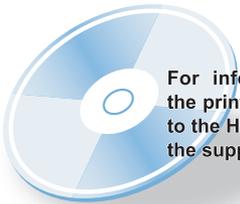


Pro C550_{EX}/Pro C700_{EX}
Pro C550_{EX}/Pro C700_{EX}
Pro C550_{EX}/Pro C700_{EX}
Pro c550_{EX}/Pro c700_{EX}

Operating Instructions Troubleshooting



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



-
- 1** When the Machine Does Not Operate As Wanted
 - 2** Troubleshooting When Using the Copy/Document Server Function
 - 3** Adding Paper, Toner and Staples
 - 4** Clearing Misfeeds
 - 5** Remarks

Introduction

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

Important

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

Notes:

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

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

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

Caution:

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

Notes:

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

- Type 1: Pro C550EX
- Type 2: Pro C700EX

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

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

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

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

Power Source

- Type 1: 120V, 60Hz, 16A or more
- Type 2: 208-240V, 60Hz, 12A or more

Please be sure to connect the power cord to a power source as above. For details about power source, see p.169 "Power Connection".

Manuals for This Machine

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

Important

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

About This Machine

Be sure to read the Safety Information in this manual before using the machine.

This manual provides an introduction to the functions of the machine. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided.

Troubleshooting

Provides a guide to solving common problems, and explains how to replace paper, toner, staples, and other consumables. Also refer to this manual for explanations on where to put the machine and how to maintain it.

Copy/ Document Server Reference

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

Network Guide

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

General Settings Guide

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

Security Reference

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

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

For details, see “Setting Up the Machine”, Security Reference.

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

Information

Contains general notes on the machine, and information about the trademarks of product names used in the manuals.

Note

- Manuals provided are specific to machine types.
- In addition to the above, manuals are also provided for the Printer functions.

TABLE OF CONTENTS

- Manuals for This Machine.....1
- How to Read This Manual.....5
 - Symbols.....5
 - Names of Major Options.....5

1. When the Machine Does Not Operate As Wanted

- Indicators.....7
- Panel Tone.....8
- Checking Machine Status and Settings.....9
- Maintenance.....12
 - Adjusting the Color Registration.....12
 - Auto Color Calibration.....13
- When an Indicator to the Right of a Function Key Is Lit.....16
- When You Have Problems Operating the Machine.....18
- When a Job Is Not Performed.....22

2. Troubleshooting When Using the Copy/Document Server Function

- Messages Displayed When Using the Copy/Document Server Function.....25
- When You Cannot Make Clear Copies.....29
- When You Cannot Make Copies As Wanted.....32
 - Display during Connect Copy.....38
 - If Connect Copy Is Canceled.....38
 - If You Cannot Exit from Connect Copy.....39
 - When Memory Is Full.....40

3. Adding Paper, Toner and Staples

- Loading Paper.....43
 - Loading Paper into Tray 1 (Tandem Tray).....43
 - Loading Paper into the A3/11 × 17 Tray Unit.....45
 - Loading Paper into Tray 2 and 3.....45
 - Loading Paper into the Large Capacity Tray.....46
 - Loading Paper into the Wide Large Capacity Tray.....48
 - Loading Paper into the Interposer.....48
 - Loading Paper into the Twin Interposer.....50
 - Orientation-Fixed Paper or Two-Sided Paper.....51
- Changing the Paper Size.....53

Changing the Paper Size in Tray 2 and 3.....	53
Changing the Paper Size in the Wide Large Capacity Tray.....	58
Changing to a Size That Is Not Automatically Detected.....	62
Adding Toner.....	64
Replacing Toner.....	65
Used Toner.....	66
Adding Staples.....	67
Finisher SR4010.....	67
Finisher SR4020.....	68
Finisher SR4020 (Saddle Stitch).....	68
Finisher SR5000.....	69

4. Clearing Misfeeds

Removing Jammed Paper.....	71
Locating Jammed Paper.....	71
Removing Jammed Paper.....	73
When Z-folded Paper Is Not Properly Aligned.....	91
Removing Jammed Staples.....	92
Finisher SR4010.....	92
Finisher SR4020.....	93
Finisher SR4020 (Saddle Stitch).....	94
Finisher SR5000.....	95
Removing Punch Waste.....	97
Finisher SR4020.....	97
Finisher SR5000.....	98

5. Remarks

Where to Put Your Machine.....	101
Machine Environment.....	101
Power Connection.....	103
Maintaining Your Machine.....	105
Cleaning the Exposure Glass.....	105
Cleaning the Auto Document Feeder.....	105
INDEX	107

How to Read This Manual

Symbols

This manual uses the following symbols:

WARNING

Indicates important safety notes.

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

CAUTION

Indicates important safety notes.

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

Important

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

Note

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

Reference

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

[]

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

[]

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

Names of Major Options

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

- Auto Document Feeder → ADF
- Large Capacity Tray → LCT



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.71 "Removing Jammed Paper".
 : Load Paper indicator	Appears when paper runs out. See p.43 "Loading Paper".
 : Add Toner indicator	Appears when toner runs out. See p.64 "Adding Toner".
 : Add Staple indicator	Appears when staples run out. See p.67 "Adding Staples".
 : Waste Toner Full indicator	Appears when the waste toner bottle is full. Contact your sales or service representative.
 : Empty Hole Punch Receptacle indicator	Appears when the hole punch receptacle is full. See p.97 "Removing Punch Waste".
 : Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.
 : Open Cover indicator	Appears when the front cover, etc., is open.

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.	Panel/screen input accepted.	A control panel or screen key was pressed.
Short, then long beep.	Panel/screen input rejected.	An invalid key was pressed on the control panel or screen, or the entered password was incorrect.
Single long beep.	Job completed successfully.	A Copier/Document Server Features job has finished.
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 long beeps.	Soft alert.	The initial screen returns when the machine goes into energy-saving mode and when simplified display is canceled.
Five long beeps repeated four times.	Soft alert.	An original has been left on the exposure glass or paper is empty.
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", General Settings Guide.

Checking Machine Status and Settings

You can check the machine's system status.

Maintenance Info

You can check the following items under [Maintenance Info]:

- [Remaining Toner]
Displays the amount of remaining toner.
- [No Staples]
Displays whether there are staples remaining or not.
- [Punch Receptacle Full]
Displays whether the hole punch receptacle is full.
- [Paper Tray]
Displays the paper type and size loaded in the paper tray.
- [Output Tray Full]
Displays whether the output tray is overloaded.
- [Original Misfeed]
Displays state of and solutions for original misfeeds.
- [Paper Misfeed]
Displays state of and solutions for paper jams.
- [Cover Open]
Indicates whether front cover, duplex unit, etc., is open.

Data Storage

You can check the following items under [Data Storage]:

- [HDD Remaining Memory]
Displays the amount of available hard disk drive memory.
- [HDD File(s)]
Displays the total number of jobs stored in the hard disk drive.
- [Memory Erase Status]
Displays the state of the memory data.

Machine Address Info

You can check the following items under [Machine Address Info]:

- [SIP User Name]
Displays the machine's SIP user name.

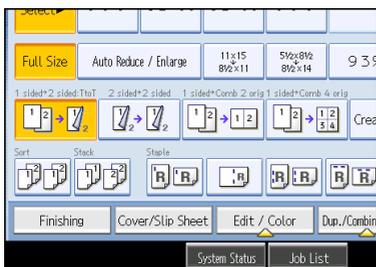
- [Machine IPv4 Address]
Displays the machine's IPv4 address.
- [Machine IPv6 Address]
Displays the machine's IPv6 address.

Inquiry

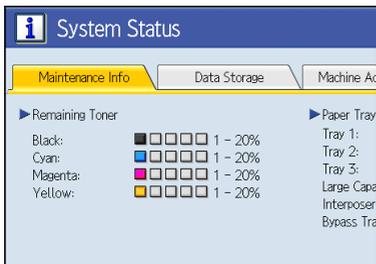
You can check the following items under [Inquiry]:

- [Machine Repairs]
Displays the machine number and contact number that are required for service.
- [Sales Representative]
Displays the sales representative's telephone number.
- [Supply Order]
Displays the contact number for placing supply orders.
- [Supply Details]
Displays the name of toner, staples, etc., used on the machine.

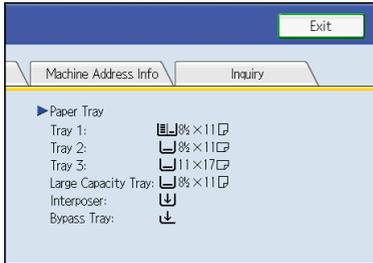
1. On the control panel, press [System Status].



2. Press each tab and check the contents.



3. After checking the information, press [Exit]. The previous screen returns.



↓ **Note**

- [No Staples], [Punch Receptacle Full], [Output Tray Full], [Original Misfeed], [Paper Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

☰ **Reference**

- p.71 "Removing Jammed Paper"

Maintenance

1

This section describes how to adjust the color registration and gradation by specifying the settings in [Maintenance].

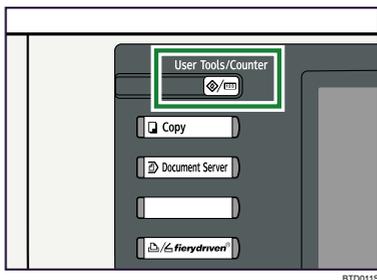
Adjusting the Color Registration

When the machine is moved, the Fusing Unit is replaced, or after printing repeatedly for some time, registration shifting might occur. By performing color registration adjustment, you can maintain optimum print results.

Color registration

If the color documents show registration shifting, perform automatic color registration.

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



2. Press [Maintenance].



3. Press [Color Registration].

4. Press [OK].

Auto color registration takes about fifteen to thirty seconds. When it is completed, the display returns to the color registration menu.

5. When you have made all the settings, press the [User Tools / Counter] key.

The initial display is shown.

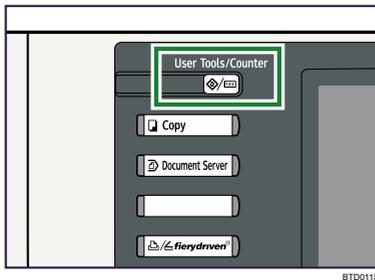
1

Auto Color Calibration

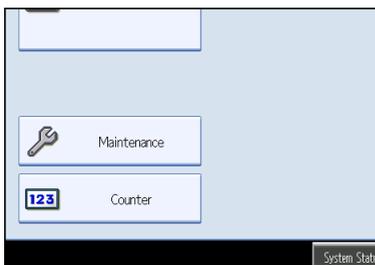
If a certain color is strong or the color of the copy differs from the original, adjust the yellow, magenta, cyan and black balance.

If "Add Toner" is shown on the display panel, the test pattern cannot be printed.

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



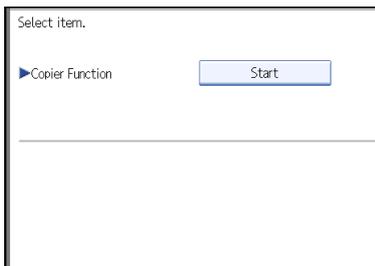
2. Press [Maintenance].



