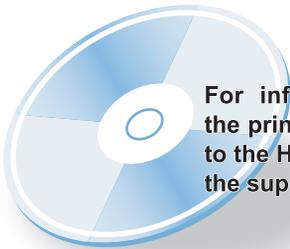


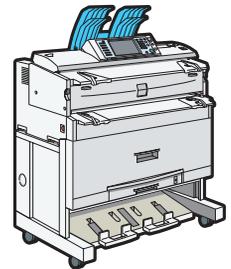


**3406WD**  
**GWD3006**  
**LW426**  
**Aficio™ MP W3601**

## 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** Troubleshooting When Using the Printer Function
  - 4** Troubleshooting When Using the Scanner Function
  - 5** Clearing Misfeeds
  - 6** Appendix



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Changing the default settings of the copier and Document Server functions, and related information .....	
Printer Reference.....	
Installing the driver for the printer function.....	
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Storing scan files.....	
Changing the default settings of the scanner function, and related information .....	
Network and System Settings Reference .....	
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Changing the default settings of the system, and related information.....	
Security Reference .....	
VM Card Extended Feature Settings Device Reference.....	
VM Card Extended Feature Settings Web Reference .....	
Quick Reference Copy Guide .....	
Quick Reference Printer Guide.....	
Quick Reference Scanner Guide .....	

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# Manuals for This Machine

Read this manual carefully before you use this machine.

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

## ★ Important

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

## About This Machine

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

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

## Troubleshooting

Provides a guide for resolving common usage-related problems.

## Copy and Document Server Reference

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

## Printer Reference

Explains Printer functions and operations.

## Scanner Reference

Explains Scanner functions and operations.

## Network and System Settings Reference

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

## Security Reference

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

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

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

---

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

### **VM Card Extended Feature Settings Device Reference**

Explains how to set up the extended features settings with the machine.

### **VM Card Extended Feature Settings Web Reference**

Explains how to set up the extended features settings using Web Image Monitor.

### **Other manuals**

- UNIX Supplement
- Quick Reference Copy Guide
- Quick Reference Printer Guide
- Quick Reference Scanner Guide

#### **↓ Note**

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

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# Notice

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## Important

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

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

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

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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:



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.



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



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



Indicates the names of keys on the machine's display or control panels.



Indicates instructions in book form.



Indicates instructions in sheet form.



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

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## Names of Major Items

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

Roll Feeder Type 3601A/3601B → Paper roll tray

Paper Cassette Type 240 → Cut paper tray

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## Notes

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

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.

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

# 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
 : Paper Misfeed indicator	Appears when a paper misfeed occurs. See p.81 "Removing Jammed Paper".
 : Original Misfeed indicator	Appears when an original misfeed occurs. See p.81 "Removing Jammed Paper".
 : Load Paper indicator	Appears when paper runs out. See "Loading Paper", About This Machine.
 : Add Toner indicator	Appears when toner runs out. See "Adding Toner", About This Machine.
 : Waste Toner Full indicator	Appears when the waste toner bottle is full. Contact your sales or service representative.
 : Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.
 : Open Cover indicator	Appears when one or more covers of the machine are 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	Causes
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	An auto reset was performed through the simplified display of the Copier/Document Server function or the Scanner function.
Five long beeps repeated four times.	Soft alert	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 "General Features", Network and System Settings Reference .

# 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.
- [Paper Tray]  
Displays the paper type and size loaded in the paper tray.
- [Original Misfeed]  
Displays the state of and solutions for original misfeeds.
- [Paper Misfeed]  
Displays the state of and solutions for paper misfeeds.
- [Cover Open]  
Indicates whether one or more covers of the machine are open.

## Data Storage

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

- [HDD Remaining Memory]  
Displays the amount of available hard disk memory.
- [HDD File(s)]  
Displays the total number of jobs stored on the hard disk.
- [Print Job(s)]  
Displays the number of jobs for "Hold Print Job(s):", "Stored Print Job(s):", "Locked Print Job(s):", and "Sample Print Job(s):".
- [Memory Erase Status]  
Displays the state of the memory data.

