MP C2030/C2530
MP C2030/C2530
Aficio™ MP C2030/C2530

Operating Instructions
Troubleshooting

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

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

Documentation for This Machine

TABLE OF CONTENTS

Manuals for This Machine

Read this manual carefully before you use this machine.

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

⭐ **Important**

- Media differ according to manual.
- The printed and electronic versions of a manual have the same contents.
- Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- A Web browser must be installed in order to view the html manuals.

About This Machine

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

This manual introduces the machine's various functions.

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

Troubleshooting

Provides a guide for resolving common usage-related problems.

Copy Reference

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

Facsimile Reference

Explains Facsimile functions and operations.

Printer and Scanner Reference

Explains functions and operations for the machine's printer and scanner unit.

Network and System Settings Guide

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

Security Reference

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

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

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

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

Other manuals

- Quick Reference Copy Guide
- Quick Reference Printer and Scanner Guide
- Quick Reference Fax Guide
- Manuals for DeskTopBinder Lite
  - DeskTopBinder Lite Setup Guide
  - DeskTopBinder Introduction Guide
  - Auto Document Link Guide

🔽 Note

- Manuals provided are specific to machine types.
- The following software products are referred to using general names:

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

[*1] Optional

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Notice

Important

In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

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

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

How to Read This Manual

Symbols

This manual uses the following symbols:

⭐ **Important**

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

🔽 **Note**

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

📑 **Reference**

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

[ ]

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

[ ]

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

📖

Indicates instructions in book form.

📝

Indicates instructions in sheet form.

💿

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

Name of Major Option

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

- Auto Document Feeder → ADF

Notes

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

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

Colours on colour keys or the colour circle may differ slightly from the colours of actual copies.

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

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

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

Laws and Regulations

Legal Prohibition

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

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

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

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

1. When the Machine Does Not Operate As Wanted

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

Indicators

This section describes the indicators displayed 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.83 "Removing Jammed Paper".
🔃 : Load Paper indicator	Appears when paper runs out. See "Loading Paper", About This Machine📖⊙.
🔃 : Add Toner indicator	Appears when toner runs out. See "Adding Toner", About This Machine📖⊙.

Panel Tone

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

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

🔽Note

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

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

When the Function Status Indicator Lights Up in Red

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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 "Loading Paper", About This Machine 📖 💿.
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.	• Check the displayed message and take an appropriate action. See "Messages Displayed" of each chapter. • Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Connecting the Machine", Network and System Settings Guide 💿. • Contact the network administrator. • If the indicator is still lit 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

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the [Printer] or [Scanner] key.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: • The exposure glass cover or ADF is open. • The machine is communicating with external equipment. • The machine is cooling down.	• Close the exposure glass cover or ADF. • Check if the machine is communicating with external equipment. • Wait a little longer.
The display is difficult to see.	Screen contrast is not adjusted.	Adjust the screen contrast so that you can see the display panel properly. For details about Screen Contrast, see "System Settings", Network and System Settings Guide⊚.
The display is off.	The machine is in Energy Saver mode.	Turn on the operation switch.

Problem	Cause	Solution
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.
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in a minute, contact your service representative.
"Please wait." appears.	This message appears when the machine is warning up.	• Wait for a while. If the machine does not get ready in a couple of minutes, contact your service representative. • Wait until the message disappears. Do not turn off the main power switch while the message is showing.
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in two minutes, contact your service representative.
"Adjusting..." appears.	The machine is performing image adjustment operations.	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.
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 📦 🔵.
"Authentication has 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.

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Problem	Cause	Solution
"Authentication has failed." appears.	The machine cannot perform authentication.	Contact the administrator.
"You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user name.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.
An error message remains, even if misfed paper is removed.	• When a misfeed message appears, it remains until you open and close the cover as required. • Paper is still jammed in the tray.	Remove misfed paper, and then open and close the cover. See p.83 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Place paper in the paper tray with the print side up. Bypass tray with the print side down. See "Loading Paper", About This Machine 📦⚙️.
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	• Remove the misfed paper. See p.83 "Removing Jammed Paper". • Check the side or end fences are set properly. Also, check the side fences are locked. See "Changing the Paper Size", About This Machine 📦⚙️.
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	• Remove the misfed paper. See p.83 "Removing Jammed Paper". • If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel. See "Changing the Paper Size", About This Machine 📦⚙️.

Problem	Cause	Solution
Cannot print in duplex mode.	Duplex printing cannot be done with paper set in the bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray.
Cannot print in duplex mode.	[Duplex] is set to [Off] for "Paper Type".	In [Tray Paper Settings], under "Paper Type", set [Duplex] to [On].
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Thick Paper 2] or [Thick Paper 3].	In [Tray Paper Settings], under "Paper Type", select a paper type other than [Thick Paper 2] or [Thick Paper 3].

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 .

- Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while performing stack printing. When using curled paper, take the stiffness out of the paper with your hands to straighten out the curl, or load the paper up side down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

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When a Job Is Not Performed

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

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

Combination Chart

Function Compatibility

△ : Simultaneous operations are possible.