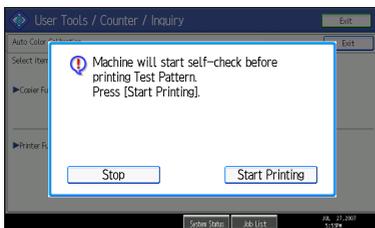
3. Press [Auto Color Calibration].

4. Press [Start].

When performing the auto color calibration from the copy function, press [Start] under Copier Function.



5. Press [Start Printing] and a test pattern will be printed.

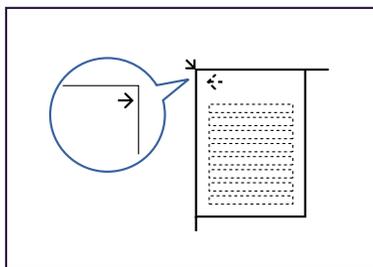


6. Place the test pattern on the exposure glass and press [Start Scanning].

The image will be corrected after "Scanning...Please wait." disappears.

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:



BA2030S

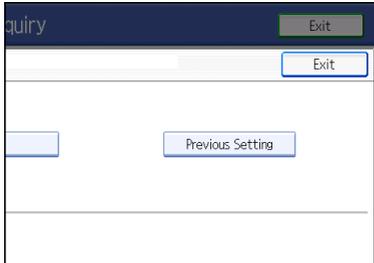
- Make sure to set the test pattern on the exposure glass, and then 2 or 3 white sheets, same size as the test pattern, above the test pattern.

Returning to the previous setting

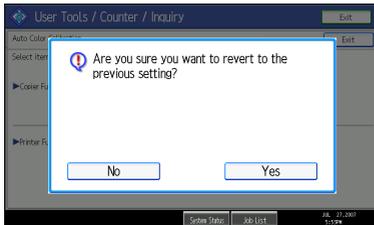
“Previous Setting” means to return to the previous status before any changes.

1. Press [Previous Setting].

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



2. Press [Yes].

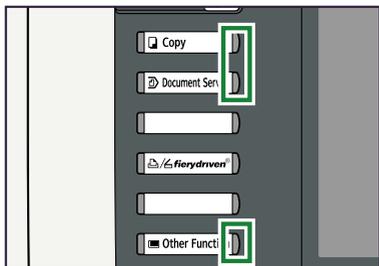


The settings return to the previous contents.

When an Indicator to the Right of a Function Key Is Lit

1

When an indicator to the right of a function key lights up, press the corresponding function key. Then, follow the instructions displayed on the control panel.



BTD012S

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.

Following describe the main reasons the indicator lights up.

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove the prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See p.43 "Loading Paper".
An error has occurred.	The function whose indicator is lit is defective.	Record the code number shown on the display and contact your service representative. See “Messages Displayed” of each chapter. You can use other functions normally.

Problem	Cause	Solution
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none">• Check the displayed message and take an appropriate action. See “Messages Displayed” of each chapter.• Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see “Connecting the Machine”, General Settings Guide.• Contact the network administrator.• If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.

When You Have Problems Operating the Machine

1

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
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 [Document Server] or [fiery driven] 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: <ul style="list-style-type: none"> • The ADF is open. • The machine is communicating with external equipment. • The hard disk is active. • The machine is cooling down. 	Close the ADF, and check if the machine is communicating with external equipment.
The display is off.	The machine is in Energy Saver mode.	Press the [Energy Saver] key to cancel Energy Saver mode.
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.

Problem	Cause	Solution
"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.	<ul style="list-style-type: none"> • Wait for a while. If the machine does not get ready in five 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.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored in the hard disk.	<ul style="list-style-type: none"> • Press [Store File] to store pages that have been scanned. Delete unnecessary files with [Delete File]. • Press [No] if you are not storing pages that have been scanned. Delete unnecessary files with [Delete File].
"Self checking..." 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 [OK].
The Authentication screen appears.	Basic Authentication, Windows Authentication or LDAP Authentication is set.	Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine.

Problem	Cause	Solution
"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.
"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.	<ul style="list-style-type: none"> 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.71 "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 down. Load paper into the LCT, Wide LCT, or bypass tray with the print side up.
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	<ul style="list-style-type: none"> Remove the misfed paper. See p.71 "Removing Jammed Paper". Check the side or end fences are set properly. Also, check the side fences are locked. See p.53 "Changing the Paper Size".
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	<ul style="list-style-type: none"> Remove the misfed paper. See p.71 "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 p.53 "Changing the Paper Size".

Problem	Cause	Solution
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	<ul style="list-style-type: none"> Remove the misfed paper. See p.71 "Removing Jammed Paper". Do not place anything on the finisher tray. It may cause a paper jam.
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. The Finisher SR4020 requires the saddle stitch staple cartridge also. For details about how to add staples, see p.67 "Adding Staples".
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.	[Apply Duplex] is set to [No] for "Paper Type: Tray 1-3".	In [Tray Paper Settings], under "Paper Type: Tray 1-3", set [Apply Duplex] to [Yes].
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Tab Stock].	In [Tray Paper Settings], under "Paper Type: Tray 2-3", select a paper type other than [Tab Stock].

↓ 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 staple or 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.

When a Job Is Not Performed

1

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".

★ Important

- The following chart shows the combinations of functions available when [Interleave] is selected in [Print Priority] under [General Features].

Combination Chart

Function Compatibility

△ : Simultaneous operations are possible.

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

○ : Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.

→ : 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 after you select		Copy			Interrupt Copying		Document Server		
		Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server
Mode before you select									
Copy	Operations for Copying	×	×	×	○	○	●	●	●
	Stapling	△*1	→*1	→*1	○	○*5	●	●*2	△*4
	Sort	△*1	→*1	→*1	○	○	●	●*2	△
Interrupt Copying	Operations for Copying	○	○	○	×	×	×	×	×
	Copying	○	○	○	×	×	×	×	×
Document Server	Operations for Document Server	●	●	●	○	○	×	×	×
	Scanning a Document to Store in Document Server	●	×	×	○	○	×	×	×
	Printing from Document Server	●	△*4	△	○	○	△*3	△*3	△*3

BTDD013S

- *1 Simultaneous operations are only possible after the preceding job documents are all scanned and [New Job] appears.
- *2 You can scan a document after the preceding job documents are all scanned.
- *3 Simultaneous operation becomes possible after you press [New Job].
- *4 During stapling, printing automatically starts after the current job.
- *5 Stapling is not available.

Note

- Stapling cannot be used at the same time for multiple functions.
- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". This setting is factory-preset to "Display Mode". For details about Print Priority, see "System Settings", General Settings Guide.

- When Finisher SR4010, Finisher SR4020, Finisher SR5000, or Mailbox is installed on the machine, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "System Settings", General Settings Guide.

2. Troubleshooting When Using the Copy/Document Server Function

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

Messages Displayed When Using the Copy/Document Server 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.18 "When You Have Problems Operating the Machine"

Message	Cause	Solution
"Authentication has 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 has 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.	<ul style="list-style-type: none">• Place the original on the exposure glass again. Face the originals down.• If the machine cannot detect the size of the original, specify the size manually - do not use Auto Paper Select mode or the Auto Reduce/Enlarge function. See "Specifying Original Sizes", Copy/Document Server Reference.
"Cannot detect original size."	Original is not placed.	Place your originals.

Message	Cause	Solution
"Cannot punch this paper size."	The Punch function cannot be used with paper size selected.	Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference.
"Cannot staple paper of this size."	The Staple function cannot be used with paper size selected.	Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference.
"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.
"Duplex is not available with this paper size."	A paper size not available in Duplex mode has been selected.	Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference.
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The number of scanned pages exceeds the capacity per file of the Document Server.	To store scanned pages as a file, press [Store File]. Scanned data is stored as a file in the Document Server. If you do not want to store scanned pages, press [No]. Scanned data is deleted.
"File being stored exceeded max. number of pages per file. Copying will be stopped."	The scanned originals have too many pages to store as one document.	Press [Exit], and then store again with an appropriate number of pages.
"Magazine or Booklet mode is not available due to mixed image mode."	You selected the "Magazine" or "Booklet" function for originals scanned using different functions, such as copy and printer.	Make sure originals for the "Magazine" or "Booklet" function are scanned using the same function.
"Maximum 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. Copy Quantity] in [General Features] under [Copier / Document Server Features].

Message	Cause	Solution
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	A function of the machine other than the Copier function is being used such as the Document Server function.	Cancel the job in progress. For example, press [Exit], and then press the [Document Server] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Please wait."	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 "Supplementary Information", Copy/Document Server Reference.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
"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.

Connect Copy

Message	Cause	Solution
"Cannot connect to the sub-machine. Check the status of the sub-machine."	The  indicator is lit. The hard disk of the sub-machine is malfunctioning.	Press [Exit] on the main machine and follow the instructions on the display.

Message	Cause	Solution
"Cannot print from the sub-machine. Check the status of the sub-machine."	A paper misfeed has occurred on the sub-machine, or toner or other supplies need to be replenished.	Follow the instructions displayed. For details, see p.64 "Adding Toner", p.71 "Removing Jammed Paper", or p.92 "Removing Jammed Staples". If the sub-machine's display indicates that a cover is open, follow the instructions displayed.
"Cannot print from the sub-machine. Check the status of the sub-machine."	The sub-machine's User Tools menu is open.	Press the [User Tools] key to close the User Tools menu.
"Cannot print from the sub-machine. Sub-machine will be disconnected."	The sub-machine has stopped due to power failure or communication error.	Continue copying using the main machine.
"No stamp data in the sub-machine."	Stamp data on the sub-machine has been deleted.	Reprogram the stamp on the sub-machine.
"Sub-machine does not have the same paper setting(s)."	Paper type or tray settings on the two machines do not match.	Make the same settings on both machines.
"Sub-machine is in Interrupt mode."	The sub-machine is in Interrupt mode.	Press the [Interrupt] key on the sub-machine to cancel Interrupt mode.
"Sub-machine paper settings must be the same to use this tray."	Paper tray settings on the two machines do not match.	Make the same settings on both machines.
"The Cover Sheet setting(s) of the sub-machine is different from the main machine."	The Cover Sheet settings on the two machines do not match.	Make the same settings on both machines.
"The Designation Sheet setting(s) of sub-machine is different from main machine."	Designation Sheet settings on the two machines do not match.	Make the same settings on both machines.
"The Slip Sheet setting(s) of the sub-machine is different from the main machine."	Slip Sheet settings on the two machines do not match.	Make the same settings on both machines.

When You Cannot Make Clear Copies

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

Problem	Cause	Solution
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.
Copies appear dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
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/Document Server Reference.
The reverse side of an original image is copied.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
A shadow appears on copies if you use pasted originals.	Image density is too high.	<ul style="list-style-type: none"> Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference. Change the orientation of the original. Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See p.105 "Maintaining Your Machine".
The same copy area is dirty whenever making copies.	<ul style="list-style-type: none"> The original that has already been printed is scanned. Original Type Select is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded. 	On the control panel, in [Others], press [Generation Copy], and then begin copying.

