.
Function use denied.	<ul style="list-style-type: none"> The entered login user name or login password is not correct. The logged in user is not allowed to use the selected function. 	<ul style="list-style-type: none"> Check that the user name and password are correct. Contact the administrator.
Hardware Problem: Ethernet	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.
Hardware Problem: HDD	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 sales or service representative.
Hardware Problem: Parallel I/F	An error has occurred in the parallel interface board.	Turn off the main power switch, and back on again. If the message appears again, contact your sales or service representative.
Hardware Problem: USB	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.

Message	Cause	Solution
Hardware Problem: Wireless Board / Hardware Problem: Wireless Card	<ul style="list-style-type: none"> The wireless LAN interface unit was not inserted when the machine was turned on, or it was pulled out after the machine turned on. The settings are not updated although the unit is detected, or errors are found while accessing the unit. 	Turn off the machine and check the wireless LAN interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative.
HDD is full.	The HDD became full while printing a Sample Print, Locked Print, Hold Print or Stored Print file.	Delete unneeded files stored in the machine. Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print or Stored Print file.
HDD is full.	When printing with the PostScript 3 printer driver, the HDD's capacity for fonts and forms has been exceeded.	Delete unneeded forms or fonts registered in the machine.
HDD not installed.	You tried to store a Sample Print, Locked Print, Hold Print or Stored Print file without the HDD installed.	If the message is displayed on a machine with the HDD installed, contact your service representative.
I/O buffer overflow.	An input buffer overflow occurred.	Reduce the number of pages sent to the machine.
Image Rotated	The image created by the printer driver was rotated 90 degrees by the machine.	Check the printer driver settings.
Insufficient Memory.	A memory allocation error occurred.	Select a lower value for [Resolution] in the printer driver or reduce the data size of the print job.
Memory Retrieval Error.	A memory allocation error occurred.	Turn off the main power switch, and back on again. If the message appears again, replace the RAM.
No response from server.	A timeout occurred while connecting to the server for LDAP authentication or Windows Authentication.	Check the status of the server.
Password mismatch.	The password of the encrypted PDF file has been entered incorrectly.	Enter the correct password.
PDF File Error.	A syntax error or similar problem occurred.	Check that the PDF file is valid.
Print overrun.	Images were discarded while printing.	Select a lower value for [Resolution] in the printer driver to reduce the amount of data sent to the machine.

Message	Cause	Solution
Problem: Printer Font Error	An error has occurred in the font settings.	Contact your service representative.
Receiving data failed.	Data reception was aborted.	Resend the data.
Sending data failed.	The machine received a command to stop transmission from the printer driver.	Check if the computer is working correctly.
User auth. already exists.	The user name for LDAP or RDH authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), etc.	Contact the administrator.

4

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

 **Note**

- ❑ The contents of errors may be printed on the Config. Page. Check the Config. Page in conjunction with the error log. For details about how to print the Config. Page, see “List/Test Print”, General Settings Guide.

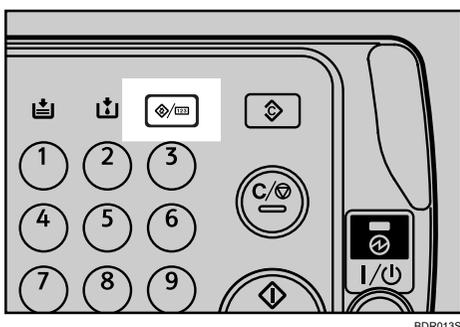
Checking the error log

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 those errors reaches 30.
- If the main power switch is turned off, the log is deleted.

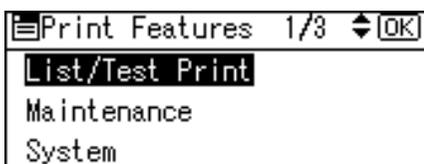
1 Press the **[User Tools/Counter]** key.



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.

When You Cannot Print

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

4

Problem	Cause	Solution
Printing does not start.	The cover of the one-sheet bypass tray or one-sheet output tray is open.	Check the cover of the one-sheet bypass tray or one-sheet output tray is properly closed.
Printing does not start.	Paper is left in the one-sheet output tray.	Remove paper left in the one-sheet output tray.
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet. 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.65 "Messages Displayed When Using the Printer Function".
Printing does not start.	The interface cable was connected after the machine was turned on.	Connect the interface cable before turning on the machine.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	The appropriate Interface cable is not used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	If the machine is using wireless LAN, a weak wireless signal might be causing print to fail.	In [System Settings] , under [Interface Settings] , select [IEEE 802.11b] , and then select [Wireless LAN Signal] . 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", General Settings Guide.

Problem	Cause	Solution
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.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key is correct.
The Data In indicator does not light up or flash.	If the Data In indicator does not light up or flash even after performing [Print] , the machine has not received the data.	<ul style="list-style-type: none"> • When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details about how to check the print port, see p.74 "When the machine is connected to the computer using the interface cable". • When it is networked with a computer, contact the administrator.
The status indicator of the printer is red.	The cause is displayed on the display of the control panel.	Check the error message on the display panel and take required action. See p.65 "Messages Displayed When Using the Printer Function".
[List/Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.
Printing does not start when using wireless LAN in Ad-hoc mode.	The correct Communication mode is not set.	<ul style="list-style-type: none"> • Turn the main power off and back on. See "Turning On/Off the Power", About This Machine. • In [System Settings], under [Interface Settings], select [IEEE 802.11b], and then set [Communication Mode] to [802.11 Ad hoc] and [Security Type] to [No]. Then at the other side, set [SSID Setting] and [Channel] to the same values.

If the printing does not start, Contact 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 flash. 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 **[Printers]**.
- ③ Click the icon of the machine. On the **[Organize]** menu, click **[Properties]**.
- ④ Click the **[Ports]** tab.
- ⑤ 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 printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
The printed image is faded over the entire page.	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 printed image is faded over the entire page.	On the printer driver, under [Print Quality] , [Level Color] is checked.	See the printer driver Help.
Printed images contain blots or are patchy.	Settings for thick paper have not been made when printing on thick paper in the bypass tray.	<p>❖ PCL 5c/6 Select [Thick] in the [Type:] list on the [Paper] tab.</p> <p>❖ RPCS Select [Thick] in the [Paper type:] list on the [Print Settings] tab.</p>
Printed images contain blots or are patchy.	<ul style="list-style-type: none"> The print-heads can scratch paper that is too thick or thin, resulting in ink bleed. Printing on coarse paper or treated paper can result in faint print image. 	Use 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.	The envelope lever setting is incorrect.	Set the lever correctly according to the type of paper you have loaded. When printing on envelopes, lower the envelope lever. If printed images are unclear even when making prints on non-envelope paper, lower the envelope lever.
Printed images contain blots or are patchy.	The ink may be dry or the nozzles of the print-heads may be clogged, preventing effective discharge.	If the machine has been left unused for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.6 "Maintenance".

Problem	Cause	Solution
Printed images contain blots or are patchy.	Printed ink is not dry.	Do not touch the printing surface immediately after printing. OHP transparencies take especially long to dry. Take out paper from the main unit tray one by one, being careful not to touch the printed parts, and then allow the sheets to dry completely.
Printed images contain blots or are patchy.	The machine is not on a level surface.	Place the machine on a stable and level surface. Make sure the machine's environment meets requirements. See p.127 "Where to Put Your Machine".
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles from the paper, or replace it.
Printed images contain blots or are patchy.	The paper is too thick, curled, or the print density is too high.	Lower the envelope lever for printing.
Image blurs or double lines appear.	The print-heads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.6 "Maintenance".
The image is too dark or too light.	The expiration date of the print cartridge has passed.	Open the print cartridge and use it before the expiration date.
The image is too dark or too light.	The correct paper type settings are not made.	Check if paper loaded on the paper tray, bypass tray, or one-sheet bypass tray matches the paper type set on the control panel. For details about Paper Type:Tray1-3, Paper Type:Bypass Tray, and Paper Type:1-Sheet Bypass Tray, see "System Settings", General Settings Guide.
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.
Image is dirty or bleeds.	The print-heads can scratch paper that is too thick or thin, resulting in ink bleed.	Check available paper. See "Recommended Paper Sizes and Types", About This Machine.
Image is dirty or bleeds.	The paper is not loaded in the correct orientation.	Certain sizes of paper cannot be loaded lengthwise. Check the orientation of the loaded paper. See "Recommended Paper Sizes and Types", About This Machine.
Image is dirty or bleeds.	Use of non-recommended cartridges and cartridge refill ink can result in loss of print quality and other problems.	Use manufacturer-genuine cartridges. Contact your service representative.