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

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

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

Mode before you select		Copy		Facsimile							Printer		TWAIN
				Transmission Operation/Manual Reception Operation	Scanning an Original for Memory Transmission	Memory Transmission	Immediate Transmission	Memory Reception	Printing Received Data	LAN-Fax Transmission	Data Reception	Printing	Scanning
		Operations for Copying	Copying										
Copy	Operations for Copying	×	×	●	●	△	●	△	△	△	△	△	△
	Copying	×	×	●	●*1	△	●*1	△	△	△	△	→	×
Facsimile	Transmission Operation/ Manual Reception Operation	●	●	×	×	△	×	△	△	△	△	△	△
Transmission	Scanning an Original for Memory Transmission	×	×	×	×	△	×	△	△	△	△	△	×
	Memory Transmission	△	△	△	△	×	×	×	△	△	△	△	△
	Immediate Transmission	×	×	×	×	×	×	×	△	△	△	△	×
Reception	Memory Reception	△	△	△	△	×	×	×	△	△	△	△	△
	Printing Received Data	△	△	△	△	△*2	△*2	△*2	×	△	△	△	△
	LAN-Fax Transmission	△	△	△	△	△	△	△	△	×	△	△	△
Printer	Data Reception	△	△	△	△	△	△	△	△	△	→	△	△
Print	Printing	△	→	△	△	△	△	△	△	△	△	→	×
TWAIN	Scanning	×	×	×	×	△	×	△	△	△	△	→	×

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

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

Note

- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". This setting is factory-preset to "Display Mode". For details about Print Priority, see "System Settings", Network and System Settings Guide .

- When the optional tray is installed on the machine, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "System Settings", Network and System Settings Guide .

- While printing is in progress, scanning a document using another function may take longer than usual.

1
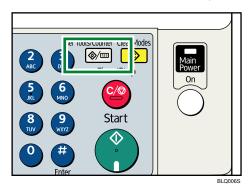
When the Printed Colour Differs From the Original Colour

If a certain colour is strong or the colour of the copy differs from the original, adjust the yellow, magenta, cyan and black balance.

Auto Colour Calibration

This section describes Auto Colour Calibration.
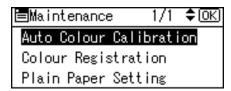
1. **Press the [User Tools / Counter] key.**

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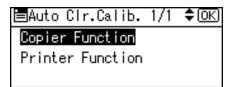
2. **Select [Maintenance] using [▲] or [▼], and then press the [OK] key.**
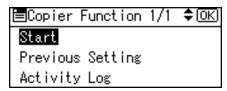
3. **Select [Auto Colour Calibration] using [▲] or [▼], and then press the [OK] key.**
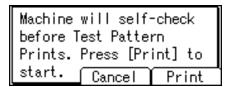
4. **Select [Copier Function] or [Printer Function] using [▲] or [▼], and then press the [OK] key.**
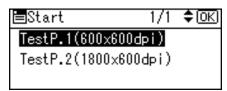
5. **Select [Start] using [▲] or [▼], and then press the [OK] key.**

```
┌─────────────────────────────┐
│ ☰Copier Function 1/1  ⬍OK │
│ ┌──────┐                    │
│ │Start │                    │
│ └──────┘                    │
│ Previous Setting            │
│ Activity Log                │
└─────────────────────────────┘
```
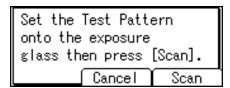
6. **Press [Print] and a test pattern is printed.**

```
┌─────────────────────────────┐
│ Machine will self-check     │
│ before Test Pattern         │
│ Prints. Press [Print] to    │
│ start. ┌Cancel─┐┌─Print─┐   │
└─────────────────────────────┘
```

When performing auto colour calibration from the printer function, select test patterns from[TestP.1 (600 × 600 dpi)] or [TestP.2 (1800 × 600 dpi)] and then press [Print].

```
┌─────────────────────────────┐
│ ☰Start          1/1  ⬍OK  │
│ ┌──────────────────┐        │
│ │TestP.1(600x600dpi)│       │
│ └──────────────────┘        │
│ TestP.2(1800x600dpi)        │
│                             │
└─────────────────────────────┘
```

7. **Place the test pattern on the exposure glass and press [Scan].**

```
┌─────────────────────────────┐
│ Set the Test Pattern        │
│ onto the exposure           │
│ glass then press [Scan].    │
│         ┌Cancel─┐┌─Scan─┐   │
└─────────────────────────────┘
```

8. **Press [Exit].**
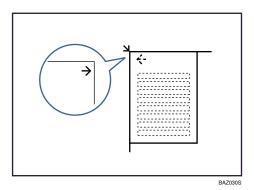
```
┌─────────────────────────────┐
│ Auto Colour Calibration     │
│ completed.                  │
│                             │
│               ┌──Exit──┐    │
└─────────────────────────────┘
```

The image will be corrected.

🔽 **Note**

- The test pattern will not be read if it is set in the ADF.
- The test pattern will be printed on an A4, $8^1/_2$ × 11 size page. If A4 is not available, A3 or B4 JIS (Japanese Industrial Standard) will be used. Make sure to check the paper set in the paper tray.
- Set the test pattern in the following way:

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- Make sure to set the test pattern on the exposure glass, and then 2 or 3 white sheets, same size as the test pattern, above the test pattern.
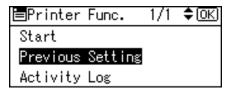
Returning to the Previous Setting

"Previous Setting" means to return to the previous status before any changes.
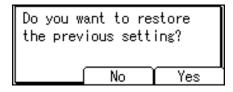
1. **Select [Previous Setting] using [▲] or [▼], and then press the [OK] key.**

   When returning the auto colour calibration of the copy function, press [Previous Setting] of the Copier Function.