Problem	Cause	Solution
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Copies are too light.	Toner cartridge is almost empty.	Add toner. See p.64 "Adding Toner".
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy/Document Server Reference.
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
Images appear only partially colored.	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.
Colored lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.105 "Maintaining Your Machine".
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.105 "Maintaining Your Machine".
White lines appear.	When  is blinking, toner is beginning to run out.	Add toner. See p.64 "Adding Toner".
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.

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

When You Cannot Make Copies As Wanted

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

Basic

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	<ul style="list-style-type: none"> When loading paper into the paper tray, load paper only as high as the upper limit markings on the side fences of the paper. When loading paper on the bypass tray, load only as much paper as can be held between the guides on the bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it. Also, we recommend you set at least 20 sheets of thick paper.
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 use paper that has been already copied or printed onto.

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.
Copies are not stapled.	There are jammed staples in the stapler.	Remove jammed staples. See p.92 "Removing Jammed Staples".
Copies are not stapled.	Copy paper is curled.	Turn the copy paper over in the tray.
Copies are stapled as separate batches.	The number of copies is too great for the stapler to staple as a single batch.	Check the stapler capacity. See "Supplementary Information", Copy/Document Server Reference.
Staples are wrongly positioned.	Originals are not set correctly.	Check the correct position to place the originals. For details about how to place originals with stapling, see "Staple", Copy/Document Server Reference.
Paper does not output during printing with stapling.	When you stop printing while using the staple function, paper not stapled during printing may be left in the staple unit.	Press the [Clear Modes] key and cancel copy settings, including stapling.
Saddle-stitched documents come apart and do not stack properly.	Certain types of paper are resistant to folding and open out after being folded and stitched.	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/Document Server Reference.
When sorting, the pages are divided into two blocks.	The memory became full in the middle of sorting and the pages were delivered in two blocks.	In [Copier / Document Server Features], under [Input/Output], set [Memory Full Auto Scan Restart] to [Off].

Problem	Cause	Solution
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 p.53 "Changing the Paper Size".
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See p.43 "Loading Paper".

Edit

Problem	Cause	Solution
In "Double Copies" mode, parts of the original image are not copied.	Combination of original and copy paper is not correct.	Specify the paper size again. For example, select A3 for A4 originals. See "Double Copies", Copy/Document Server Reference.
In "Erase Border", "Erase Center", or "Erase Center / Border" mode, parts of the original image are not copied.	You set a wide erased margin.	Make the margin width narrower. You can adjust it between 2 - 99 mm (0.1 - 3.9 inches).
In "Erase Border", "Erase Center", or "Erase Center / Border" mode, parts of the original image are not copied.	Originals are not scanned correctly.	Place the originals correctly.
In "Margin Adjustment" mode, parts of the original image are not copied.	<ul style="list-style-type: none"> You set a wide erased margin. There is a lack of margin space on the opposite side of the binding position. 	Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0 - 1.2 inches).
In "Image Repeat" mode, the original image is not copied repeatedly.	You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio.	Select copy paper larger than the originals or select the proper reproduction ratio.

Stamp

Problem	Cause	Solution
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when duplex copying.	The back side stamp position is incorrect for the paper size.	Reset the back side stamp position. For details about Duplex Back Page Stamping Position, see "Copier/ Document Server Features", General Settings Guide.

Combine

Problem	Cause	Solution
Copies made with the "Booklet" or "Magazine" function cannot be folded into a book correctly.	You selected a setting ("Open to Left" or "Open to Right") that does not match the orientation of originals.	In [Copier / Document Server Features], under [Edit], set [Orientation: Booklet, Magazine] properly.
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/ Document Server Reference.
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.

Problem	Cause	Solution
Cannot print in duplex mode.	You have loaded paper exceeding 163 g/m ² .	Change the paper.
Cannot print in duplex mode.	[Apply Duplex] is set to [No] for "Paper Type: Tray 1-3".	In [Tray Paper Settings], under "Paper Type: Tray 1-3", set [Apply Duplex] to [Yes].
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", Copy/Document Server Reference.

Document Server

Problem	Cause	Solution
You forgot your password.	You cannot access a protected file without entering the password.	Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "System Settings", General Settings Guide.

Problem	Cause	Solution
You cannot find out what is stored in a file.	You may not be able to ascertain the contents of a file simply from the file name.	<p>You can switch the Select File screen between [List] and [Thumbnail] display to check the contents of the file. Check information other than the file name.</p> <ul style="list-style-type: none"> List display The file name, data of storage, and user name are shown. Thumbnails display An image of the stored file appears. <p>You can enlarge the image by pressing [Preview]. See "Checking the Details of a Stored Document", Copy/Document Server Reference.</p>
Memory frequently becomes full.	The document server memory is full.	Delete unnecessary files. On the file selection display, select unnecessary files, and then press [Delete File].
You want to check print quality before making a large print run.	You can print a single copy without specifying the setting again.	Check print quality by printing out only the first set using the [Sample Copy] key. See "Finishing", Copy/Document Server Reference.
"Cannot display preview of this page." appears, and you can not check the thumbnail image.	The image data may have been corrupted.	<p>Press [Exit] to display the preview screen without a thumbnail.</p> <p>If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page, and then a preview of the next page will appear.</p>

Connect Copy

Problem	Cause	Solution
You cannot staple, punch, or Z-fold.	The main and sub-machines do not have the same option installed.	Press [Connect Copy] to cancel Connect Copy.

Problem	Cause	Solution
You get different copy results from the main and sub-machine.	The Copy Quality setting differs on the two machines.	On the control panel, select [Edit / Color]. In [Color], under [Adjust Color], select [Copy Quality], and then make the same setting on both machines.

2

Display during Connect Copy

This section describes the display during Connect Copy.

Problem	Cause	Solution
[Connect Copy] is not displayed.	The sub-machine's main power is off.	Turn on the sub-machine's main power.
[Connect Copy] is not displayed.	Functions that cannot be used with Connect Copy are selected on the main machine (such as storing or copying the first page of a document in the Document Server).	Cancel the functions selected on the main machine.
[Connect Copy] is not displayed.	The main machine is in Interrupt mode.	Press the [Interrupt] key on the sub-machine to cancel Interrupt mode.
[Connect Copy] is not displayed.	The [Connect Copy Key Display] setting is off.	Select [Display] for the [Connect Copy Key Display] setting.
[Connect Copy] is not displayed.	The cable connecting the two machines is damaged.	Contact your service representative.
[Connect Copy] is not displayed.	The  is lit.	Follow the instructions displayed.
[Connect Copy] appears faded.	Functions that cannot be used with Connect Copy have been set.	Press the [Clear Modes] key to clear the settings.

If Connect Copy Is Canceled

This section describes causes and remedies when Connect Copy is canceled.

Problem	Cause	Solution
The machine cancels Connect Copy.	The main machine's main power is off, or the operation switch has been pressed.	Turn on the sub-machine's main power or operation switch, and then press [Connect Copy].
The machine cancels Connect Copy.	The sub-machine's main power is off.	A message instructing you to check the sub-machine appears on the display of the main machine. Press [Cancel] to clear Connect Copy. Turn on the sub-machine's main power, press Connect Copy and then make your settings again.
The machine cancels Connect Copy.	The Weekly Timer setting is coming into effect on the main machine.	Turn on the main machine's operation switch, and then press [Connect Copy]. For details about Weekly Timer: Monday - Sunday, see "System Settings", General Settings Guide.
An error message indicates the main machine has broken down.	The ! is lit.	Copying is not possible. Follow the instructions displayed.

If You Cannot Exit from Connect Copy

This section describes causes and remedies if you cannot exit from Connect Copy.

Problem	Cause	Solution
There is no response when you press [Connect Copy].	Scanning is in progress.	Press the [Clear/Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	Copying is in progress.	Press the [Clear/Stop] key on the main machine, and then press [Stop].

Problem	Cause	Solution
There is no response when you press [Connect Copy].	A paper misfeed has occurred on either the main machine or sub-machine.	<ul style="list-style-type: none"> Follow the instructions displayed. For details, see p.71 "Removing Jammed Paper" and p.92 "Removing Jammed Staples". If the sub-machine's display indicates that a cover is open, follow the instructions displayed. To cancel Connect Copy, Press the [Clear/Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	The [Clear/Stop] key is pressed on the main machine.	To cancel Connect Copy, Press the [Clear/Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	Toner or other supplies need to be replaced on either the main machine or sub-machine.	<ul style="list-style-type: none"> Follow the instructions displayed. For details, see p.43 "Loading Paper", p.67 "Adding Staples", and p.97 "Removing Punch Waste". To cancel Connect Copy, Press the [Clear/Stop] key on the main machine, and then press [Stop].

When Memory Is Full

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

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

Connect Copy

Message	Cause	Solution
"Sub-machine memory is full. Sub-machine will be disconnected."	The quantity of data exceeds the capacity of the sub-machine.	Continue printing on the main machine.

↓ Note

- If you set [Memory Full Auto Scan Restart] in [Input/Output] of User Tools to [On], even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, and then automatically proceed to scan and to copy the remaining originals. In this case, the resulting sorted pages will not be sequential. For details about Memory Full Auto Scan Restart, see "Copier/Document Server Features", General Settings Guide.

3. Adding Paper, Toner and Staples

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

Loading Paper

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

CAUTION

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

Tray 1 and LCT use $8\frac{1}{2} \times 11$ paper exclusively. Load only $8\frac{1}{2} \times 11$ paper at all times.

Note

- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- If you want to load paper other than $8\frac{1}{2} \times 11$ paper in tray 1 or LCT, contact your service representative.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.
- To load paper in the bypass tray, see "Copying from the Bypass Tray", Copy/Document Server Reference.

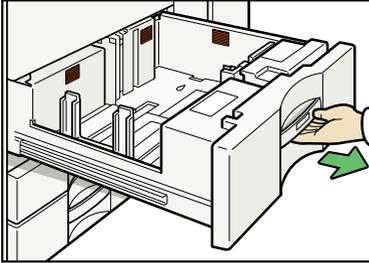
Loading Paper into Tray 1 (Tandem Tray)

This section describes how to load paper into tray 1.

Important

- When paper loaded in the right side of tray 1 runs out, paper on the left is automatically shifted to the right. While the paper is moving, a message instructing you to wait appears. Do not pull out the tray at this time.
- You can load paper even while making copies from tray 1. You can pull out the left side of tray 1 while copying is in.
- For the right side of tray 1, align the right edge of the paper with the right edge of the tray. For the left side of tray 1, align the left edge of the paper with the left edge of the tray.
- Tray 1 uses $8\frac{1}{2} \times 11$ paper. If you want to load A4 paper, contact your service representative.
- Each tray can hold up to 1,100 sheets of paper. Do not stack paper over the limit mark.