Problem	Cause	Solution
Image is dirty or bleeds.	Duplex printing of large, single colour or ink heavy images can result in ink leakage inside the main unit or onto the paper output roller.	We recommend single-sided printing if print images are large and single colour or ink heavy.
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 canceled during printing.	Check whether there is failed or canceled data remaining. See "Checking the Error Log", Printer Reference.
Characters and colours differ from the display.	The colour settings have not been correctly adjusted.	The display uses a different method of displaying colour to the printer. Use the ColourMatching function to adjust colour.
Characters and colours differ from the display.	The ink may be dry or the nozzles of the print-heads may be clogged, preventing effective discharge.	If the machine has been left unused for a long time, print the nozzle check pattern and perform head cleaning, if necessary. See p.6 "Maintenance".
Characters and colours differ from the display.	The correct print colour settings are not made.	Check the colour settings of both the application and the printer driver. See the printer driver Help.
Characters and colours differ from the display.	Print resolution is not as required.	Check the resolution setting made on the printer driver's [Print Quality] tab. See the printer driver Help.
Characters and colours differ from the display.	The print density is too high.	Adjust the image density settings. See the printer driver Help.
Characters and colours 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.
Images smudge when rubbed.	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.	<ul style="list-style-type: none"> ❖ PCL 5c/6 On the [Paper] tab, select a proper paper type in the [Type:] list. ❖ RPCS On the [Print Settings] tab, select a proper paper type in the [Paper type:] list.

Problem	Cause	Solution
Some types of data, such as graphics data or data from certain applications, does not print.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> • On the [Details...] tab, for the [Print priority according to selected paper] group, select [Quality], and then print. • On the [Misc.] tab, select [Spool data in EMF format]. • In the [Change User Settings] dialog box, on the [Misc.] tab, select [Print as bitmap]. See the printer driver Help.
Some characters are not printed or appear strange.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> • In the [Change User Settings] dialog box, on the [Misc.] tab, select [Change methods to extract TrueType fonts]. • On the [Misc.] tab, select [Spool data in EMF format]. • In the [Change User Settings] dialog box, on the [Misc.] tab, select [Print as bitmap]. See the printer driver Help.
Some characters are not printed or appear faint.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> • On the [Print Quality] tab, for the [Print priority according to selected paper] group, select [Quality], and then print. See the printer driver Help.
Images appear only partially coloured.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
White lines appear.	Print position has not been adjusted.	Adjust the print position according to the paper tray. Print the test pattern and adjust the print position accordingly. See p.6 "Maintenance".
White lines appear.	A nozzle might be misfiring.	Print the test pattern to check whether a nozzle is misfiring. Perform head cleaning, if necessary. See p.6 "Maintenance".
Lines of garbled or unwanted alphanumeric characters appear.	The correct printer language might have not been selected.	Set the correct printer language.
Images are cut off, or excess is printed.	Paper in use may be smaller than the paper size set on 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.
Page layout is not as expected.	Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.	Adjust the [Printable area:] setting in the [Printer Configuration...] dialog box on the [Print Settings] tab in the RPCS printer driver. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.

Problem	Cause	Solution
Solid lines are printed as broken lines.	Dither patterns do not match.	On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, change the [Dithering:] setting. See the printer driver Help.
Fine lines are fuzzy, of inconsistent thickness or colour, or do not appear.	Super fine lines have been specified in the application, or a colour that is too light has been specified for the lines.	On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, change the [Dithering:] setting. See the printer driver Help. If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the colour and thickness of the lines.

❖ When paper is not fed properly

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 control panel.	On the RPCS printer driver's [Setup] tab, in the [Paper source tray:] list, select the desired input tray.
Image position is displaced.	The paper feed has not been correctly adjusted.	Print the test pattern to adjust the paper feed. See p.6 "Maintenance".
Print is slanted.	The side fences in the paper tray are not locked.	Check the side fences are locked. See p.102 "Changing the Paper Size".
Print is slanted.	The paper is feeding in at a slant.	Load the paper correctly. See p.97 "Loading Paper".
Print is slanted.	The machine's cover is open.	Make sure the right and lower right covers are properly closed.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	<ul style="list-style-type: none"> When loading paper into the paper tray, load paper only as high as the limit mark on the side fences of the paper tray. For details about the position of the limit mark, see p.97 "Loading Paper". When loading paper onto the bypass tray, load only as much paper as can be held between the paper guides on the 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.

Problem	Cause	Solution
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.	Straighten the paper if curled. Replace it if wrinkled or damaged.
Misfeeds occur frequently.	Printed paper is being used.	Do not reuse copy paper that has been already copied or printed onto.
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.
Duplex printing is malfunctioning.	Duplex printing cannot be done with paper set in the bypass tray or one-sheet bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray or one-sheet bypass tray.
Duplex printing is malfunctioning.	The upper tray cannot be used as an output destination in duplex mode.	Specify another output tray.
Duplex printing is malfunctioning.	You have loaded thick paper heavier than 90 g/m ² .	Specify another paper type.
Duplex printing is malfunctioning.	[Duplex] is set to [Off] for Paper Type:Tray1-3.	In [Tray Paper Settings] , under “Paper Type:Tray1-3”, set [Duplex] to [On] .

❖ Other printing problems

Problem	Cause	Solution
Print speed or application relinquishing speed is slow.	The correct printer driver settings are not made.	<ul style="list-style-type: none"> On the [Print Quality] tab, for the [Print priority according to selected paper] group, select [Fast]. On the [Misc.] tab, select [Spool data in EMF format]. <p>See the printer driver Help. Quit any other applications.</p>
Print ends mid-job.	An error might have occurred.	Check the machine's control panel to see if an error has occurred.
Image position differs from the display.	The correct page layout settings are not made.	Check the page layout settings made using the application. See the application's Help.
Image position differs from the display.	The correct page layout settings are not made.	Check that the size of the loaded paper matches that specified in the printer driver's [Printout paper size:] dialog box. See the printer driver Help.

Problem	Cause	Solution
Image position differs from the display.	The envelope lever setting is incorrect.	Set the lever correctly according to the type of paper you have loaded. When printing on envelopes, lower the envelope lever. If printed images are unclear even when printing on non-envelope paper, lower the envelope lever.
Image position differs from the display.	The print-heads are misaligned.	Adjust the head positions. If they are still misaligned, print the nozzle check test pattern, and then perform head cleaning, if necessary. See p.6 "Maintenance".
Image position differs from the display.	Print position has not been adjusted.	Adjust the print position according to the paper tray. Print the test pattern and adjust the print position accordingly. See p.6 "Maintenance".
The printed image is different from the image on the computer's display.	With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display.	In the application, change the layout, character size, and character settings.
The printed font is different from the image on the computer's display.	You might have selected to replace TrueType fonts with machine fonts in the printing process.	To print a font similar to that of the computer display, open the [Change User Settings...] dialog box on the RPCS printer driver's [Print Quality] tab, and then, on the [Misc.] tab, select the [Change methods to extract TrueType fonts] check box.
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 same settings for both the machine's feed orientation and the feed orientation specified in [Paper source tray settings:] on the printer driver's [Change Accessories] tab.
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". Specify "Sleep mode" in [System Settings] , [Auto Off Timer] .

Problem	Cause	Solution
<p>There is considerable delay between the print start instruction and actual printing.</p>	<p>Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process.</p>	<p>If the Data In indicator is flashing, data has been received by the machine. Wait for a while.</p> <p>Making the following setting on the printer driver may reduce the computer's workload.</p> <ul style="list-style-type: none"> ❖ PCL 5c/6 Select the lower value for [Resolution] on the [Print Quality] tab in the printer properties dialog box. ❖ RPCS Select the lower value for [Resolution:] on the [Print Quality] tab in the printer driver's dialog box. Select [Fast] for the [Document type] list on the [Print Quality] tab in the printer driver's dialog box. To enable [Change User Settings...], select the [User settings] check box. <p>See the printer driver Help.</p>
<p>When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2, optional components connected to the machine are not recognized.</p>	<p>Bidirectional communication is not working.</p>	<p>Set up optional devices on the Properties of the printer.</p> <p>See the printer driver Help.</p>
<p>Black & White Print is disabled.</p>	<p>You have placed OHP transparency.</p>	<p>Black & White Print is disabled for OHP transparency. Use different paper.</p>
<p>When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2, combined printing or booklet printing does not come out as expected.</p>	<p>The correct application or printer driver settings are not made.</p>	<p>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.</p>
<p>A print instruction was issued from the computer, but printing did not start.</p>	<p>User Authentication may have been set.</p>	<p>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.</p>

Problem	Cause	Solution
Changes to printer driver colour settings produce extreme change in print colours.	The correct printer driver settings are not made.	Make only minor adjustments to the [Balance Adjustments] setting on the printer driver's [Change User Settings] tab. The sample displayed on the printer driver gives only an indication of the adjustment, it does not give an accurate indication of the printed colour. See the printer driver Help.
Images are not printed in the specified colours.	The correct printer driver settings are not made.	If it is only one particular colour that does not print, turn off the machine's power, and then turn it back on. If the problem persists, contact your service representative.
Colour originals are printed in black and white.	No colour print settings are made on the printer driver.	On the printer driver's [Print Settings] tab, select [Color] in the [Color/Black and White:] list.
PDF files do not print out/cannot perform [PDF Direct Print] .	PDF files are password-protected.	To print password-protected PDF files, enter the password in the [PDF Menu] or on Web Image Monitor. For details, see "Printing a PDF File Directly", Printer Reference, or the Web Image Monitor Help.
PDF files do not print out/cannot perform [PDF Direct Print] .	PDF files cannot be printed if they are print-disabled via PDF File Security.	Change the PDF File Security setting.
PDF files do not print out/cannot perform [PDF Direct Print] .	Depending on the compressed PDF file format, you may not be able to carry out PDF Direct Print.	For details about which compressed PDF file formats are supported, contact your service representative.
[PDF Direct Print] produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print, and then print.
Printing by Bluetooth is slow.	The number of jobs exceeds the capacity of the machine.	Reduce the number of jobs.
Printing by Bluetooth is slow.	<ul style="list-style-type: none"> • A communication error might have occurred. • Interference from the wireless LAN devices affect communication speed. • Bluetooth transmission speeds are not high. 	<ul style="list-style-type: none"> • Remove the machine from close proximity with the wireless LAN devices. • If there are active wireless LAN devices or other Bluetooth devices nearby, relocate the machine or deactivate those devices.