   If returning the auto colour calibration of the printer function, press [Previous Setting] of the Printer Function.
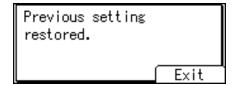
2. **Press [Yes].**

   When returning the auto colour calibration from the printer function, select test patterns from [TestP.1 (600 × 600 dpi)] or [TestP.2 (1800 × 600 dpi)], and then press the [OK] key.

3. **Press [Exit].**

```
Previous setting
restored.

                    Exit
```

The settings return to the previous status.
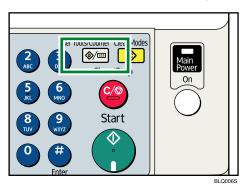
When the Colour Registration Shifts

This section describes how to adjust the colour registration and gradation by specifying the settings in [Maintenance].
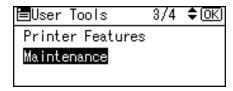
Adjusting the Colour Registration

When the machine is moved or when printing repeatedly for some time, registration shifting might occur. By performing colour registration adjustment, you can maintain optimum print results.
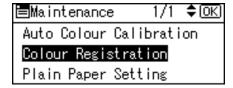
1. **Press the [User Tools / Counter] key.**

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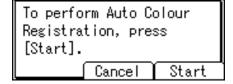
2. **Select [Maintenance] using [▲] or [▼], and then press the [OK] key.**

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

4. **Press [Start].**

5. Press [Exit].

```
Colour Registration is
 completed.

                      Exit
```

1

2. Troubleshooting When Using the Copy Function

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

Messages Displayed When Using the Copy Function

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

⭐ **Important**

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

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

📑 **Reference**

- p.14 "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."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size."	The original placed on the exposure glass is a non-standard size.	• 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 "Specifying Original Sizes", Copy Reference 💿.

Message	Cause	Solution
"Cannot detect original size."	Original is not placed, or the original placed on the exposure glass is a non-standard size.	• Place the original correctly. • Specify the paper size. • When placing an original directly on the exposure glass, the lifting/lowering action of the exposure glass cover or ADF triggers the automatic original size detection process. Lift the exposure glass cover or ADF by more than 30 degrees.
"Check original orientation."	Original is not placed in a proper orientation.	Change the orientation of the original.
"Check paper size."	An irregular paper size is set.	If you press the [Start] key, copy will start onto the selected paper.
"Cannot dup. copy this size."	A paper size not available in Duplex mode has been selected.	Select a proper paper size. See "Duplex Copying", Copy Reference 🔘.
"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].
"Please wait."	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.
"Rotate Sort is not available with this paper size."	A size of paper for which Rotate Sort is not available is selected.	Select a proper paper size. See "Sort", Copy Reference 🔘.

Message	Cause	Solution
"You do not have the privileges 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.

When You Cannot Make Clear Copies

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

Problem	Cause	Solution
Coloured lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About this Machine 📕📀.
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference 📀.
Copies appear dirty.	Auto Image Density is not enabled.	Enable Auto Image Density in [Original Type Setting] under [Copier Features]. For details about Auto Image Density, see "User Tools Menu", Copy Reference 📀.
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference 📀.
A shadow appears on copies if you use pasted originals.	Image density is too high.	• Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference 📀. • Change the orientation of the original. • Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The exposure glass, scanning glass, exposure glass cover, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine 📕📀.
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy Reference 📀.

Problem	Cause	Solution
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine 📖 💿.
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.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. For details about the proper way to store it, see "Paper Storage", About This Machine 📖 💿.
Black lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine 📖 💿.
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine 📖 💿.
White lines appear.	The dustproof glass is dirty.	Clean the dustproof glass. See "Cleaning the Dustproof Glass", About This Machine 📖 💿.
Copies are blank.	The original is not set correctly.	When using the exposure glass, face the originals down. When using the ADF, face them up.
A moiré pattern is produced on copies.	Your original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.

Problem	Cause	Solution
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: • Place an OHP transparency on the exposure glass, and then place the print on the OHP transparency. • Place the print on the exposure glass, and then place two or three sheets of white paper on it. Leave the exposure glass cover or ADF open when copying.
White stripes appear on the OHP.	Fragments of paper are stuck to the OHP.	Use a dry cloth to wipe any paper fragments off the back of the OHP.
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	• Do not install the machine in areas that are susceptible to low temperatures. • Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine 📖 💿. • Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.

When You Cannot Make Copies As Wanted

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

Basic

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

Problem	Cause	Solution
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine🗔💿.
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Function Compatibility", Copy Reference💿.
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", About This Machine🗔💿.
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine🗔💿.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine🗔💿.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the pages to loosen the paper before loading it. Alternatively, feed the paper one sheet at a time.

Combine

Problem	Cause	Solution
When using "Combine", parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using Manual Paper Select mode, make sure the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using Combine mode. See "One-Sided Combine", "Two-Sided Combine", or "Auto Reduce/Enlarge", Copy Reference💿.