1. Carefully pull out the paper tray until it stops.

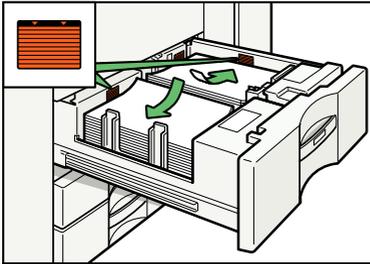


BAZ001S

3

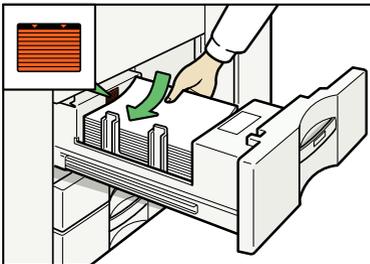
2. Square the paper and place it print side down.

- Whole tray pulled out



BAZ002S

- Left half of the tray pulled out



BAZ003S

3. Carefully push the paper tray fully in.

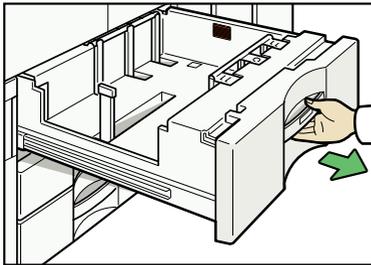
Loading Paper into the A3/11 × 17 Tray Unit

This section describes how to load paper into the A3/11 × 17 tray unit. To use the A3/11 × 17 tray unit, you must replace tray 1.

★ Important

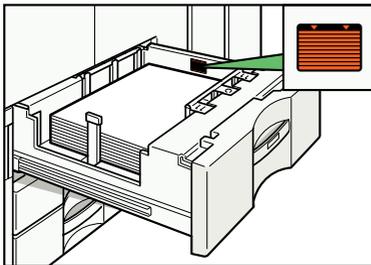
- Make sure the paper stack is flush to the right side fence.
- The tray can hold up to 1,100 sheets of paper. Do not stack paper over the limit mark.

1. Carefully pull out the paper tray until it stops.



BAZ016S

2. Place the paper print side down along the edge on the left.



BAZ017S

3. Carefully slide the paper tray fully in.

Loading Paper into Tray 2 and 3

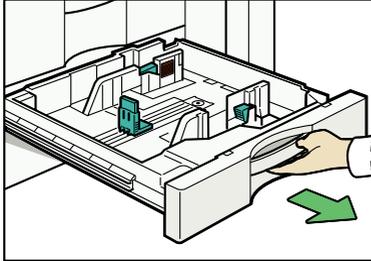
This section describes how to load paper into tray 2 and 3.

★ Important

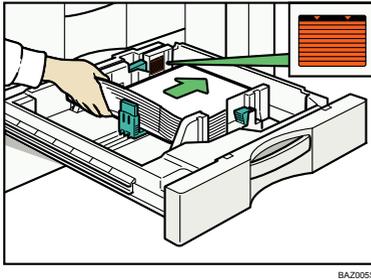
- Various sizes of paper can be loaded in tray 2 and 3 by adjusting the positions of side fences and end fence.
- Check the paper edges are aligned with the right side.

- Each tray can hold up to 550 sheets of paper. Do not stack paper over the limit mark.

1. Carefully pull out the paper tray until it stops.



2. Square the paper and load it print side down.



3. Carefully push the paper tray fully in.

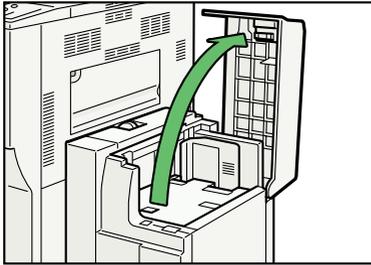
Loading Paper into the Large Capacity Tray

This section describes how to load paper into the LCT. The LCT is identified as tray 4.

★ Important

- LCT uses $8\frac{1}{2} \times 11$ paper exclusively. If you want to load A4 or B5 JIS, contact your service representative.
- Align the paper stacks and load them against the left and right walls, or a paper misfeed might occur.
- The tray can hold up to 4,000 sheets of paper. Do not stack paper over the limit mark.

1. Open the top cover of the LCT.



BAY008S

2. Load the paper in the tray along the edge on the left.

Load the paper print side up.



BAY009S

3. Press the [Down] key.

The key blinks while the bottom plate is moving down.



BAY010S

4. Load paper by repeating steps 2 and 3.

5. Close the top cover of LCT.

Loading Paper into the Wide Large Capacity Tray

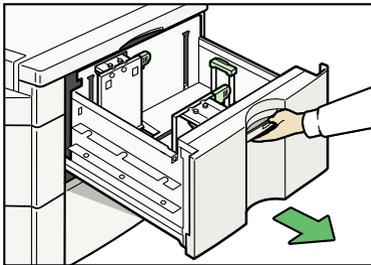
This section describes how to load paper into the Wide LCT.

★ Important

- Various regular sizes of paper can be loaded in the Wide LCT by adjusting the positions of side fences and end fence.
- Check that the paper edges are aligned with the left side.
- The tray can hold up to about 2,000 sheets of paper. Do not stack paper over the limit mark.

3

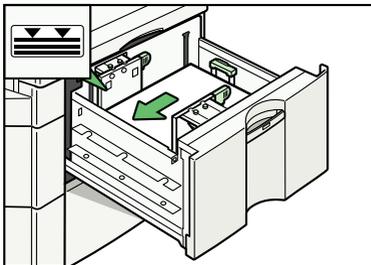
1. Carefully pull out the paper tray until it stops.



BAZ018S

2. Load paper into the paper tray by pushing the paper to the left side of the paper tray.

Place paper with printing side up.



BAZ019S

3. Carefully slide the paper tray fully in.

Loading Paper into the Interposer

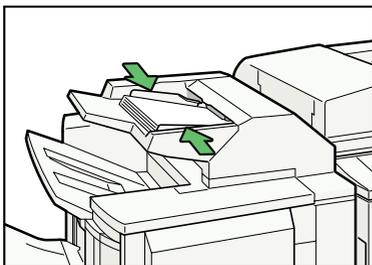
This section describes how to load paper into the interposer.

★ Important

- Load paper on the side already printed (the front side). If you are using the Booklet Finisher (Saddle Stitch), load sheets print side down.
- Load paper in the interposer in the same orientation as paper in the paper tray.
- The staple or punching location will be on the left side of the paper, when you are facing the machine.
- Do not place anything on top of or leave documents on the sensor. This may lead to the paper size not being correctly scanned or paper jams.
- When using the Z-fold function, the paper in the interposer must be the same size as the prints after they have been Z-folded. If the paper in the interposer is larger than the Z-folded sheets, a misfeed might occur.
- The tray can hold up to 200 sheets of paper. Do not stack paper over the limit mark.

1. Load paper orderly.

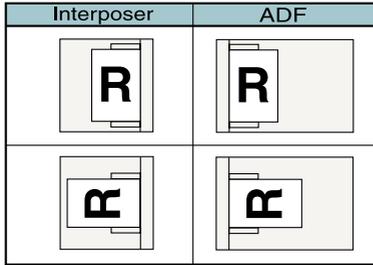
BAY0295

2. Adjust the side fences to the paper size.

BAY0305

↓ Note

- To set the paper in the interposer, align the orientation of originals in the ADF as shown below.



BAZ024S

3

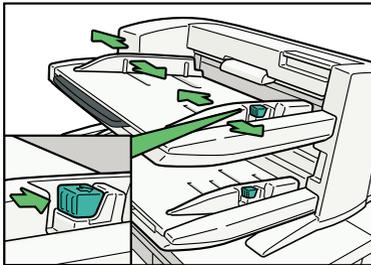
Loading Paper into the Twin Interposer

This section describes how to load paper into the twin interposer.

★ Important

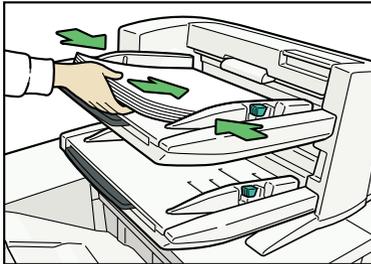
- Load paper on the side already printed (the front side). If you are using the Booklet Finisher (Saddle Stitch), load sheets print side down.
- Load paper in the twin interposer in the same orientation as paper in the paper tray.
- The staple or punching location will be on the left side of the paper, when you are facing the machine.
- Do not place anything on top of or leave documents on the sensor. This may lead to the paper size not being correctly scanned or paper jams.
- When using the Z-fold function, the paper in the twin interposer must be of the same size as the prints after they have been Z-folded. If the paper in the twin interposer is larger than the Z-folded sheets, a misfeed might occur.
- Each tray can hold up to 200 sheets of paper. Do not stack paper over the limit mark.

1. While pressing the release lever, align the side fences with the paper size to be loaded.



BTD400S

2. Load paper orderly. Tightly fit the side fences to the loaded paper.



BTD401S

When loading paper larger than A4, draw out the paper extender.

Note

- To set the paper in the twin interposer, align the orientation of originals in the ADF as shown below.

Twin Interposer	ADF

BAZ025S

Orientation-Fixed Paper or Two-Sided Paper

This section describes loading paper that has a specified orientation and printing side (such as letterhead paper).

Orientation-fixed (top to bottom) or two-sided paper (for example, letterhead paper, punched paper, or copied paper) might not print correctly, depending on how the originals and paper are placed. Set [Letterhead Setting] to [Yes] in [Input / Output] under [Copier / Document Server Features], and then place the original and paper as shown below. For details about Letterhead Setting, see "Copier/Document Server Features", General Settings Guide.

Original Orientation

Exposure glass		ADF	

Paper Orientation

3

Copier mode		Tray 1, 2, 3	Large Capacity Tray (LCT)	Wide Large Capacity Tray (LCT)	Bypass Tray
	1 Sided				
	2 Sided				—
	1 Sided		—		
	2 Sided		—		—

*1 Select paper size.

BAZ015S

Changing the Paper Size

This section describes how to change the paper size.

↓ Note

- Be sure to select the paper size with User Tools. If you do not, misfeeds might occur. For details about Tray Paper Size: Tray2-3, see "System Settings", General Settings Guide.
- Tray 1 and LCT (optional) use only $8\frac{1}{2} \times 11$ paper. If you want to load A4 in tray 1, or A4 or B5 JIS in LCT, contact your service representative.
- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.

3

Changing the Paper Size in Tray 2 and 3

This section describes how to change the paper size in tray 2 and 3.