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

When PictBridge Printing Does Not Work

This section describes likely causes and possible solutions for problems that can occur when PictBridge printing.

Problem	Cause	Solution
PictBridge is not available.	There is a problem with the USB connection or the PictBridge settings.	Use the following procedure to check the connection and settings: ① Disconnect and then reconnect the USB cable. ② Check the PictBridge settings are enabled. ③ Disconnect the USB cable, and then turn off the machine. Turn the machine back on. When the machine is fully booted up, reconnect the USB cable.
When two or more digital cameras are connected, the second and subsequent cameras are not recognized.	You have connected multiple digital cameras.	Connect one digital camera only. Do not connect multiple cameras.
Printing is disabled.	The number of originals exceeds the maximum number of pages that can be printed at a time.	The maximum print quantity you can specify at a time is 999. Re-specify the print quantity to 999 or less, and then retry printing.
Printing is disabled.	There is no paper of the specified size remaining.	Reload paper of the specified size. If you have to use paper that is not of the specified size, perform Form Feed. To cancel printing, perform Job Cancel.

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
Printing does not start.	The cover of the one-sheet bypass tray or one-sheet output tray is open.	Check that the cover of the one-sheet bypass tray or one-sheet output tray is properly closed.
Printing does not start.	Paper is left in the one-sheet output tray.	Remove the paper left in the one-sheet output tray.
The scanned image is dirty.	The exposure glass, scanning glass, exposure glass cover, ADF, or ARDF is dirty.	Clean them. See p.131 "Maintaining Your Machine".
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not pressed flat against the exposure glass.	Make sure 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 or ARDF, 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 colour/gray scale images as a TIFF or JPEG file, they are scanned in rotated.	When placing a stack of originals in the ADF, place their top edges first.
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: <ul style="list-style-type: none"> • IPv4 address • Subnet Mask 	Check the settings. See “System Settings”, General Settings Guide.

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When the TWAIN Driver Cannot Be Started

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

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

When the Network Delivery Function Cannot Be Used

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

Problem	Cause	Solution
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
Cannot use the network delivery function.	The network delivery function setting is not correct.	Specify it correctly. See “Network Settings”, General Settings Guide.

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

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 display 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.

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Message	Cause	Solution
1-Sheet Bypass/1-Sheet output trays open. Cannot print.	History cannot be printed if the one-sheet bypass tray or one-sheet output tray is open.	Close the tray.
Authentication failed.	The entered login user name or login password is incorrect.	Check the login user name and login password. The machine is unable to authenticate. Contact the administrator.
Cannot detect original size Select scan size	An irregular original is placed.	<ul style="list-style-type: none"> • Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/ lowering action of the ADF or ARDF triggers the automatic original size detection process. Lift the ADF or ARDF by more than 30 degrees.
Check the resolution and reset n original(s) (A figure is placed at n.)	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.

Message	Cause	Solution
Connection has failed. Check settings and check Scanned File Status.	The correct Network settings are not made.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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 "System Settings", General Settings Guide.
Dest. authentication failed. Check settings and check Scanned File Status.	The entered user name or password was invalid.	<ul style="list-style-type: none"> • 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.
Entered path is not correct. Please re-enter.	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.
Entered path is not correct. Please re-enter.	The entered path format is incorrect.	Confirm the destination computer and the path, and then enter it again.
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.

Message	Cause	Solution
Exceeded max. data size per file. Cannot scan. The scanned data will be deleted.	The data size exceeded the capacity per file.	Reduce the data size and send them again.
Exceeded max. E-mail size. Sending E-mail has been cancelled.	The maximum e-mail size has been exceeded.	<ul style="list-style-type: none"> • In [Scanner Features], under [Send Settings], set [Max. E-mail Size] to a larger value. • In [Scanner Features], under [Send Settings], set [Divide & Send E-mail] to [On (per page)] or [On (per max. size)].
Exceeded max. memory capacity. Scanning will be cancelled. Scanned data will be cleared.	The memory is full.	<p>Try one of the following measures:</p> <ul style="list-style-type: none"> • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. • Delete unneeded stored files.
Exceeded max. memory capacity. Do you want to send the scanned data?	The memory is full.	Specify whether to send the data or not.
Exceeded max. number of alphanumeric characters.	The maximum enterable number of alphanumeric characters has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Delivery Function", Scanner Reference.
Exceeded max. number of alphanumeric characters.	The maximum number of specifiable alphanumeric characters in a path has been exceeded.	The maximum number of characters which can be entered for the path is 128. Check the number of characters you entered, and then enter the path again.
Exceeded max. number of search results which can be displayed. Max.: n (A figure is placed at n.)	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
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.	<ul style="list-style-type: none"> • 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 "System Settings", General Settings Guide.
No HDD available to use this function. Set TWAIN settings from the PC.	The hard disk is not installed or has a problem.	Contact the administrator.
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 paper on the tray.	No paper is set in the specified paper tray.	Load paper of the sizes listed in the message.
Privileges are required to use this function.	The use of the function is restricted to authenticated users only.	Contact the administrator.
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.	<p>Try the operation once more. If the message is still shown, the network may be crowded. Contact the administrator.</p> <p>Press the [Job Information] key to display the transmission results, and then check which job has not been sent. See "Display", Scanner Reference.</p>

Message	Cause	Solution
Sending failed due to insufficient HD mem. at destination. Check Scanned Files Status.	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.
Specified group contains some invalid dest. Do you want to select only valid dest.?	The specified group contains e-mail destinations and Scan to Folder destinations, either of which are incompatible with the specified transmission method.	In the message that appears at each transmission, press [Select] .
Updating destination list has failed. Try again?	A network error has occurred.	Check whether the server is connected.
Updating destination list. Re-select destination(s) or sender's name later.	The destination list is being updated.	If a destination or sender's name was already selected, re-select it after this message disappears.

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 an error message that is not included in this section appears, turn off the main power switch of the machine, and then turn it on again. For details 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, login password, or driver encryption key was invalid.	<ul style="list-style-type: none"> • Check the login user name, login password, and driver encryption key. • Permission to use this function has not been granted. Contact the administrator.
Call Service Please call your service representative.	An unrecoverable error has occurred in the machine.	Contact your service representative.
Cannot add any more scanning mode.	The maximum number of registrable scan modes has been exceeded.	The maximum number of modes that can be stored is 100. Delete unneeded modes.
Cannot connect to the scanner. Check the network Access Mask settings in User Tools.	An access mask is set.	Contact the administrator.
Cannot detect the paper size of the original. Specify the scanning size.	The set original was misaligned.	<ul style="list-style-type: none"> • Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/lowering action of the ADF or ARDF triggers the automatic original size detection process. Lift the ADF or ARDF by more than 30 degrees.
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.	<ul style="list-style-type: none"> • Check the previously used scanner is connected to the network correctly. • Deactivate the personal firewall of the client computer. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. <p>See "Connecting the Machine", General Settings Guide and "Remote Maintenance by telnet", Network Guide.</p>
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 100. Delete unneeded scanning area.
Clear Misfeed(s) in ADF.	A paper misfeed has occurred inside the ADF or ARDF.	<ul style="list-style-type: none"> • Remove jammed originals, and place them again. For details on how to remove jammed originals, see p.121 "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.	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.
Error has occurred in the scanner driver.	An error has occurred in the driver.	<ul style="list-style-type: none"> • 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.
Fatal error has occurred in the scanner.	An unrecoverable error has occurred on the machine.	Contact your service representative.