Problem	Cause	Solution
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.

Duplex

Problem	Cause	Solution
Cannot print in duplex mode.	You have loaded paper on the bypass tray.	Remove paper loaded on the bypass tray. Load paper in a tray other than bypass tray.
Cannot print in duplex mode.	You have loaded thick paper heavier than 105 g/m^2.	Change the paper.
Cannot print in duplex mode.	[Duplex] is set to [Off] for "Paper Type".	In [Tray Paper Settings], under "Paper Type", set [Duplex] to [On].
Cannot print in duplex mode.	You cannot select duplex copying if the paper type is set to [Thick Paper 2] or [Thick Paper 3].	In [Tray Paper Settings], under "Paper Type", select a paper type other than [Thick Paper 2] or [Thick Paper 3].
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.
When using "Duplex", copy is made top to bottom even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Duplex Copying", Copy Reference ⊚.

When Memory Is Full

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

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

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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 [On Hook Dial] is pressed.

At Transmission

> Heard when Immediate Transmission is performed.

At Reception

> Heard when the machine receives a document.
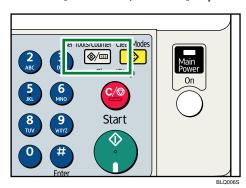
At Dialing

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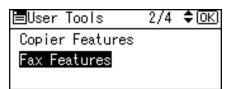
At Printing

> Heard when a received document is printed.

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

BLQ006S
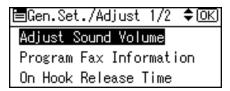
2. **Select [Fax Features] using [▲] or [▼], and then press the [OK] key.**
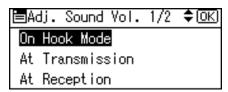
3. Select [General Settings/Adjust] using [▲] or [▼], and then press the [OK] key.

```
目Fax Features    1/1  ≑ OK
General Settings/Adjust
Reception Settings
Administrator Tools
```
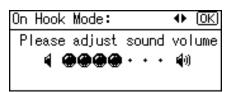
4. Select [Adjust Sound Volume] using [▲] or [▼], and then press the [OK] key.

```
目Gen.Set./Adjust 1/2  ≑ OK
Adjust Sound Volume
Program Fax Information
On Hook Release Time
```

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

```
目Adj. Sound Vol. 1/2  ≑ OK
On Hook Mode
At Transmission
At Reception
```

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

```
On Hook Mode:        ◀▶ OK
Please adjust sound volume
   ◀ ●●●● · · · ◀))
```

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

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

The standby display appears.

🔽 Note

- You can adjust the On Hook volume when you press [On Hook Dial] key. See "On Hook Dial", Facsimile Reference ⊚.

- 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 login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication failed."	The machine 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.
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	• Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide 📀.
"Error occurred, and trans. was cancelled."	• Original jammed during Immediate Transmission. • A problem occurred in the machine, or noise occurred on the telephone line.	Press [Exit], and then send the documents again.
"Exceeded max. number of search results which can be displayed. Max.:n" (A figure is placed at n.)	The number of search results has exceeded the maximum number of items that can be displayed.	Search again after changing the search conditions.

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Message	Cause	Solution
" ❢ Func. Problems Data will be initialized."	There is a problem with the fax.	Record the code number shown on the display and contact your service representative. Other functions can be used.
"LDAP server auth. has failed. Check the settings."	The entered user name or password does not match that specified for LDAP server authentication.	Make settings correctly for the user name and the password for LDAP server authentication.
"LDAP server search timed out. Check the server status."	A network error has occurred and connection has failed.	• Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide 📖.
"Put original back, check it and press the Start key."	Original jammed during Memory Transmission.	Press [Exit], and then send the documents again.
"Specified group contains some invalid dest. Do you want to select only valid dest.?"	The specified group contains fax destinations, and/or e-mail destinations, either of which are incompatible with the specified transmission method.	In the message that appears at each transmission, press [Select].
"Some page(s) are near blank. To cancel, press Stop."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Detecting Blank Sheet", Facsimile Reference 📖.

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Message	Cause	Solution
"Some page(s) are near blank."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Detecting Blank Sheet", Facsimile Reference 🔘.
"Updating destination list. Reselect destination (s) or sender's name later."	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operation is not possible while this message is displayed.
"You do not have the privileges 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.

⬇ Note

- If the paper tray runs out of paper, "Out of paper. Load paper." appears on the display, asking you to add paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the display. You can turn this function on or off with "Parameter Settings". For details about how to do this, see "Parameter Settings", Facsimile Reference 🔘.

When You Cannot Send or Receive Fax Messages As Wanted

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

Transmission/Reception

Problem	Cause	Solution
Both transmission and reception are impossible.	The modular cord may be disconnected.	Make sure the modular cord is correctly connected. See "Connecting the Machine to a Telephone Line and Telephone", Network & System Settings Guide.

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, the side to be scanned must face up.
Printed or sent images are spotty.	The exposure glass cover, ADF, exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine. Make sure ink or correction fluid is dry before placing originals.
Reception is possible, but transmission is impossible.	There are regions and telephone exchanges where a dial tone can not be detected.	Turn the dial tone detection off in User Parameters. For details about how to do this, see "Parameter Settings", Facsimile Reference.