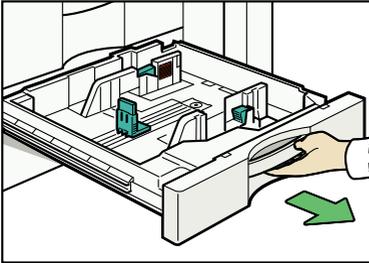
★ Important

- **If a paper tray is pushed vigorously when putting it back into place, the position of the tray's side fences may slip out of place.**
- **Do not stack paper over the limit mark.**
- **Check that the top of the paper is aligned with the right side.**
- **Slide the side fences until they are aligned with the paper size, and then re-lock the side fences.**

Adjusting the paper tray for regular size paper

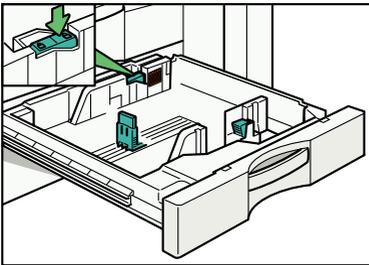
This section describes how to adjust the paper tray so that it can accommodate regular size paper.

1. Check that paper in the paper tray is not being used, and then pull the tray carefully out until it stops.



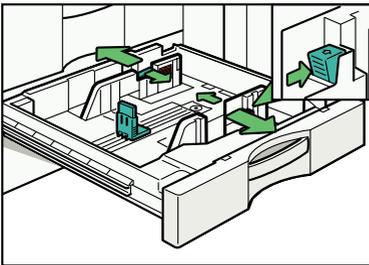
BAZ004S

2. Remove paper if loaded.
3. Release the lock on the side fences.



BAZ006S

4. While pressing down the release lever, slide the side fences until they are aligned with the paper size you want to load.

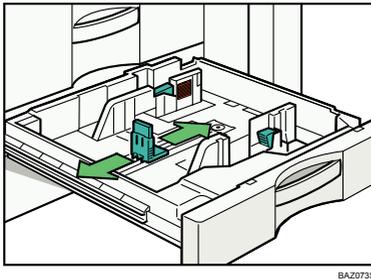


BAZ007S

- While pinching the sides of the end fence, slide it a little to release the lock.

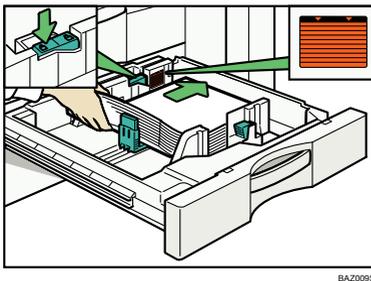


- Slide the end fence into position according to the paper size you want to load.



- Repeat steps 5 and 6 until the end fence is aligned with the paper size you want to load.
- Square the paper and load it print side down.

Re-lock the side fence again.



- Carefully slide the paper tray fully in.
- Check the size on the display.

Adjusting the paper tray for custom size paper

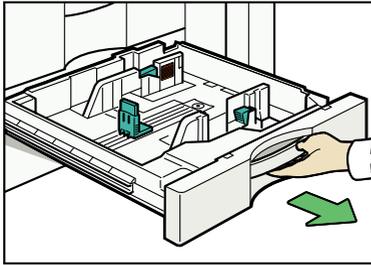
This section describes how to adjust the paper tray so that it can accommodate custom size paper.

Note

- To make "Custom Size" selectable in [Tray Paper Settings] under [System Settings], contact your service representative.

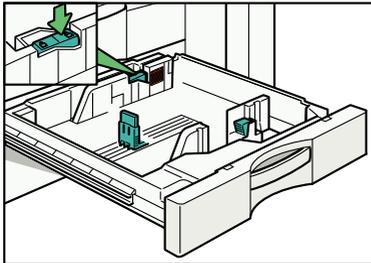
1. Check that paper in the paper tray is not being used, and then pull the tray carefully out until it stops.

3



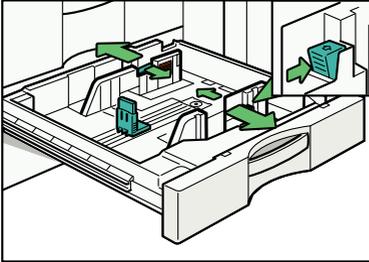
BAZ004S

2. Remove paper if loaded.
3. Release the lock on the side fences.



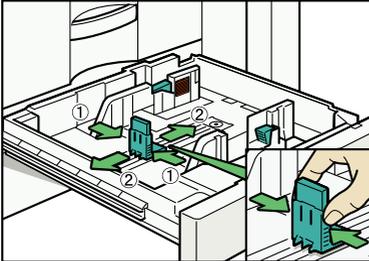
BAZ006S

4. While pressing down the release lever, slide the side fences until they are aligned with the paper size you want to load.



BAZ007S

5. While pinching the sides of the end fence, slide it a little to release the lock.



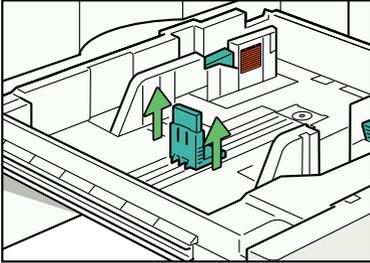
BAZ008S

6. While pinching the sides of the end fence, slide it into position according to the paper size you want to load.



BAZ073S

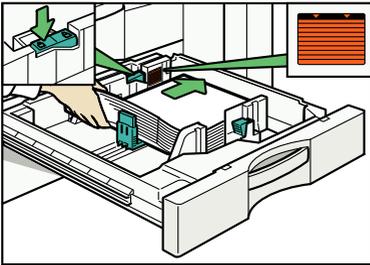
7. Pull up on the end fence to secure it at the required position.



BA2074S

8. Square the paper and load it print side down.

Re-lock the side fence again.



BA2009S

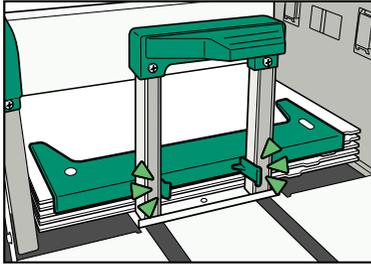
9. Carefully slide the paper tray fully in.
10. Check the size on the display.

Changing the Paper Size in the Wide Large Capacity Tray

This section describes how to change the paper size in the Wide LCT.

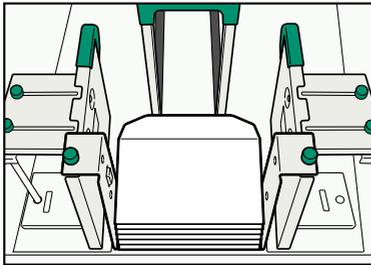
★ Important

- Check that the paper edges are aligned with the left side.
- Do not stack paper over the limit mark.
- When loading tab stock, set the tab sheet fence in the Wide LCT.



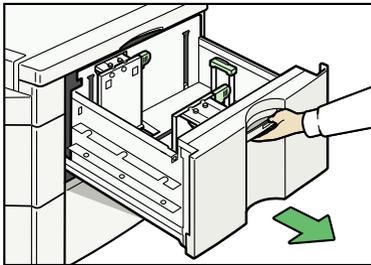
BAS177S

- When loading paper size which is smaller than that of envelope, set the Postcard Side Fence in the Wide LCT.



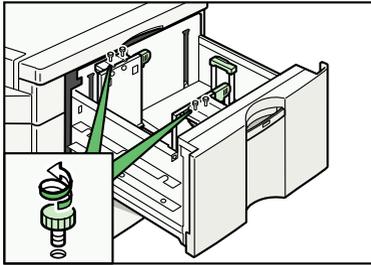
BAT178S

1. Carefully pull out the paper tray until it stops.



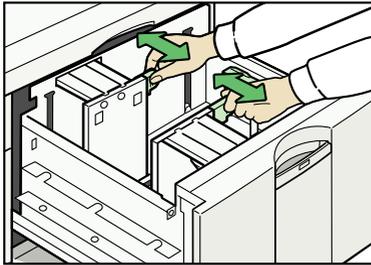
BAZ018S

2. Pull out the screws fixing the side fences.



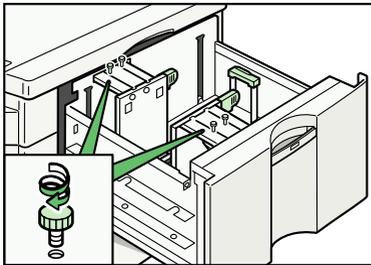
BAZ020S

3. Take the grip of the side fences with your fingers, and adjust the side fences to the paper size.



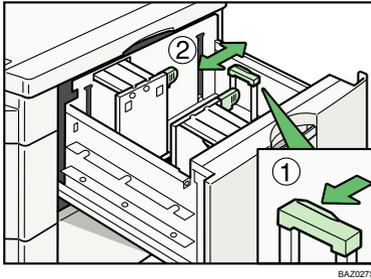
BAZ021S

4. Fasten the side fences with the screws.



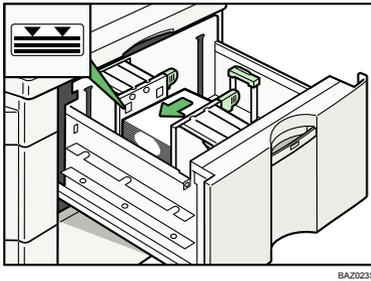
BAZ022S

5. Release the lock on the back fence.

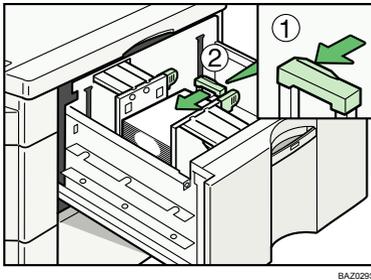


3

6. Square the paper and set it print side up.



7. Tightly fit the back fence to the loaded paper and then re-lock the back fence again.

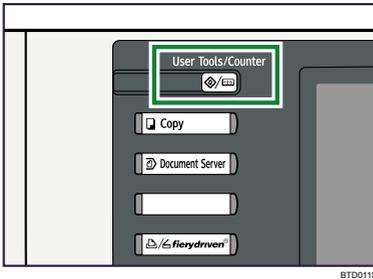


8. Carefully slide the paper tray fully in.
9. Check the size on the display.

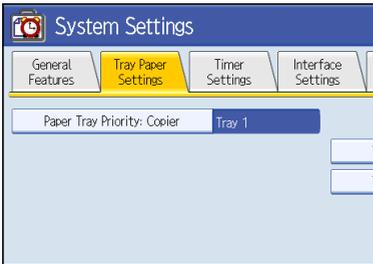
Changing to a Size That Is Not Automatically Detected

If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel. This section describes how to load such paper.

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

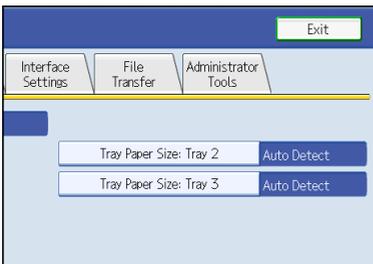


2. Press [System Settings].
3. Press [Tray Paper Settings] tab.



4. Select the tray for which you want to change the paper settings.

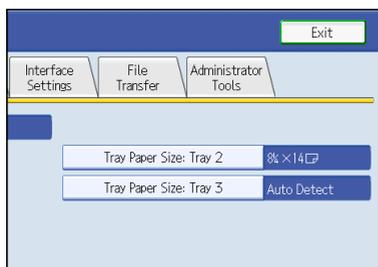
Press either of [Tray Paper Size: Tray 2] to [Tray Paper Size: Tray 3].