Message	Cause	Solution
Insufficient memory. Close all other applications, then restart scanning.	Memory is insufficient.	<ul style="list-style-type: none"> • Close all the unnecessary applications running on the client computer. • Uninstall the TWAIN Driver, restart the computer, and then reinstall the TWAIN Driver.
Insufficient memory. Reduce the scanning area.	Scanner memory is insufficient.	<ul style="list-style-type: none"> • Reset the scan size. • Lower the resolution. • Set with no compression. See TWAIN Driver help. <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> • 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.
Insufficient memory. Reduce the scanning area.	When a paper misfeed occurs in the machine during printing, scanning cannot be performed.	After the misfed paper has been removed, proceed with scanning.
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 is not connected to the network correctly.	Check whether the machine is connected to the network correctly.
No response from the scanner.	The network is crowded.	Wait for a while, and then try to reconnect.
No User Code is registered. Consult your system administrator.	Access is restricted with user codes.	Contact the administrator.
Scanner is in use for other function. Please wait.	A function of the machine other than the scanner function is being used such as the copier function.	Wait for a while and reconnect.
Scanner is not available. Check the scanner connection status.	The machine's main power switch is off.	Set the main power switch to "On".

Message	Cause	Solution
<p>Scanner is not available. Check the scanner connection status.</p>	<p>The machine is not connected to the network correctly.</p>	<ul style="list-style-type: none"> • Check whether the machine is connected to the network correctly. • Deactivate the personal firewall of the client computer. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. <p>See "Connecting the Machine", General Settings Guide and "Remote Maintenance by telnet", Network Guide.</p>
<p>Scanner is not available on the specified device.</p>	<p>The TWAIN scanner function cannot be used on this machine.</p>	<p>Contact your service representative.</p>
<p>Scanner is not ready. Check the scanner and the options.</p>	<p>The ADF or ARDF cover is open.</p>	<p>Check whether the ADF or ARDF cover is closed.</p>
<p>The name is already in use. Check the registered names.</p>	<p>You tried to register a name that is already in use.</p>	<p>Use another name.</p>

6. Adding Paper and Replacing Print Cartridges

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

Loading Paper

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

⚠ CAUTION:

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

📌 Note

- Fan paper to get air between the sheets and prevent multi-sheet feeds.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.
- To load paper in the bypass tray, see "Copying from the Bypass Tray", Copy Reference.

Loading Paper into Paper Tray 1

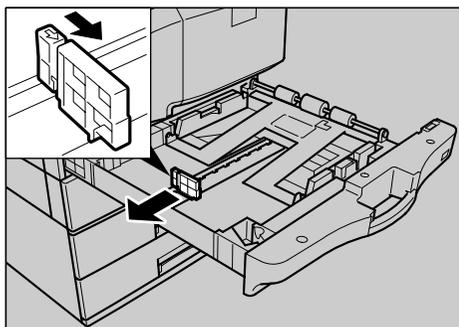
This section describes how to load paper into paper tray 1.

⚠ Important

- Paper tray 1 can hold up to 250 sheets of paper. Do not stack paper over the limit mark.

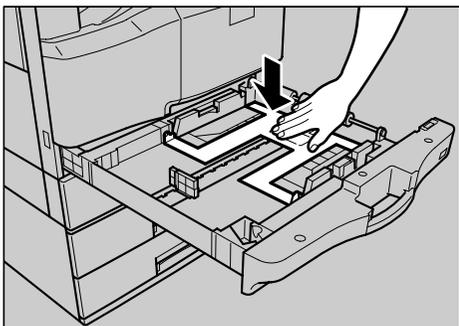
1 Gently pull the paper tray all the way out.

2 Press the release lever and, without letting go of the lever, slide the end fence.



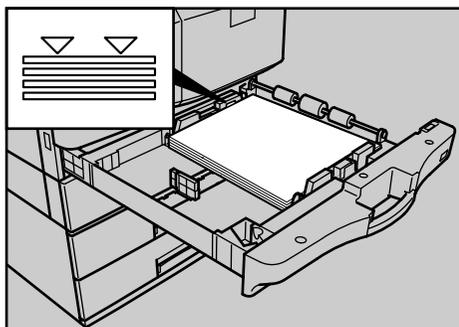
AMH001S

3 Press the metal plate down until it clicks.



AMH002S

4 Make sure the edges of the deck of paper are flush, and load the paper face down.



BDR014S

5 Position the end fence flush against the paper.

6 Gently push the paper tray all the way in.

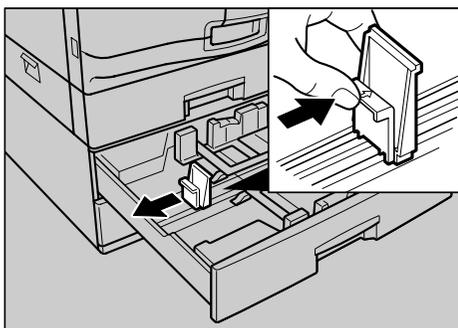
Loading Paper into Paper Trays 2 and 3

This section describes how to load paper into paper trays 2 and 3.

Important

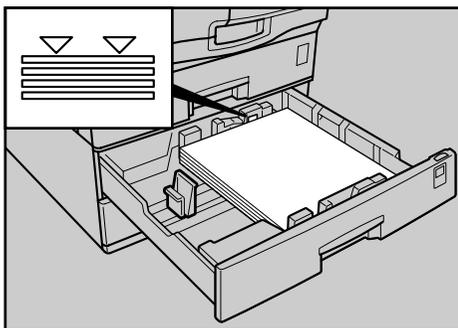
- ❑ Each tray can hold up to 500 sheets of paper. Do not stack paper over the limit mark.

- 1** Gently pull the paper tray all the way out.
- 2** Press the release lever and, without letting go of the lever, slide the end fence.



AMH003S

- 3** Make sure the edges of the deck of paper are flush, and load the paper face down.



BDR015S

- 4** Position the end fence flush against the paper.
- 5** Gently push the paper tray all the way in.

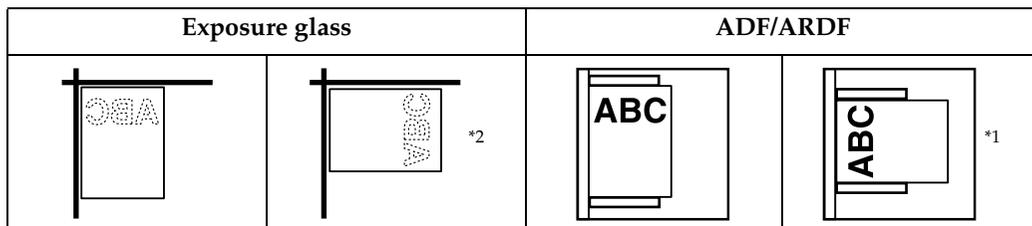
Orientation-Fixed Paper or Two-Sided Paper

This section describes paper with its orientation and printing surface specified (letterhead paper).

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

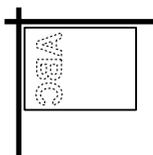
When printing with the printer function, placing orientation is the same.

❖ Original Orientation



*1 When using Combine/Series by setting **[Always Specify]** for **[Orientation]** with **[Copier Features]** in User Tools, specify  for the original orientation.

*2 When making copies using the Two-sided function in this orientation, load originals as shown below.



❖ Paper Orientation

Paper loading		Paper tray	
		Paper tray	Bypass tray ^{*3}
Copy mode			
Loaded paper orientation 	1 Sided		
	2 Sided ^{*1}	 ^{*2}	—
Loaded paper orientation 	1 Sided		
	2 Sided ^{*1}	 ^{*2}	—

*1 The optional duplex unit is required.

*2 Shows when printing on the front page.

*3 When making copies using the ADF or ARDF in the bypass tray, specify template size or [Custom Size] in Tray Paper Settings. Making copies without changing the [Auto Detect] setting produces upside-down copies. (However, if you load paper in the bypass tray upside down, copies are in the correct orientation.)

 : Shows the paper frontside facing up.

 : Shows the paper backside facing up.

BDR012S

 **Note**

- In [System Settings], specify [Letterhead] for “Paper Type” of the paper tray you want to use. See “System Settings”, General Settings Guide.

Changing the Paper Size

This section describes how to change paper sizes.

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

Note

- Be sure to select the paper size with User Tools and the paper size selector. If you do not, misfeeds might occur. For details about Tray Paper Size:Tray1-3, see “System Settings”, General Settings Guide.
- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see “Recommended Paper Sizes and Types”, About This Machine.

Changing the Paper Size in Paper Tray 1

6

This section describes how to change the size of paper loaded in paper tray 1.

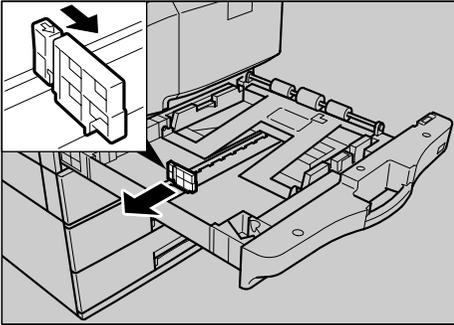
Important

- If the paper type is set to **[Preprinted Paper]** or **[Letterhead]**, make sure the size of the paper loaded in the paper tray matches the **[Paper Size]** setting specified in the User Tools menu. If the paper sizes do not match, ink might leak onto the Paper Transport Belt, resulting in malfunction or print defects.
- Make sure the paper stack is flush against the right side guide.
- Do not stack paper over the limit mark.
- When loading small quantities of paper, be careful not to squeeze the side guide in too tightly, as the paper will not feed properly.
- To adjust the paper size to a size not indicated on the paper size selector, see “Changing to a Size that Is Not Indicated on the Paper Size Selector”.