Problem	Cause	Solution
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 [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 Settings", Facsimile Reference 🔘.
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.
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.	The number of specified destinations exceeds the maximum number that can be specified as a group.	A maximum of 10 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 Receiving File indicator was lit, low paper may have caused printing to stop.	• Load paper into the tray. • Add toner. For details about Substitute Reception, see "Substitute Reception", Facsimile Reference 🔘.
The machine failed to print received fax documents.	Alert indicator is lit.	Load paper into the tray. See "Loading Paper", About This Machine 📖🔘.

Printing

Problem	Cause	Solution
Print is slanted.	The tray's side fences might not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine 📘 💿.
Print is slanted.	The paper is fed at a slant.	Load the paper correctly. See "Loading Paper", About This Machine 📘 💿.
Misfeeds occur frequently.	The number of feeding in the paper tray exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine 📘 💿.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine 📘 💿.
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine 📘 💿.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Sheets are feeding in together, resulting in jams.	The pages are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.

Problem	Cause	Solution
Copy paper becomes creased.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine 📘 💿.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine 📘 💿.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine 📘 💿.
Images are only partially printed.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine 📘 💿.
Black lines appear on the print produced at the destination.	The exposure glass cover, ADF, exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine 📘 💿.
Background of received images appears dirty. Images from the back of the page appear.	Image density is too high.	Adjust the scan density settings. For details about how to change the density, see "Density (Contrast)", Facsimile Reference 💿.
Received image is too light.	When using moist, rough, or processed paper, areas of print may not be fully reproduced.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine 📘 💿.
Received image is too light.	The image density has been set too low.	Increase the scanning density. For details about how to change the density, see "Density (Contrast)", Facsimile Reference 💿.

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Problem	Cause	Solution
Received image is too light.	The original of the transmitted fax was printed on paper that is too thin.	Ask the sender to reprint the original on thicker paper and fax it again.
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	- Do not install the machine in areas that are susceptible to low temperature. - Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine 📖 💿. - Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.

Others

Problem	Cause	Solution
All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/Reception, Memory Lock, or Substitute Reception.	When about one hour passes after power to the machine is turned off, all fax documents stored in memory are lost.	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.49 "Turning Off the Main Power / In the Event of Power Failure".
The Forwarding functions are not available.	This function is made unavailable by the enhanced security function.	Contact the administrator.

When Memory Is Full

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

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

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If an Error Report Is Printed

An Error Report is printed if a document cannot be successfully sent or received.

Possible causes include a problem with the machine or noise on the telephone line. If an error occurs during transmission, resend the original. If an error occurs during reception, ask the sender to resend the document.

⭐**Important**

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

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

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

⚠CAUTION

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

⭐ **Important**

- Do not turn off the main power switch while the power indicator is lit or blinking. If you do, the hard disk and memory may be damaged and failure could result.

- Turn off the main power switch before pulling out the plug. If you pull out the plug with the switch on, the hard disk and memory may be damaged and failure could result.

- Make sure 100% is shown on the display before you unplug the machine. If a lower value is shown, some data is currently present in memory.

- Right after a power failure, the internal battery needs to be sufficiently recharged to guard against future data loss. Keep the machine plugged in and the main power switch on for about 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 one hour 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, or Memory Lock.

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.

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4. Troubleshooting When Using the Printer Function

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

Messages Displayed When Installing the Printer Driver

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

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

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

Windows 2000

This section describes the procedure under Windows 2000.

1. **On the [Start] menu, point to [Settings], and then click [Printers].**

2. **Double-click the Add Printer icon.**

3. **Follow the instructions in Add Printer Wizard.**

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

4. **Specify a port.**

🔽Note

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

Windows XP Professional or Windows Server 2003/2003 R2

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

1. **On the [Start] menu, click [Printers and Faxes].**

2. **Click [Add a printer].**

3. **Follow the instructions in Add Printer Wizard.**

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

4. **Specify a port.**

Note

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

Windows XP Home Edition

This section describes the procedure under Windows XP Home Edition.

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

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

6. **Specify a port.**

⬇️**Note**

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

Windows Server 2008

This section describes the procedure under Windows 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 PCL5E) \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.

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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 might appear for a second or two while the machine is preparing, performing initial adjustments, or adding toner. Wait a while.
"Ready"	This is the default ready message. The machine is ready for use. No action is required.
"Resetting job"	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change..."	The machine is setting changing. You cannot use the control panel while this message is displayed. Wait a while.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.
"Job Suspended..."	Printing was temporarily stopped by SmartDeviceMonitor for Client. You can resume printing via [My Job List] in SmartDeviceMonitor for Client, or via the Web Image Monitor To resume printing via Web Image Monitor, check with your system administrator first.

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 login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication failed."	The machine cannot perform authentication.	Contact the administrator.
"Updating destination list. Reselect destination(s) or sender's name later."	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
"You do not have the privileges 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.

Other Messages

This section describes likely causes of and possible solutions for the error messages that are displayed on the control panel, or printed on the error logs or reports.
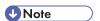
Message	Cause	Solution
"Address book is in use."	The machine currently cannot perform authentication because the address book is being used by another function.	Wait a while, and then retry the operation.