5. Select the loaded paper size and feed direction, and then press [OK].



The set paper size and feed direction is displayed.



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

The initial display is shown.

Note

- To make "Custom Size" selectable, contact your service representative.
- For details about paper sizes selected automatically, see "Recommended Paper Sizes and Types", About This Machine.
- If you want to print on paper that is selected automatically after printing on a paper size that is not selected automatically, you must return the setting to "Auto Detect". Reload the paper, and select "Auto Detect" in step 5. The setting is returned to "Auto Detect".

Adding Toner

This section describes how to add and store toner.

WARNING

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

CAUTION

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

CAUTION

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

CAUTION

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

CAUTION

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

CAUTION

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

CAUTION

- Our products are engineered to meet high standards of quality and functionality, and we recommend that you use only the expendable supplies available at an authorized dealer.

CAUTION

- Do not open toner containers forcefully. Toner can spill, dirtying your clothes or hands, and possibly resulting in accidental ingestion.

★ Important

- Fault may occur if you use toner other than the recommended type.
- When adding toner, do not turn off the operation switch. If you do, settings will be lost.
- Always add toner when the machine instructs you.

↓ Note

- You can still make about 10 to 600 copies after the messages "⚠️ Toner Cartridge is almost empty." and "⚠️ Replace Toner Cartridge." appear cyclically, but replace toner soon to prevent poor copy quality.
- You can check name of the required toner name and the replacement procedure using the "⚠️ Add Toner" screen.
- Press [System Status] to check contact number where you can order supplies. See "Checking Machine Status and Settings".
- You can add all four color toners in the same way.

📖 Reference

- p.9 "Checking Machine Status and Settings"

Replacing Toner

This section describes how to replace toner.

★ Important

- Do not shake the removed toner cartridge. The remaining toner might scatter.
- Do not install and remove the toner cartridge over and over. This could result in a toner leak.



- Open the front cover of the machine.
- Pull down the hook of the case containing the toner cartridge to be replaced, and then pull out the case.



- Holding the toner cartridge with the other hand, pull the cartridge up and out slowly.

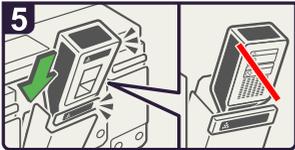


- Take out the new toner cartridge from the box.



- Hold the toner cartridge mouth downward and shake it nine or ten times.

3



- Hold the toner cartridge color label facing forward and install it in the case.

Note

Sharp changes in air pressure or temperature may make the toner cartridge expand and become difficult to install. If you cannot install the cartridge, leave it for a while and then try installing it again. If this does not work, contact your service representative.



- Push the case in slowly until its hook clicks into place.
- Close the front cover of the machine.

BAZ0715

Used Toner

Toner cannot be re-used.

Bring the stored used container to your sales representative or service representative for recycling through our recycling system. If you discard it on your own, treat it as general plastic waste material.

Adding Staples

This section describes what to do when staples need replacing.

⚠ CAUTION

- Keep your hands clear of the booklet finisher tray when pulling out or pushing in the finisher's staple unit. You can trap your fingers if you do not.

★ Important

- Stapling failures or jams may occur if you use a staple cartridge other than that recommended.

↓ Note

- If you cannot pull out the upper unit, there are staples remaining inside the cartridge. Use all the staples, and do not add more.
- Refill the stapler according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine.

Finisher SR4010

This section describes how to add staples to the Finisher SR4010.



- Open the finisher front cover.
- Pull out the staple unit.



- Pull out the cartridge gently.



- Holding both sides of the cartridge, pull up the upper unit.



- Remove the empty refill in the direction of the arrow.



- Push the new refill into the cartridge until it clicks.



- Push the upper unit gently into the cartridge.



- Pull out the ribbon.



- Push the cartridge down until it clicks.
- Return the staple unit to its original position and close the finisher front cover.

BAZ033S

Finisher SR4020

This section describes how to add staples to the Finisher SR4020.



- Open the finisher front cover.
- Pull out the staple unit.



- Pull out the cartridge gently.



- Holding both sides of the cartridge, pull up the upper unit.



- Remove the empty refill in the direction of the arrow.



- Push the new refill into the cartridge until it clicks.



- Push the upper unit gently into the cartridge.



- Pull out the ribbon.



- Push the cartridge down until it clicks.
- Return the staple unit to its original position and close the finisher front cover.

BAZ034S

Finisher SR4020 (Saddle Stitch)

This section describes how to add staples to the Finisher SR4020 (Saddle Stitch).



- Open the finisher front cover.
- Pull out the staple unit.



- Pull lever S2.



- Pull out the cartridge gently.



- Holding both sides of the cartridge, pull up the upper unit.



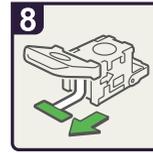
- Remove the empty refill in the direction of the arrow.



- Push the new refill into the cartridge until it clicks.



- Push the upper unit gently into the cartridge.



- Pull out the ribbon.



- Push the cartridge down until it clicks.



- Return lever S2 to its original position.
- Return the staple unit to its original position and close the finisher front cover.

3

BAZ035S

Finisher SR5000

This section describes how to add staples to the Finisher SR5000.



· Open the finisher front cover.



· Pull out the cartridge lever.



· Pull out the cartridge gently.



· Remove the empty refill in the direction of the arrow.

3



· Push the new refill into the cartridge until it clicks.



· Hold the lever and push in the cartridge.



· Push in the cartridge until it clicks.



· Return the staple unit to its original position and close the finisher front cover.

BAZ036S

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

CAUTION

- Keep your hands clear of the booklet finisher tray when pulling out or pushing in the finisher's staple unit. You can trap your fingers if you do not.

Important

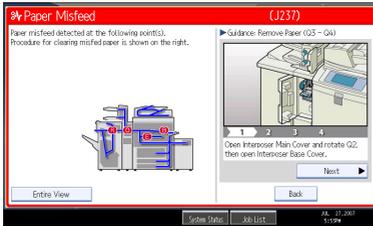
- When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.

Locating Jammed Paper

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

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

2. After each step is complete, press [Next]. To go back to the previous step, press [Previous].



3. When all jammed paper is removed, restore the machine to the original state.

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.

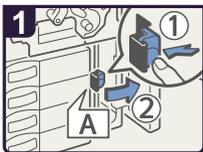
Important

- 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 finisher, or 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.
- You can also use the procedure indicated in [System Status] to remove jammed paper.

When A1 is displayed



- Open the front cover.
- Push button A and open the guide plate.



- Remove misfed paper.
- Close the guide plate.
- Close the front cover.

When A2 is displayed



- Remove misfed paper.

BAZ067S

4

When A2 is displayed in the case of Wide Large Capacity Tray



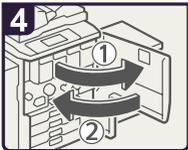
- Open the top cover.



- Remove misfed paper.



- Close the top cover.



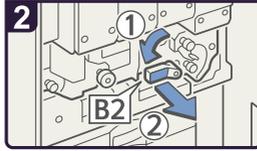
- Open and close the front cover.

BAZ072S

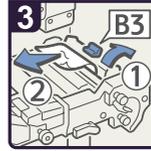
When B is displayed



- Open the front cover.
- Turn knob B1 4-5 times counterclockwise to remove misfed paper.



- Turn lever B2 to the left and pull out the unit.



- Raise lever B3 and remove misfed paper.



- Return lever B3 to its original position.



- Turn lever B4 to right and return the unit to its original position.
- Close the front cover.

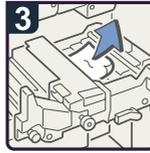
When C is displayed



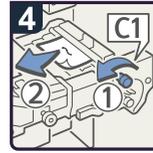
- Open the front cover.
- Turn lever B2 to the left.
- Turn knob C1 11-12 times counterclockwise.



- Hold lever B2 and pull out the unit.



- Remove misfed paper from left side.



- Turn knob C1 counterclockwise to remove misfed paper.

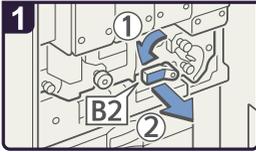
4



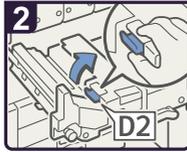
- Return lever B4 to its original position.
- Close the front cover.

BAZ040S

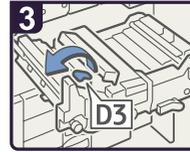
When D2 - D4 is displayed



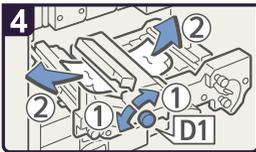
- Open the front cover.
- Turn lever B2 to the left and pull out the unit.



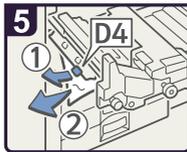
- Raise lever D2 and remove paper.



- Raise lever D3.

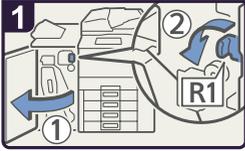


- Turn knob D1 clockwise and counterclockwise to remove misfed paper.

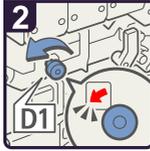


- Raise lever D4 and remove misfed paper.
- Return lever D3 to its original position.
- Return the unit to its original position and close the front cover.

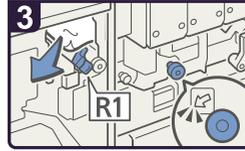
When E and D1 are displayed



- Open the finisher front cover.
- Turn lever R1 to the left.



- Open the front cover.
- Check that indicator D1 is blinking, and then turn knob D1 counterclockwise.



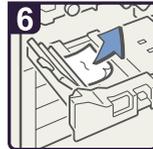
- Check that indicator D1 turns off, and then remove misfed paper.



- Pull handle E2 and fully pull out the unit.



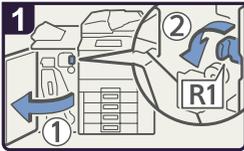
- Raise lever E3.



- Remove misfed paper.
- Return the unit to its original position and close the front cover.

BAZ042S

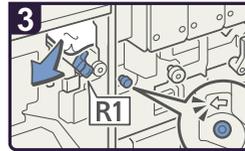
When E and E1 are displayed



- Open the finisher front cover.
- Turn lever R1 to the left.



- Open the front cover.
- Check that indicator E1 is blinking, and then turn knob E1 counterclockwise.



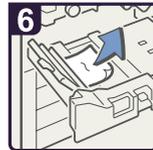
- Check that indicator E1 turns off, and then remove misfed paper.



- Pull handle E2 and fully pull out the unit.



- Raise lever E3.



- Remove misfed paper.
- Return the unit to its original position and close the front cover.

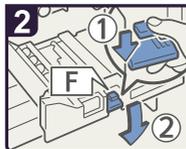
4

BAZ068S

When F is displayed



- Open the front cover.
- Pull handle E2 and fully pull out the unit.