1 Make sure the paper tray is not in use. Then, gently pull the paper tray all the way out.

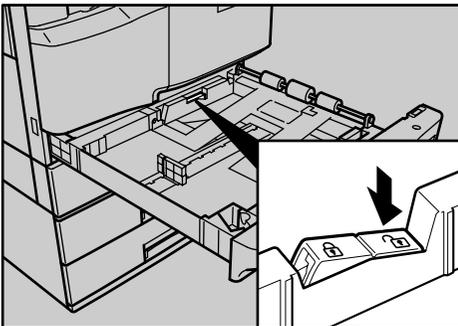
2 Remove any paper in the paper tray.

- 3** Press the release lever and, without letting go of the lever, slide the end fence.



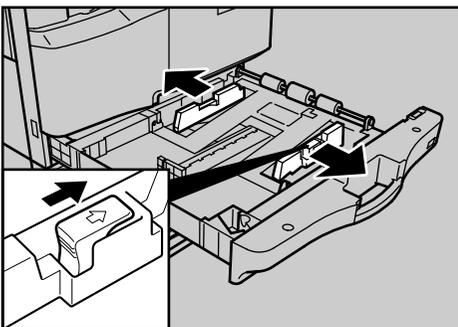
AMH001S

- 4** Press down the right side of the side fence lock to release the fences.



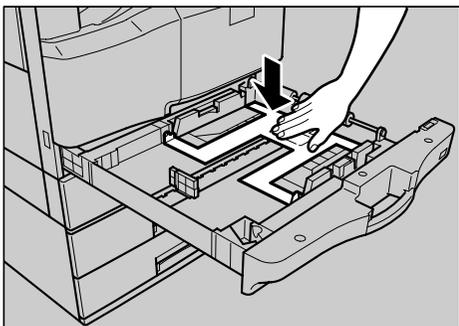
AMH014S

- 5** Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.



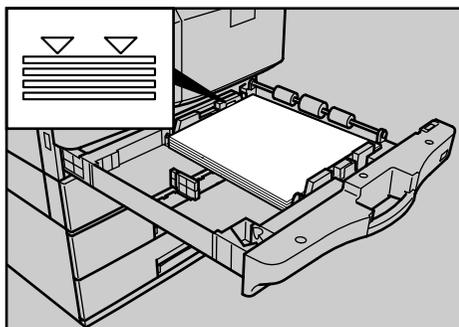
AMH015S

6 Press the metal plate down until it clicks.



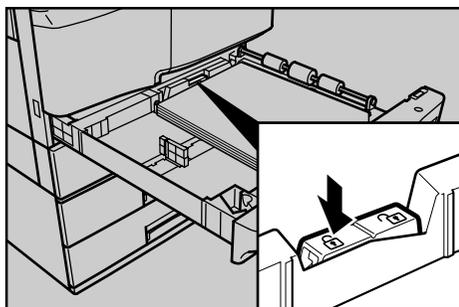
AMH002S

7 Make sure the edges of the deck of paper are flush, and load the paper face down.



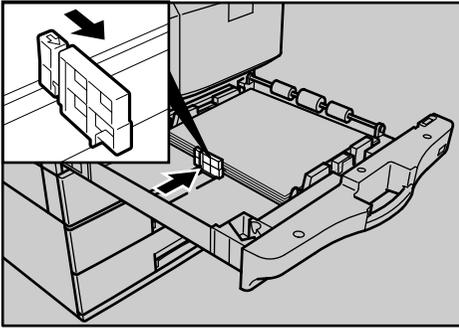
BDR014S

8 Press down the left side of the side fence lock to lock the fences.



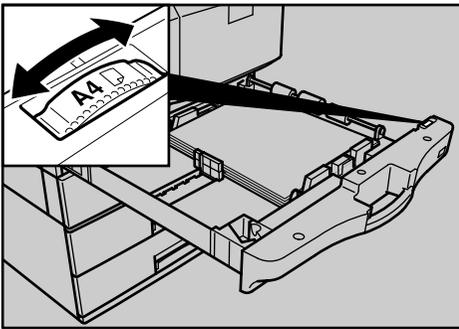
AMH023S

- 9** Position the end fence flush against the paper.



AMH018S

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



AMH019S

- 11** Gently push the paper tray all the way in.
- 12** Check the paper size on the display panel.

 **Reference**

p.113 "Changing to a Size that Is Not Indicated on the Paper Size Selector"

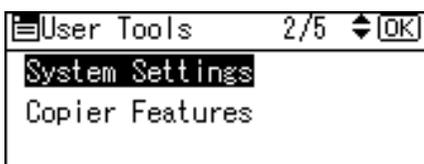
When using 11 × 17 size paper

This section describes how to change the paper size to 11 × 17.

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



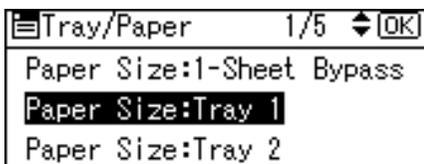
- 2 Select **[System Settings]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



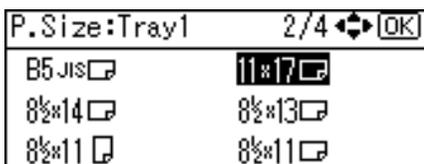
- 3 Select **[Tray Paper Settings]** using **[▲]** or **[▼]**, and then press the **[OK]** key.



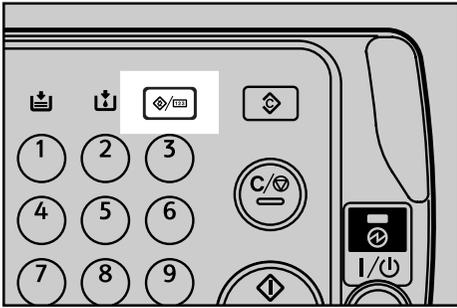
- 4 Select "Paper Size" for the paper tray of which paper size will be changed using **[▲]** or **[▼]**, and then press the **[OK]** key.



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

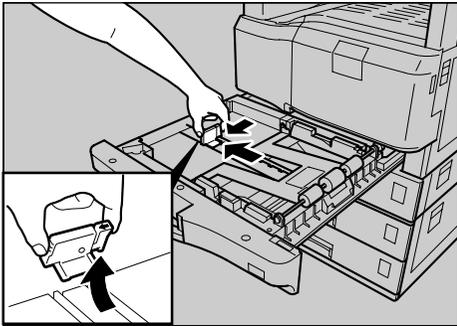


- 6** Press the [User Tools/Counter] key.



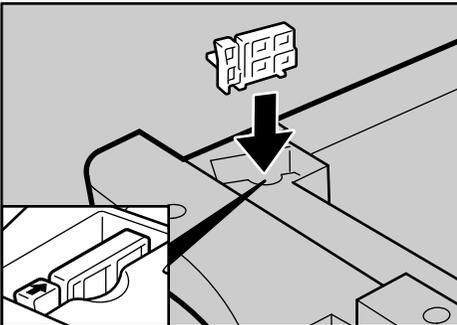
BDR013S

- 7** Remove the end fence from the paper tray.



AMH004S

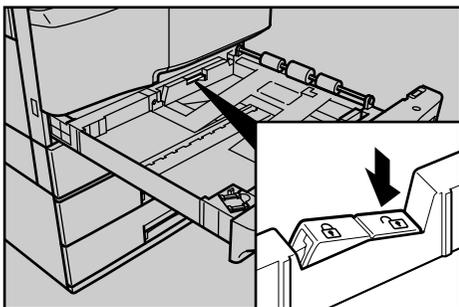
- 8** Place it in the corner pocket on the left.



AMH013S

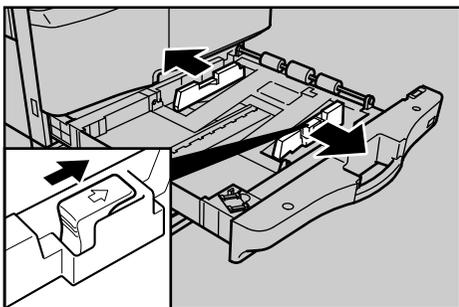
- 9** Remove any paper in the paper tray.

10 Press down the right side of the side fence lock to release the fences.



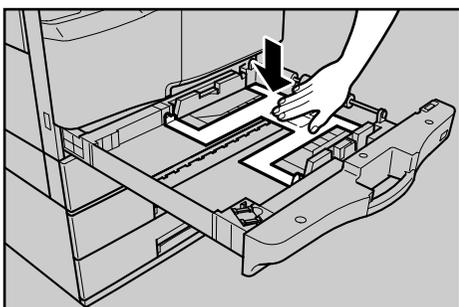
AMH032S

11 Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.