Message	Cause	Solution
"Auto-user prog. failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the address book is full.	Contact the administrator.
"Classification Code Error"	The classification code has not been entered, or the classification code has been entered incorrectly.	Enter the correct classification code.
"Command Error."	An RPCS command error occurred.	Check using the following procedure: • 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. • Check that the printer driver is the most up-to-date version available.
"Duplex cancelled."	Duplex printing was canceled.	• Select the proper paper size for the duplex function. See "Specifications for the Main Unit", About This Machine 📖 💿. • In [System Settings], under [Tray Paper Settings] / "Paper Type", set [Duplex] to [On].
"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 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 service representative.

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Message	Cause	Solution
"I/O buffer overflow."	An input buffer overflow occurred.	• In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value. • Reduce the number of files being sent to the machine.
"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.
"Insufficient Memory."	A memory allocation error occurred.	**PCL 5c/6** On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution]. **RPCS** On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].
"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.
"Output Tray changed."	The output tray was changed because the paper size of the specified output tray is limited.	Specify the proper output tray.

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Message	Cause	Solution
"Paper Size Error"	Job reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size and print the file again.
"Print overrun."	Images were discarded while printing.	**PCL 5c/6** On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution]. **RPCS** On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].
"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.
"Unauthorized user access."	The entered login user name or login password is not correct.	Check that the user name and password are correct.
"Unauthorized user access."	The logged in user is not allowed to use the selected function.	Contact the administrator.

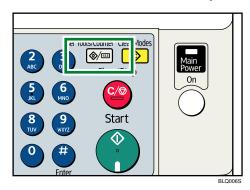If the printing does not start, contact your service representative.

🔻Note

- The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "List / Test Print", Printer Reference 📖.
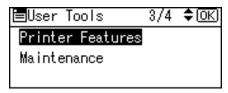
Checking the Error Log

If files could not be stored due to printing errors, identify the cause of the errors by checking the error log on the control panel.

⭐**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.

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

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

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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.

Problem	Cause	Solution
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press the [Online] key.
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", Network and System Settings Guide 💿.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", Network and System Settings Guide 💿.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.

Problem	Cause	Solution
Data In indicator does not light up or flash.	If the Data In indicator does not light up or flash even after the print job starts, the machine has not received the data.	• When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p.13 "When the Function Status Indicator Lights Up in Red". • When it is networked with a computer, contact the administrator.
[List / Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.

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

When the Data In Indicator Does Not Light Up or Flash

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

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

This section describes how to check the print port when the Data In indicator does not light up or blink.

Check if the print port setting is correct.

For Windows 2000

1. Click the [Start] button, point to [Settings], and then click [Printers].

2. Click the icon of the machine. On the [File] menu, click [Properties].

3. Click the [Ports] tab.

4. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows XP Professional or Windows Server 2003/2003 R2

1. Click the [Start] button, and then click [Printers and Faxes].

2. Click the icon of the machine. On the [File] menu, click [Properties].

3. Click the [Ports] tab.

4. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows XP Home Edition

1. Click the [Start] button, and then click [Control Panel].

2. Click [Printers and Other Hardware].

3. Click [Printers and Faxes].

4. Click the icon of the machine. On the [File] menu, click [Properties].

5. Click the [Ports] tab.

6. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows Vista

1. Click the [Start] button, and then click [Control Panel].

2. Click [Hardware and Sound].

3. Click [Printers].

4. Click the icon of the machine. On the [Organize] menu, click [Properties].

5. Click the [Ports] tab.

6. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows Server 2008

1. Click the [Start] button, and then click [Control Panel].

2. Click [Hardware and Sound].

3. Click [Printers].

4. Click the icon of the machine. On the [Organize] menu, click [Properties].

5. Click the [Ports] tab.

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 smudged.	Settings for thick paper have not been made when printing on thick paper in the bypass tray.	**PCL 5c/6** On the [Paper] tab, select [Bypass Tray] in the [Input Tray:] list, and then select "Thick 1-2" in the [Type:] list. **RPCS** On the [Setup] tab, select [Bypass Tray] in the [Paper source tray:] list, and then select "Thick 1-2" in the [Paper type:] list.
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.	If the [Toner saving] is selected in the printer driver settings, the entire page will be faded when printed.	On the RPCS printer driver's [Print Quality] tab, in the [Document type] area, select the document type other than [Toner saving].
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	**PCL 5c/6** On the [Paper] tab, select a proper paper type in the [Type:] list. **RPCS** On the [Setup] tab, select a proper paper type in the [Paper type:] list.

Problem	Cause	Solution
The printed image is different from the image on the computer's display.	Printing will be performed by the machine's graphic processing function.	On the RPCS printer driver's [Print Quality] tab, display the [Change User Settings] dialog box, ensure that [Print as bitmap] is checked, and then print.
White lines appear.	The dustproof glass is dirty.	Clean the dustproof glass. See "Cleaning the Dustproof Glass", About This Machine 📦 ⊚.
When printing graphics, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Select the correct printer driver and print the file again.
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.
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.	On the RPCS printer driver's [Printer Configuration] tab, adjust the [Printable area:] setting. See the printer driver Help.