- Lower lever F while pressing it.



- Remove misfed paper and return lever F to its original position.
- Return the unit to its original position and close the front cover.

BAZ043S

When N1 is displayed



· Open the front cover.



· Lift lever N1.



· Remove misfed paper.
· Lower lever N1 and close the front cover.

BAZ044S

4

When N2 or N3 is displayed



· Open the front cover.



· Lift lever N1.



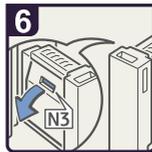
· Pull out the Z-folding unit.



· Open the N2 cover.



· Remove misfed paper and close the N2 cover.



· If you cannot remove misfed paper, open the N3 cover.



· Remove misfed paper and close the N3 cover.
· Return the Z-folding unit to its original position.
· Lower lever N1 and close the front cover.

BAZ045S

When P1 is displayed



- Open the document feeder cover.



- Remove misfed originals.



- Open the P1 cover and remove misfed originals.
- Close the document feeder cover.

BAZ046S

4

When P2 is displayed



- Lift the document feeder.
- Slide the lever and open the cover.



- Remove misfed originals.
- Close the cover.

BAZ047S

When P3 is displayed



- Lift the document feeder.
- Pull lever P3 and open the cover.



- Remove misfed originals.
- Close the cover.

BAZ069S

When Q is displayed in the case of Interposer



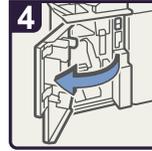
- Open the interposer upper cover.



- Raise the feed roller.



- Remove misfed paper.
- Close the interposer upper cover.



- Open the finisher front cover.

4



- Lower lever Q1.



- Remove misfed paper.
- Close the finisher front cover.

BAZ048S

When Q1 - Q4 is displayed in the case of Twin Interposer



- Open the twin interposer upper cover.
- Remove misfed paper.



- Open the twin interposer main cover or right cover.



- Turn knob Q1 counterclockwise.
- Remove misfed paper.



- Turn knob Q2 counterclockwise.



- Open the twin interposer base cover.



- Press button Q3 and open the guide board.



- Remove misfed paper.



- Press button Q4 and open the guide board.

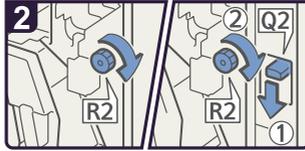


- Remove misfed paper.
- Return the guide board to its original position.
- Close the twin interposer main, base, right, and upper cover.

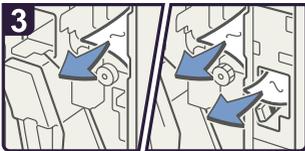
When R1 - R4 is displayed in the case of Finisher SR4010



- Open the front cover.
- Turn knob R1 counterclockwise.



- Turn knob R2 clockwise.
- When the interposer or twin interposer is installed, lower lever Q2, and then turn knob R2 clockwise.



- Remove misfed paper.



- If you cannot remove misfed paper, raise lever R3 and remove it.



- Raise lever R4 and remove misfed paper.
- Close the front cover.

BAZ051S

When R5 - R8 is displayed in the case of Finisher SR4010



- Open the front cover.
- Lower lever R5 and remove misfed paper.



- If you cannot remove misfed paper, lower lever R6 and remove it.



- Raise lever R3.



- Raise lever R7 and remove misfed paper.

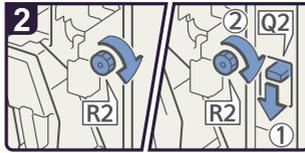


- Pull handle R8 and pull out the staple unit, then remove misfed paper.
- Return the staple unit to its original position and close the front cover.

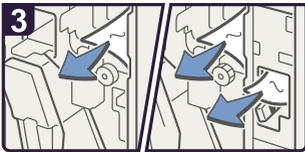
When R1 - R4 is displayed in the case of Finisher SR4020



- Open the front cover.
- Turn knob R1 counterclockwise.



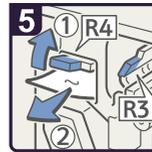
- Turn knob R2 clockwise.
- When the interposer or twin interposer is installed, lower lever Q2, and then turn knob R2 clockwise.



- Remove misfed paper.



- If you cannot remove misfed paper, raise lever R3 and remove it.



- Raise lever R4 and remove misfed paper.
- Close the front cover.

BAZ055S

4

When R5 - R7 is displayed in the case of Finisher SR4020



- Open the front cover.
- Lower lever R5 and remove misfed paper.



- If you cannot remove misfed paper, lower lever R6 and remove it.



- Raise lever R3.



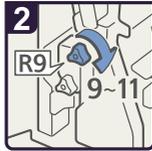
- Raise lever R7 and remove misfed paper.
- Close the front cover.

BAZ054S

When R8 - R12 is displayed in the case of Finisher SR4020



- Open the front cover.
- Turn lower knob R8 clockwise.



- Turn upper knob R9 9-11 times clockwise.



- Pull handle R10 and pull out the staple unit, then remove misfed paper.



- If you cannot remove misfed paper, raise lever R11 and remove it.



- If you cannot remove misfed paper, raise lever R12 and remove it.
- Return the staple unit to its original position and close the front cover.

When R1 - R3 is displayed in the case of Finisher SR5000



- Open the front cover.
- Raise lever R1.



- Remove misfed paper and return lever R1 to its original position.



- If you cannot remove misfed paper, turn lever R2 to the right.



- Remove misfed paper and return lever R2 to its original position.

4



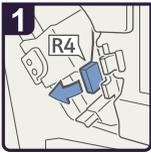
- If you cannot remove misfed paper, raise lever R3.



- Remove misfed paper and return lever R3 to its original position.
- Close the front cover.

BAZ056S

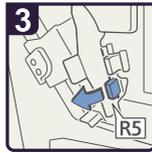
When R4 - R8 is displayed in the case of Finisher SR5000



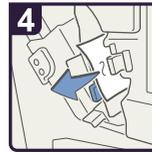
- Open the front cover.
- Pull lever R4.



- Remove misfed paper and return lever R4 to its original position.



- If you cannot remove misfed paper, pull lever R5.



- Remove misfed paper and return lever R5 to its original position.



- If you cannot remove misfed paper, pull lever R6.



- Remove misfed paper and return lever R6 to its original position.



- If you cannot remove misfed paper, raise lever R7.



- Remove misfed paper and return lever R7 to its original position.



- Pull handle R8 and pull out the staple unit, then remove misfed paper.
- Return the staple unit to its original position and close the front cover.

When U is displayed in the case of Large Capacity Tray



- Open the top cover.



- Remove misfed paper.
- Close the top cover.

BAZ056S

4

When U is displayed in the case of Wide Large Capacity Tray



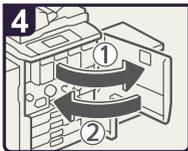
- Open the top cover.



- Remove misfed paper.



- Close the top cover.



- Open and close the front cover.

BAZ056S

When W is displayed



- Open the mailbox right cover.



- Remove misfed paper.



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

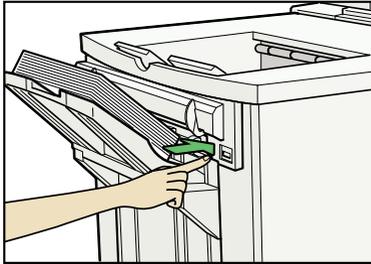
BAZ057S

When Z-folded Paper Is Not Properly Aligned

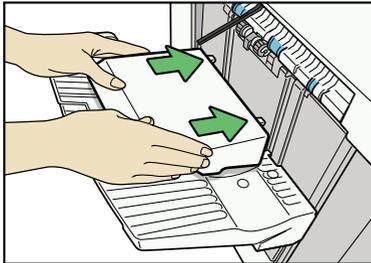
This section describes Z-folded copies are not properly aligned.

1. Press the [Suspend/Resume] key.

The key lights up.



2. Remove the copies.
3. Set the auxiliary tray for the finisher shift tray.



Removing Jammed Staples

This section describes how to remove jammed staples.

CAUTION

- Keep your hands clear of the booklet finisher tray when pulling out or pushing in the finisher's staple unit. You can trap your fingers if you do not.

Important

- Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.
- When the finisher is installed, after removing jammed staples, staples will not be ejected the first few times you try to use the stapler.

Note

- Remove the jammed staples according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine.

Finisher SR4010

This section describes how to remove jammed staples from the Finisher SR4010.



- Open the finisher front cover.
- Pull out the staple unit.



- Pull out the cartridge gently.



- Open the face plate.



- Remove the jammed staples.



- Pull down the face plate until it clicks.



- Pull down the cartridge until it clicks.
- Return the staple unit to its original position and close the finisher front cover.

BAZ060S

Finisher SR4020

This section describes how to remove jammed staples from the Finisher SR4020.



- Open the finisher front cover.
- Pull out the staple unit.



- Pull out the cartridge gently.



- Open the face plate.



- Remove the jammed staples.



- Pull down the face plate until it clicks.



- Pull down the cartridge until it clicks.
- Return the staple unit to its original position and close the finisher front cover.

Finisher SR4020 (Saddle Stitch)

This section describes how to remove jammed staples from the Finisher SR4020 (Saddle Stitch).



- Open the finisher front cover.
- Pull out the staple unit.



- Pull lever S2.



- Pull out the cartridge gently.



- Open the face plate of the cartridge.



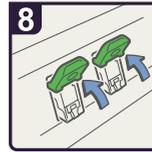
- Remove the jammed staples.



- Pull the face plate down until it clicks.



- Push the cartridge down until it clicks.



- Return lever S2 to its original position.
- Return the staple unit to its original position and close the finisher front cover.

BAZ062S

Finisher SR5000

This section describes how to remove jammed staples from the Finisher SR5000.



- Open the finisher front cover.
- Pull out the staple unit.



- Turn knob R10 counterclockwise to rotate the staple unit.



- Pull out the cartridge lever.



- Pull out the cartridge gently.



- Open the face plate of the cartridge.



- Remove the jammed staples.



- Pull the face plate down until it clicks.



- Hold the lever and push in the cartridge.



- Push the cartridge down until it clicks.



- Return the staple unit to its original position and close the finisher front cover.

Removing Punch Waste

This section describes how to remove punch waste.

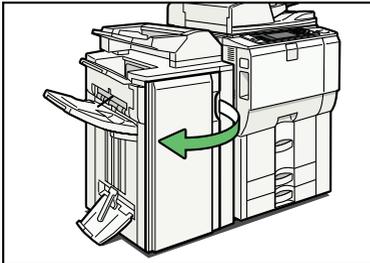
↓ Note

- Remove the punch waste according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine.
- While "Hole Punch Receptacle is full." is displayed, you cannot use the Punch function.
- "Hole Punch Receptacle is full." is displayed until the punch waste box is reinstalled.
- If the message is still displayed, reinstall the punch waste box.

Finisher SR4020

This section describes how to remove punch wastes from the Finisher SR4020.