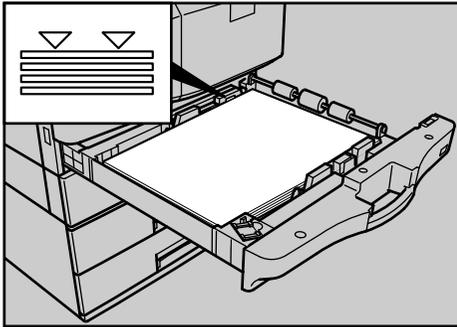
AMH033S

12 Press the metal plate down until it clicks.



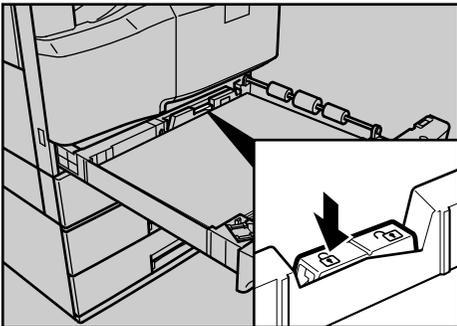
AMH039S

- 13** Make sure the edges of the deck of paper are flush, and load the paper face down.



BDR016S

- 14** Press down the left side of the side fence lock to lock the fences.



BDR017S

- 15** Set the paper size selector in the paper tray to “*”.
- 16** Gently push the paper tray all the way in.
- 17** Check the paper size on the display panel.

Changing the Paper Size in Paper Trays 2 and 3

This section describes how to change the size of paper loaded in paper trays 2 and 3.

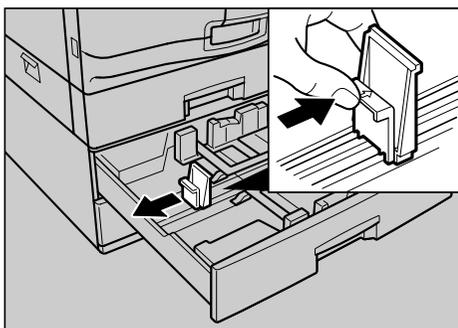
Important

- If the paper type is set to **[Preprinted Paper]** or **[Letterhead]**, make sure the size of the paper loaded in the paper tray matches the **[Paper Size]** setting specified in the User Tools menu. If the paper sizes do not match, ink might leak onto the Paper Transport Belt, resulting in malfunction or print defects.
- Make sure the paper stack is flush against the right side guide.
- Do not stack paper over the limit mark.
- When loading small quantities of paper, be careful not to squeeze the side guide in too tightly, as the paper will not feed properly.
- To adjust the paper size to a size not indicated on the paper size selector, see “Changing to a Size that Is Not Indicated on the Paper Size Selector”.

1 Make sure the paper tray is not in use. Then, gently pull the paper tray all the way out.

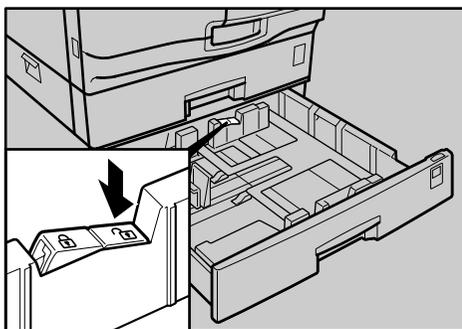
2 Remove any paper in the paper tray.

3 Press the release lever and, without letting go of the lever, slide the end fence.



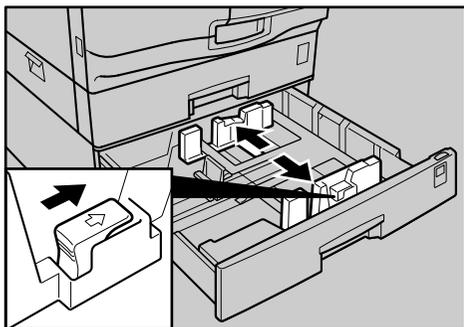
AMH003S

4 Press down the right side of the side fence lock to release the fence.



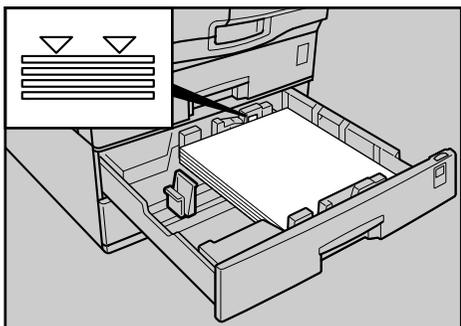
AMH020S

- 5** Press the release lever and, without letting go of the lever, adjust the side fences according to the size of paper to be loaded.



AMH022S

- 6** Make sure the edges of the deck of paper are flush, and load the paper face down.

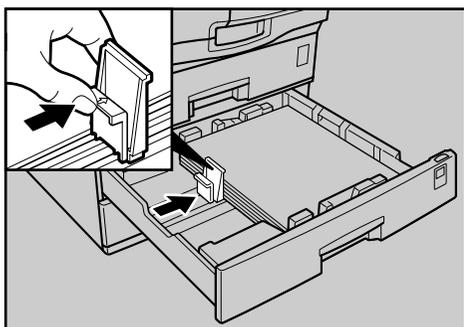


BDR015S

6

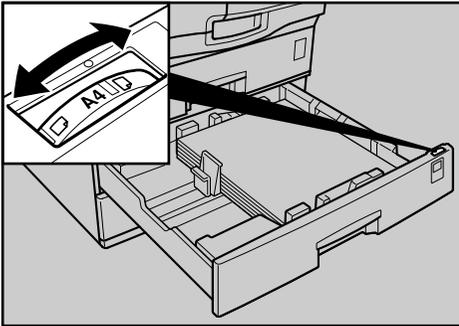
- 7** Press down the left side of the side fence lock to lock the fences.

- 8** Position the end fence flush against the paper.



AMH021S

- 9 Adjust the paper size selector in the paper tray according to the paper size.



AMH025S

- 10 Gently push the paper tray all the way in.
- 11 Check the paper size on the display panel.

 **Reference**

p.113 “Changing to a Size that Is Not Indicated on the Paper Size Selector”

Changing to a Size that Is Not Indicated on the Paper Size Selector

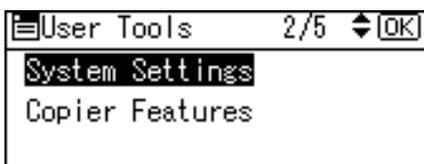
This section describes how to change to a paper size not indicated on the paper size selector.

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



BDR013S

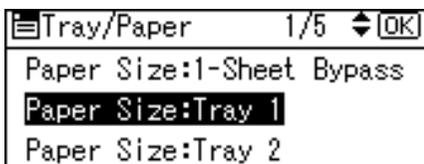
- 3** Select [System Settings] using [▲] or [▼], and then press the [OK] key.



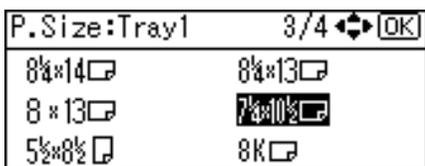
- 4** Select [Tray Paper Settings] using [▲] or [▼], and then press the [OK] key.



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



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



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



- 8 Load the paper, and then gently push the paper tray all the way in.
- 9 Check the paper size on the display panel.

Handling Print Cartridges

This section explains what to do when ink runs out.

CAUTION:

- *Keep the ink or ink container out of reach of children.*

CAUTION:

- *If ink comes into contact with your eyes, rinse immediately in running water. For other symptoms, consult a doctor.*

CAUTION:

- *If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.*

CAUTION:

- *If your skin comes into contact with ink, wash the affected area thoroughly with soap and water.*

Important

- Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.
- When replacing print cartridges, make sure the machine's power is switched to "On". If the power is off, settings are canceled and printing cannot resume.
- Be sure to replace print cartridges when the machine requests you to do so.

When " Low Ink Remaining" appears on the control panel, prepare the appropriate colour print cartridges. When this message appears, approximately 10% of the original amount of ink remains in the print cartridge. Have parts necessary for replacing print cartridges. When "See instructions in Front Cover, then replace the Ink Cartridge." appears on the control panel, replace corresponding colour print cartridges.

Note

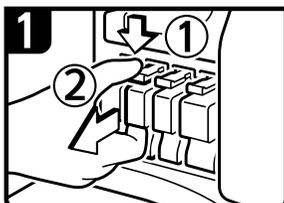
- Use the **[Supplies]** display of **[Enquiry]**, to display the ink names and the telephone number for order placement.
- All four colour cartridges can be replaced using the same method.
- For details about storing print cartridges, see "Ink".
- Ink is consumed not only by printing, but also when the power switch is turned to "On", during head cleaning, flushing, and loading of cartridges.