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Problem	Cause	Solution
Photo images are coarse.	Some applications print at lower resolution.	**PCL 5c/6** On the printer driver's [Print Quality] tab, specify a higher resolution on the [Resolution]. **RPCS** • On the printer driver's [Print Quality] tab, select [Photograph] on the [Document type:]. • On the printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a higher resolution on the [Resolution].
A solid line is printed as a dashed line or appears blurred.	Dither patterns do not match.	**PCL 5c/6** On the printer driver's [Print Quality] tab, open [Advanced...] dialog box, and then, change the [Dithering:] setting. See the printer driver Help. **RPCS** On the 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.

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Problem	Cause	Solution
Fine lines are fuzzy, of inconsistent thickness, or do not appear.	Super fine lines have been specified in the application.	**PCL 5c/6** On the printer driver's [Print Quality] tab, open [Advanced...] dialog box, and then, change the [Dithering:] setting. See the printer driver Help. **RPCS** On the 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 thickness of the lines.
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 📖 ⊚.

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 settings using the display panel.	**PCL 5c/6** On the printer driver's [Paper] tab, in the [Output Tray:] list, select the desired input tray. **RPCS** On the RPCS printer driver's [Setup] tab, in the [Paper source tray:] list, select the desired input tray.

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Problem	Cause	Solution
Images are printed at a slant.	The tray's side fences might not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine 📖 ⊚.
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine 📖 ⊚.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine 📖 ⊚.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine 📖 ⊚.
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine 📖 ⊚.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.

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Problem	Cause	Solution
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 📖 💿.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine 📖 💿.
Duplex printing is malfunctioning.	Duplex printing cannot be done with paper set in the bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray.
Duplex printing is malfunctioning.	You have loaded thick paper heavier than 105 g/m^2.	Change the paper.
Duplex printing is malfunctioning.	[Duplex] is set to [Off] for "Paper Type".	In [Tray Paper Settings], under "Paper Type", set [Duplex] to [On].
Duplex printing is malfunctioning.	You cannot select duplex printing if the paper type is set to [Thick Paper 2] or [Thick Paper 3].	In [Tray Paper Settings], under "Paper Type", select a paper type other than [Thick Paper 2] or [Thick Paper 3].

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Problem	Cause	Solution
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	• Do not install the machine in areas that are susceptible to low temperature. • Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine 🗍 ⓒ. • Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.
White stripes appear on the OHP.	Fragments of paper are stuck to the OHP.	Use a dry cloth to wipe any paper fragments off the back of the OHP.

Other printing problems

Problem	Cause	Solution
It takes a long time to complete a print job.	"Sleep mode" might be set.	The machine requires time to warm up if it has been in "Sleep mode". In [System Settings], under [Timer Settings], select [Auto Off Timer], and then specify "Sleep mode".

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	If the Data In indicator is blinking, data has been received by the printer. Wait for a moment. Changing the following settings with the printer driver may help speed up printing: • On the RPCS printer driver's [Print Quality] tab, select [High Speed] on the [Print priority:]. • On the RPCS printer driver's [Print Quality] tab, select [Speed] in the [Document type] area. • On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].
It takes a long time to complete a print job.	Documents with a lot of characters may take some time to print.	On the RPCS printer driver's [Print Quality] tab, display the [Change User Settings...] dialog box, ensure that [Change methods to extract TrueType fonts] is checked, and then print.
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 RPCS printer driver's [Change Accessories] tab.
When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2,/ 2008 optional components connected to the machine are not recognized.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. See the printer driver Help.

Problem	Cause	Solution
When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2/ 2008, combined printing, booklet printing, or Auto Reduce / Enlarge printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrators.

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

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When PictBridge Printing Does Not Work

This section explains 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 has 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 specifiable print quantity at a time is 999. Respecify the quantity to 999 or less, and then retry printing.
Printing is disabled.	There is no paper of the specified size remaining.	There is no paper of the specified size remaining. If you have to use paper that is not of the specified size, perform Form Feed. To cancel printing, perform Job Cancel.

4

5. Troubleshooting When Using the Scanner Function

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

When Scanning Is Not Done As Expected

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

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass, scanning glass or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine 📖 💿.
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not pressed flat against the exposure glass.	Make sure the original is pressed flat against the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See "Setting of Original Feed Type", Printer and Scanner Reference 💿.
No image results from scanning.	The original was placed with the front and back reversed.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF, the side to be scanned must face up.
The scanned image is grayed out or a text pattern appears in the background.	You have scanned a copy guarded document protected from unauthorized copying.	Check the document. For details about how to prevent unauthorized copying of the document, see "Using [Data security for copying]", Printer and Scanner Reference 💿.

When You Cannot Send Scanned Files

This section describes likely causes of and solutions for problems that can occur when scanning originals using the network TWAIN scanner.

When the TWAIN Driver Cannot Be Started

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

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

Messages Displayed When Using the Scanner Function

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

Messages Displayed on the Client Computer

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

⭐ **Important**

- If a message not described here appears, act according to the message. For information about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine 📖 ⑥ .

Message	Cause	Solution
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The entered login user name, password, or driver encryption key was invalid.	• Check the login user name, login password, and driver encryption key. • Permission to use this function has not been granted. Contact the administrator.
"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 registerable 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 network or scanner administrator.