1. Open the finisher front cover.



BTD402S

2. Pull out the punch waste box carefully, and then remove punch waste.



BAY036S

3. Reinstall the punch waste box.



BAY036S

4

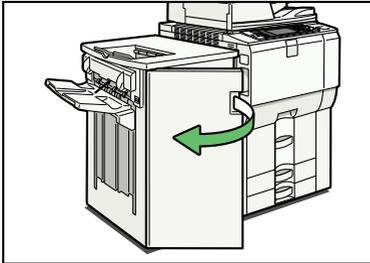
4. Close the finisher front cover.

"Hole Punch Receptacle is full." disappears.

Finisher SR5000

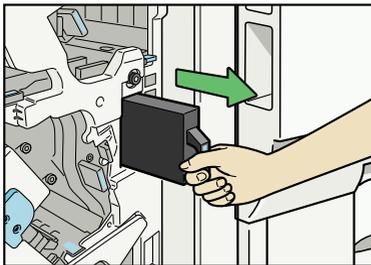
This section describes how to remove punch wastes from the Finisher SR5000.

1. Open the front cover of finisher.



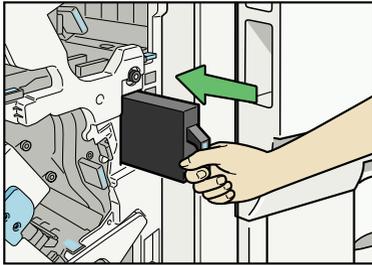
BTD403S

2. Pull out the punch waste box carefully, and then remove punch waste.



BAZ012S

3. Reinstall the punch waste box.



BAZ013S

4. Close the finisher front cover.

"Hole Punch Receptacle is full." disappears.

5. Remarks

This chapter describes how to maintain and operate the machine.

Where to Put Your Machine

This section describes precautions for installation and movement.

Machine Environment

Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

Moving

This section describes precautions when moving the machine.

CAUTION

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

CAUTION

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

CAUTION

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

Important

- **Be careful when moving the machine. Take the following precautions:**
 - Turn off the main power.
 - Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
 - Close all covers and trays, including the front cover and bypass tray.

- Keep the machine level and carry it carefully, taking care not to jolt or tip it. Rough handling may cause a malfunction or damage the hard disk or memory, resulting in loss of stored files.
- Do not take off the holding stand.
- Protect the machine from strong shocks. Impact can damage the hard disk and cause stored files to be lost. As a precautionary measure, files should be copied to another computer.

Note

- For details about how to turn the main power off, see “Turning On/Off the Power”, About This Machine.

Optimum environmental conditions

This section describes precautions when locating the machine.

CAUTION

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

CAUTION

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

CAUTION

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

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

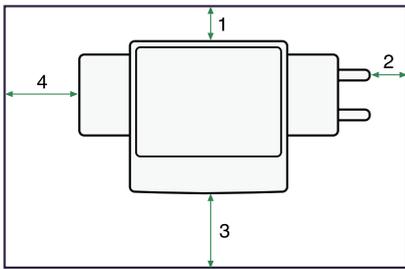
Environments to avoid

- Locations exposed to direct sunlight or other sources of strong light (more than 1,500 lux).
- Locations directly exposed to cool air from an air conditioner or heated air from a heater. (Sudden temperature changes can cause condensation to form inside the machine.)
- Locations close to machines generating ammonia, such as a diazo copy machine.

- Places where the machine will be subject to frequent strong vibration.
- Dusty areas.
- Areas with corrosive gases.

Access to the machine

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



BAZ064S

1. Rear: 0 cm (0 inches) or more
2. Right: 4 cm (1.6 inches) or more
3. Front: 70 cm (28 inches) or more
4. Left: 10 cm (4 inches) or more

Note

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

Power Connection

This section describes power supply.

⚠ WARNING

- Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.

⚠ WARNING

- Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.

⚠ WARNING

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

⚠ CAUTION

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

⚠ CAUTION

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

- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

Maintaining Your Machine

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

★ Important

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

How to maintain

Cleaning the machine: Wipe the machine with a soft, dry cloth. If this does not remove the dirt, wipe the machine with a damp and tightly wrung cloth. If a damp cloth still does not remove the dirt, try using a mild detergent. Wipe the machine with a dry cloth to remove the moisture, after using a damp cloth.

5

Cleaning the Exposure Glass

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

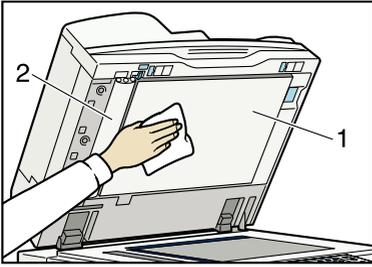


BAY0375

Clean 1 and 2.

Cleaning the Auto Document Feeder

This section describes how to clean the ADF.



BAY0205

Clean 1 and 2.

INDEX

A

Access to the machine.....	103
Adding staples.....	67
Adding toner.....	64
Adjusting the color registration.....	12
Adjusting the paper tray for custom size paper.....	56
Adjusting the paper tray for regular size paper.....	53
Auto color calibration.....	13

C

Cannot exit from connect copy.....	39
Cannot make clear copies.....	29
Cannot make copies as wanted.....	32
Changing the paper size.....	53
Changing the paper size in tray 2 and 3.....	53
Changing the paper size in wide large capacity tray.....	58
Changing to a size that is not automatically Detected.....	62
Checking machine status and settings.....	9
Cleaning the auto document feeder.....	105
Cleaning the exposure glass.....	105
Clearing misfeeds.....	71
Color registration.....	12
Combine.....	32
Connect copy.....	32, 38, 39, 40
Connect copy is canceled.....	38
Copy/Document Server function.....	25
custom size paper.....	56

D

Data storage.....	9
Display during connect copy.....	38
Document Server.....	32
Duplex.....	32

E

Edit.....	32
Enquiry.....	9
Environments to avoid.....	102

F

Finisher SR4010.....	67, 92
----------------------	--------

Finisher SR4020.....	68, 93, 97
Finisher SR4020 (Saddle Stitch).....	68, 94
Finisher SR5000.....	69, 95, 98

H

How to read this manual.....	5
------------------------------	---

I

Indicators.....	7
-----------------	---

J

Job is not performed.....	22
---------------------------	----

L

Loading paper.....	43
Loading paper into the A3/11 × 17 tray unit.....	45
Loading paper into the interposer.....	48
Loading paper into the large capacity tray.....	46
Loading paper into the twin interposer.....	50
Loading paper into the wide large capacity tray.....	48
Loading paper into tray 1.....	43
Loading paper into tray 2 and 3.....	45
Locating jammed paper.....	71

M

Machine address info.....	9
Machine environment.....	101
Maintaining your machine.....	105
Maintenance.....	12
Maintenance info.....	9
Manuals for this machine.....	1
Memory is full.....	40
Messages displayed.....	25
Moving.....	101
Multi-accessing.....	22

N

Names of major options.....	5
-----------------------------	---

O

Optimum environmental conditions.....	102
Orientation-fixed paper or two-sided paper.....	51

P

Panel tone.....	8
Postcard side fence.....	58
Power connection.....	103
Problems operating the machine.....	18

R

regular size paper.....	53
Removing jammed paper.....	71, 73
Removing jammed staples.....	92
Removing punch waste.....	97
Replacing toner.....	65
Returning to the previous setting.....	15

S

Stamp.....	32
Staples.....	67
Symbols.....	5

T

Tab sheet fence.....	58
Tandem tray.....	43
Toner.....	64

U

Used toner.....	66
-----------------	----

W

When A1 is displayed.....	73
When A2 is displayed.....	74
When A2 is displayed in the case of Wide Large Capacity Tray.....	74
When an indicator to the right of a function key is lit.....	16
When B is displayed.....	75
When C is displayed.....	76
When D2 - D4 is displayed.....	77
When E and D1 are displayed.....	78
When E and E1 are displayed.....	79
When F is displayed.....	79
When N1 is displayed.....	80
When N2 or N3 is displayed.....	80
When P1 is displayed.....	81
When P2 is displayed.....	81
When P3 is displayed.....	81

When Q is displayed in the case of interposer.....	82
--	----

When Q1 - Q4 is displayed in the case of twin interposer.....	83
---	----

When R1 - R3 is displayed in the case of finisher SR5000.....	88
---	----

When R1 - R4 is displayed in the case of finisher SR4010.....	84
---	----

When R1 - R4 is displayed in the case of finisher SR4020.....	86
---	----

When R4 - R8 is displayed in the case of finisher SR5000.....	89
---	----

When R5 - R7 is displayed in the case of finisher SR4020.....	86
---	----

When R5 - R8 is displayed in the case of finisher SR4010.....	85
---	----

When R8 - R12 is displayed in the case of finisher SR4020.....	87
--	----

When U is displayed in the case of large capacity tray.....	90
---	----

When U is displayed in the case of wide large capacity tray.....	90
--	----

When W is displayed.....	90
--------------------------	----

When Z-folded paper is not properly aligned.....	91
--	----

Where to put your machine.....	101
--------------------------------	-----

Trademarks

Microsoft®, Windows®, Windows Server®, and Windows Vista® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Adobe, Acrobat, Acrobat Reader, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Apple®, Bonjour®, Macintosh®, and Mac OS® are registered trademarks of Apple Inc.

UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

The proper names of the Windows operating systems are as follows:

* The product names of Windows 2000 are as follows:

Microsoft® Windows® 2000 Professional

Microsoft® Windows® 2000 Server

Microsoft® Windows® 2000 Advanced Server

* The product names of Windows XP are as follows:

Microsoft® Windows® XP Professional

Microsoft® Windows® XP Home Edition

Microsoft® Windows® XP Media Center Edition

Microsoft® Windows® XP Tablet PC Edition

* The product names of Windows Vista are as follows:

Microsoft® Windows Vista® Ultimate

Microsoft® Windows Vista® Enterprise

Microsoft® Windows Vista® Business

Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

* The product names of Windows Server 2003 are as follows:

Microsoft® Windows Server® 2003 Standard Edition

Microsoft® Windows Server® 2003 Enterprise Edition

Microsoft® Windows Server® 2003 Web Edition

Microsoft® Windows Server® 2003 Datacenter Edition

* The product names of Windows Server 2003 R2 are as follows:

Microsoft® Windows Server® 2003 R2 Standard Edition

Microsoft® Windows Server® 2003 R2 Enterprise Edition

Microsoft® Windows Server® 2003 R2 Datacenter Edition

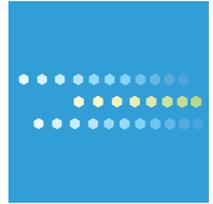
* The product names of Windows Server 2008 are as follows:

Microsoft® Windows Server® 2008 Standard

Microsoft® Windows Server® 2008 Enterprise

Microsoft® Windows Server® 2008 Datacenter

Operating Instructions Troubleshooting



Type for Pro C550EX
Type for Pro C700EX
Printed in Japan
EN (USA) D079-7505