Reference

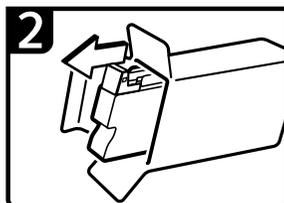
p.118 "Ink"

Replacing Print Cartridges

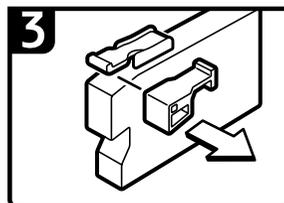
This section describes how to replace print cartridges.



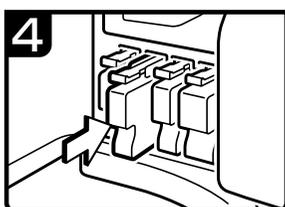
- Open the front cover of the machine.
- Press down the peg and pull it out toward you.



- Take out the new print cartridge from the box.



- Remove the spacer.



- Carefully insert the print cartridge slowly until you hear a click. Check that the cartridge lock lever is firmly set.
- Close the front cover of the machine.

6

BDR001S

Note

- Be sure to check the colour before inserting the print cartridges so as not to replace the wrong colour.
- If, after replacing the print cartridge, add ink messages continue to appear, turn off the machine's power, and then turn it back on again.
- Open print cartridge during the validity period stated on their packaging.
- Open the print cartridge pack immediately before replacement.
- Do not touch the ink jet area of the print cartridge.
- Do not shake the print cartridge. Doing so can result in leakage.
- Do not disassemble the print cartridge.
- Do not turn off the power during the replacement procedure and do not disconnect the power plug from the wall outlet.
- Once it is inserted, do not remove the print cartridge unless necessary.
- Do not remove or tamper with the print cartridges during printing. This will cause printing to stop.

Sending Fax Messages When Ink Has Run Out

Even if ink runs out and  is displayed, fax messages can still be sent.

Important

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

1 Make sure the machine is in facsimile mode.

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

The error message disappears.

Note

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

Ink

This section contains advice and cautions for handling and storing ink.

Handling ink

 **CAUTION:**

- *Keep the ink or ink container out of reach of children.*

Use only manufacturer-recommended print cartridges. Recommended cartridges have been safety-evaluated and will not damage the machine.

 **Note**

- For details about how to add print cartridges, see “Replacing the print cartridges”.

 **Reference**

p.116 “Replacing Print Cartridges”

Storing ink

 **CAUTION:**

- *If ink comes into contact with your eyes, rinse immediately in running water. For other symptoms, consult a doctor.*

 **CAUTION:**

- *If ink is ingested, induce vomiting by drinking a strong saline solution. Consult a doctor immediately.*

 **CAUTION:**

- *If your skin comes into contact with ink, wash the affected area thoroughly with soap and water.*

- Do not store print cartridges in environments of extreme heat or cold.
 - Store on a flat surface.
-

Used print cartridges

Print cartridge cannot be re-used.

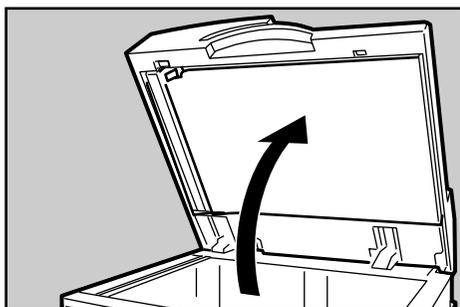
Replacing the Transmission Stamp Cartridge

If the transmission stamp becomes faint, replace the cartridge.

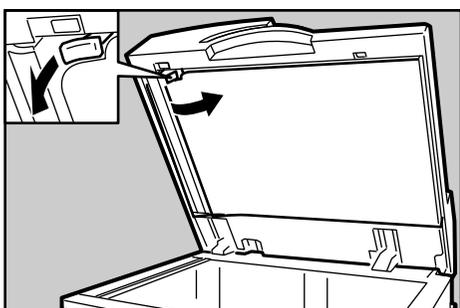
Important

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

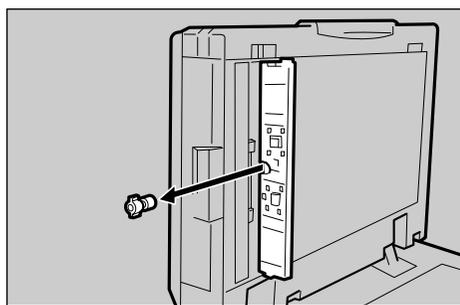
1 Open the ADF or ARDF unit.



2 Open the stamp cover.

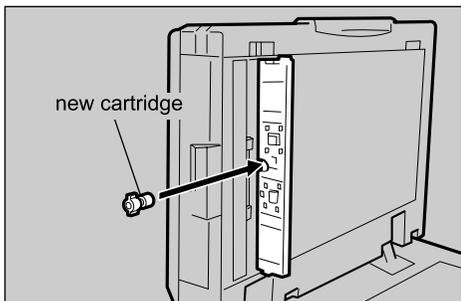


3 Pull out the old stamp cartridge.



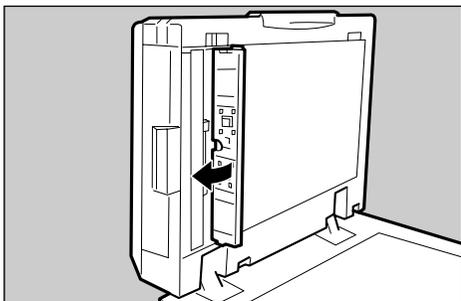
4 Insert the new stamp cartridge.

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



AM1002S

5 Close the stamp cover.



ZEXH100J

6 Close the ADF or ARDF unit.

7. Clearing Misfeeds

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

Removing Jammed Paper

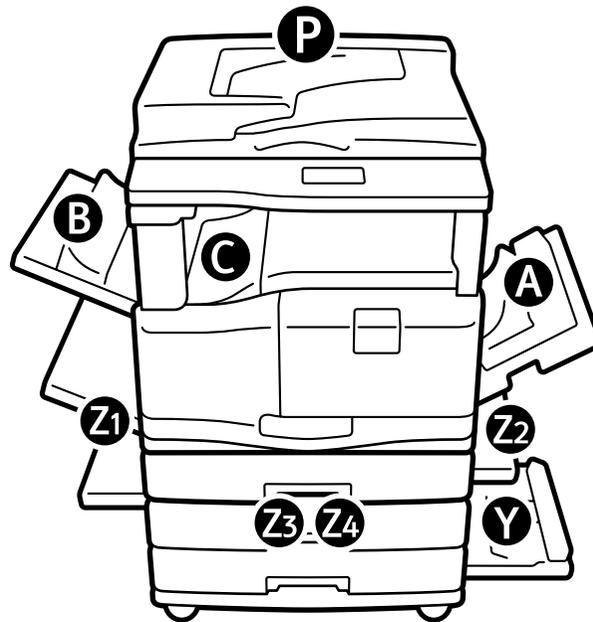
⚠ WARNING:

- **To avoid hazardous electric shock, do not remove any covers or screws other than those specified in this manual. When the machine needs to be checked, adjusted, or repaired, contact your service representative.**

⚠ Important

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

If a sheet of printing paper or an original has jammed, follow the instructions on the rear of machine's front cover to clear the jam. A letter indicating the location of the jam is displayed on the control panel.



AMH034S

More than one misfeed may be indicated. When this happens, check all the areas indicated.

When A Is Displayed



- Open the right cover, and then remove any misfed paper.
- Close the right cover.

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When B Is Displayed



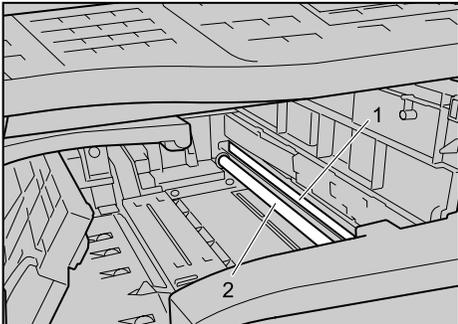
- Open the upper left cover, and then remove any misfed paper.
- Close the upper left cover.

BDR003S

When C Is Displayed

Important

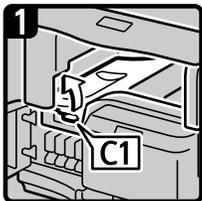
- When removing misfed paper, take care not to touch the metal shaft or the transparent sheet inside the machine. Touching these parts may result in loss of print quality or machine failure.



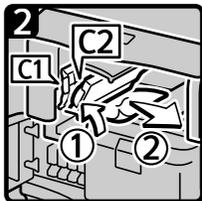
BDR018S

1. Transparent sheet

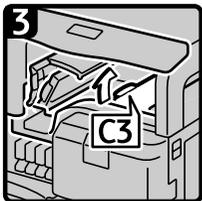
2. Metal shaft



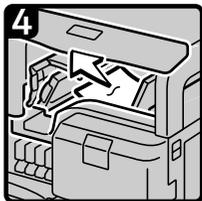
- Open the front cover of the machine.
- Open the cover C1 of the internal tray.