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Message	Cause	Solution
"Cannot detect the paper size of the original. Specify the scanning size."	The set original was misaligned.	• Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/lowering action of the exposure glass cover or ADF triggers the automatic original size detection process. Lift the exposure glass cover or ADF 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.
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The machine is not connected to the network correctly.	• Check the previously used scanner is connected to the network correctly. • Cancel the Personal Firewall of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine" "Using telnet", Network and System Settings Guide ⊚. • Select the scanner used for the previous scan.
"Cannot specify any more scanning area."	The maximum number of registerable scan areas has been exceeded.	The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning area.

Message	Cause	Solution
"Clear Misfeed(s) in ADF."	A paper misfeed has occurred inside the ADF.	Remove jammed originals, and place them again. For details, see p.83 "Removing Jammed Paper". • Check whether the originals are suitable to be scanned by the machine.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
"Error has occurred in the scanner driver."	An error has occurred in the driver.	• Check whether the network cable is connected correctly to the client computer. • Check whether the Ethernet board of the client computer is recognized correctly by Windows. • Check whether the client computer can use the TCP/IP protocol.
"Error has occurred in the scanner."	The application-specified scan conditions have exceeded the setting range of the machine.	• Check whether the scanning settings made with the application exceed the setting range of the machine. • Disable the client computer's own firewall. For details, see Windows Help.
"Fatal error has occurred in the scanner."	An unrecoverable error has occurred on the machine.	An unrecoverable error has occurred in the machine. Contact your service representative.
"Insufficient memory. Close all other applications, then restart scanning."	Memory is insufficient.	• Close all the unnecessary applications running on the client computer. • Uninstall the TWAIN driver, and then reinstall it after restarting the computer.

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Message	Cause	Solution
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	• Reset the scan size. • Lower the resolution. • Set with no compression. See TWAIN Driver help. The problem may be due to the following cause: • Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference 🔘.
"Invalid Winsock version. Please use version 1.1 or higher."	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
"No User Code is registered. Consult your system administrator."	Access is restricted with user codes.	Contact the administrator of the machine.
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	Check whether the machine or client computer is connected to the network correctly.
"No response from the scanner."	The network is crowded.	Wait for a while, and then try to reconnect.
"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. • Cancel the job in progress.
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Set the main power switch to "On".

Message	Cause	Solution
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	• Check whether the machine is connected to the network correctly. • Deselect the personal firewall function of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine" "Using telnet", Network and System Settings Guide.
"Scanner is not ready. Check the scanner and the options."	The ADF cover is open.	Check whether the ADF cover is closed.
"The name is already in use. Check the registered names."	You tried to register a name that is already in use.	Use another name.

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6. Clearing Misfeeds

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

Removing Jammed Paper

This section describes how to locate and remove jammed paper.

⚠ CAUTION

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

⚠ CAUTION

- The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.
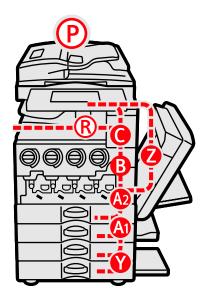
⭐ Important
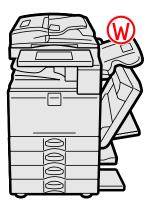
- When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.

- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.

- Contact your service representative if misfeeds occur frequently.

Locating Jammed Paper

If a misfeed happens, remove the misfed paper or original following the procedures stated on the sticker inside the front cover.

A misfeed has occurred in the place corresponding to the letter displayed on the control panel.

BLQ004S

🔻**Note**

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

Removing Jammed Paper

This section describes how to remove jammed paper.

⭐**Important**

- **The internal parts of the machine may be hot. Wait for the duplex unit to cool down before clearing a paper jam in the unit.**

- **When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.**

- **Do not remove the fusing unit. Doing so will result in loss of print quality.**

🔻**Note**

- Inside the front cover, there is a sticker explaining how to remove misfed paper.

- If a detailed removal instruction appears on the right of the screen, follow it.

When A is displayed

- Open the right cover of the paper tray unit.

- Remove misfed paper.

- Close the cover.

BLO001S

When A2 is displayed

- Push up the lever and open the duplex unit.

- Remove misfed paper.

- Remove misfed paper.

- Open the bypass tray and remove misfed paper.

- Close the bypass tray and duplex unit.

BLO002S

When B is displayed

- Push up the lever and open the duplex unit.

- Lift lever B.
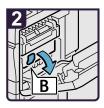
- Remove misfed paper.

BLO003S

6

When C or R is displayed

· Push up the lever and open the duplex unit.

· Lift lever B.

· Remove misfed paper.

· Life lever C and remove misfed paper.
· Return the lever C to its original position.

· Remove misfed paper.

· Close the duplex unit.

BLO004S

When P is displayed

1
· Open the upper cover of the ADF.

2
· Remove the misfed original.

3
· Remove the misfed original.

4
· If you cannot remove any misfed original, open the external cover of the ADF and remove the misfed original.

5
· Close the upper cover of the ADF.
· Lift the ADF.

6
· Pull the lever in the upper left corner, and then remove the misfed original.

BHL009S

When W is displayed

1
· Remove misfed paper from the right tray.

2
· Remove misfed paper.

BLO005S

When Y is displayed

· Open the lower right cover.

· Remove misfed paper.

BLO006S

When Z is displayed

· Push up the lever and open the duplex unit.

· Raise Z to the left.

· Remove misfed paper.

BLO007S

7. Appendix

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