- Open the panel C2, and then remove the misfed paper.



- Open the cover C3.



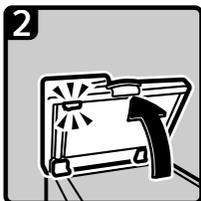
- Remove any misfed paper.
- Close the cover C3, panel C2, cover C1, and then front cover of the machine.

BDR004S

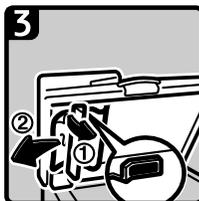
When P Is Displayed in the Case of ADF



- Open the upper cover of the ADF.
- Lift the lever and remove the misfed original.



- Close the upper cover of the ADF.
- Lift the ADF.



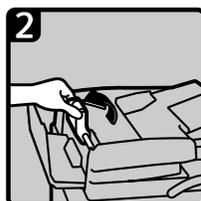
- Pull the lever in the upper left corner, and then remove the misfed original.
- Close the cover.

BDR005S

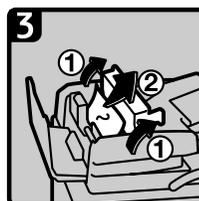
When P Is Displayed in the Case of ARDF



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



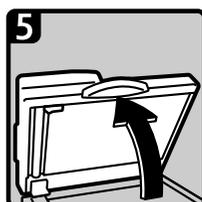
- Lift the lever.



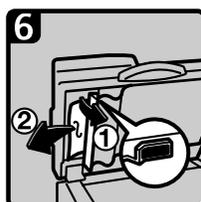
- Open the cover, and then remove the misfed original.



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



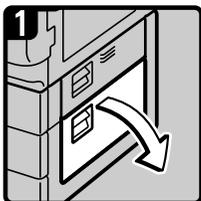
- Close the covers of the ARDF.
- Lift the ARDF.



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

BDR006S

When Y Is Displayed



- Open the bottom right cover.



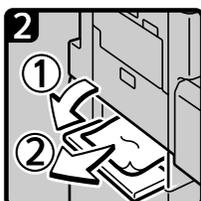
- Remove any misfed paper.
- Close the bottom right cover.

BDR007S

When Z1 Is Displayed



- Open the left cover and remove any misfed paper.

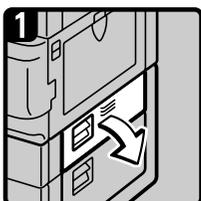


- Open the lower left cover and remove any misfed paper.
- Close the left cover and lower left cover.

BDR008S

7

When Z2 Is Displayed



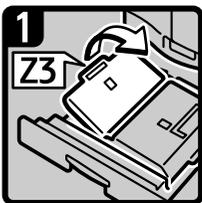
- Open the lower right cover.



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

BDR009S

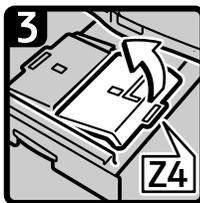
When Z3, Z4 Is Displayed



- Carefully open the duplex unit fully out.
- Raise lever Z3.



- Remove any misfed paper.



- Raise lever Z4.



- Remove any misfed paper.
- Close the duplex unit slowly.

BDR010S

8. Remarks

This chapter describes how to maintain and operate the machine.

Where to Put Your Machine

This section describes precautions for installation and movement.

Machine Environment

Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

Optimum environmental conditions

This section describes precautions when locating the machine.

⚠ CAUTION:

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

⚠ CAUTION:

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

- Temperature: 10-32 °C (50-89.6 °F) (humidity to be 54% at 32 °C, 89.6 °F)
- Humidity: 15-80% (temperature to be 27 °C, 80.6 °F at 80%)
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inch: both front to rear and left to right.
- To avoid possible buildup of ozone, make sure to locate this machine in a large well ventilated room that has an air turnover of more than 30 m³/hr/person.

Environments to avoid

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

Moving

This section describes precautions when moving the machine.

⚠ CAUTION:

- *Contact your service representative if you need to lift the machine (such as when relocating it to another floor). Do not attempt to lift the machine without the assistance of your service representative. The machine will be damaged if it topples or is dropped, resulting in malfunction and risk of injury to users. The machine's various handling areas are for service engineer use only. Do not touch these areas.*

⚠ CAUTION:

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

⚠ CAUTION:

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

🔊 Important

- Be careful when moving the machine. Take the following precautions:
 - Turn off the main power. See “Turning Off the Main Power / In the Event of Power Failure”.
 - Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
 - Close all covers and trays, including the front cover and bypass tray.
- Keep the machine level and carry it carefully, taking care not to jolt or tip it. Rough handling may cause a malfunction or damage the hard disk or memory, resulting in loss of stored files.
- Protect the machine from strong shocks. Impact can damage the hard disk and cause stored files to be lost. As a precautionary measure, files should be copied to another computer.

🔍 Reference

p.58 “Turning Off the Main Power / In the Event of Power Failure”

Power Connection

This section explains power supply.

⚠ WARNING:

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

⚠ WARNING:

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

⚠ CAUTION:

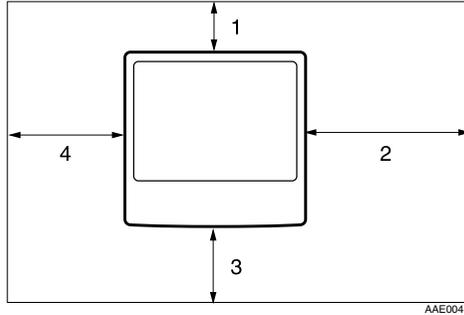
- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

⚠ CAUTION:

- *To disconnect the power cord, pull it out by plug. Do not drag the cord itself. Doing so may result in damage to the cord, leading to fire or electric shock.*
- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

Access to the Machine

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



1. Rear: 10 cm (4 inches) or more

3. Front: 45 cm (17.7 inches) or more

2. Right: 28 cm (11 inches) or more

4. Left: 28 cm (11 inches) or more

Note

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

When Not Used for a Long Time

CAUTION:

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

Note the following:

- The nozzles of the print-heads may dry out and become clogged. To prevent this, periodically print something. Even if you do not print anything, turn the printer on for a few minutes once a month.
- If you do not use the printer for a long period of time, always check if the nozzles are clogged by printing a nozzle check test pattern. Clean the print-heads as necessary, and then begin printing.
- If you do not use the printer for a long period of time, printing may not be performed normally even if head cleaning is performed multiple times. If this happens, turn the power off and leave the printer alone for eight hours or longer.
- If the machine has not been used recently, it requires time to initialize so cannot start printing immediately. Leave the machine switched on and wait about ten minutes.

Note

- Wait a while after carrying out head cleaning several times. The ink has to dissolve before the machine can print normally.

Maintaining Your Machine

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

⚠ **CAUTION:**

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

🔧 **Important**

- ❑ Do not use chemical cleaners or organic solvents, such as thinner or benzene. If such substances get inside the machine or melt plastic parts, a failure might occur.
- ❑ Do not clean parts other than those explicitly specified in this manual. Other parts should only be cleaned by your service representative.
- ❖ **Cleaning the machine**
Wipe the machine with a soft, damp cloth, and then wipe it with a dry cloth to remove the water.

Cleaning the Exposure Glass

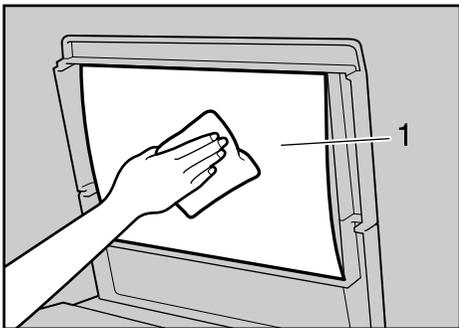
This section describes how to clean the exposure glass and scanning glass.



Clean 1 and 2.

Cleaning the Exposure Glass Cover

This section describes how to clean the exposure glass cover.

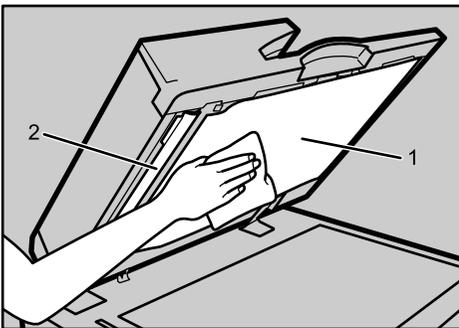


BDR011S

Clean 1.

Cleaning the ADF/ARDF

This section describes how to clean the ADF, or ARDF.



AMH012S

Clean 1 and 2.

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

I means **POWER ON.**

○ means **POWER OFF.**

⏻ means **STAND BY.**

In accordance with IEC 60417, this machine uses the following symbols for the anti-condensation heater switch:

I means **POWER ON.**

○ means **POWER OFF.**

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 - Microsoft® Windows® XP Home Edition
 - Microsoft® Windows® XP Media Center Edition
 - Microsoft® Windows® XP Tablet PC Edition
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