## Machine Address Info

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

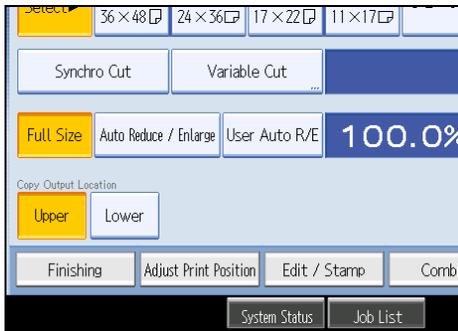
- [Machine IPv4 Address]  
Displays the machine's IPv4 address.
- [Machine IPv6 Address]  
Displays the machine's IPv6 address.

## Inquiry

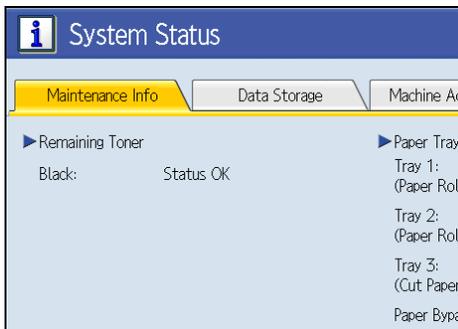
You can check the following items under [Inquiry]:

- [Machine Repairs]  
Displays the machine number and contact number which 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 used on the machine.

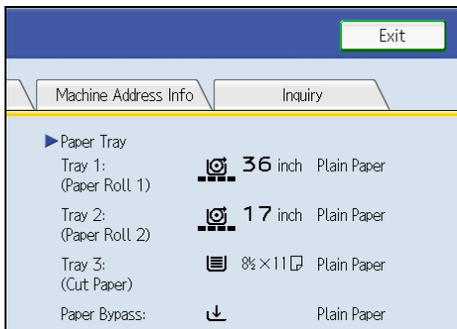
### 1. On the control panel, press [System Status].



### 2. Press each tab, and then check the contents.



### 3. After checking the information, press [Exit].



The previous screen returns.

#### ↓ Note

- [Original Misfeed], [Paper Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- Depending on the security settings, the [Machine Address Info] tab might not be displayed.
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

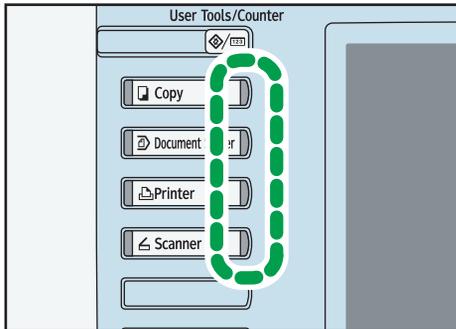
#### 📖 Reference

- p.81 "Removing Jammed Paper"

# 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.



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

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

Problem	Causes	Solutions
Documents and reports do not print out.	There is no paper left.	Load paper. See "Loading Paper", About This Machine  .
An error has occurred.	The function whose indicator is lit is defective.	Check the displayed message, and then take an appropriate action. See "Messages Displayed" of each chapter. You can use other functions normally.

Problem	Causes	Solutions
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none"> <li>• Check the displayed message, and then take an appropriate action. See "Messages Displayed" of each chapter.</li> <li>• 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 "Interface Settings", Network and System Settings Reference .</li> <li>• Contact the network administrator.</li> <li>• If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.</li> </ul>

### Reference

- p.23 "Messages Displayed When Using the Copy/Document Server Function"
- p.37 "Messages Displayed When Installing the Printer Driver"
- p.61 "Messages Displayed When Using the Scanner Function"

# When You Have Problems Operating the Machine

1

This section describes common problems and messages. If other messages appear, follow the instructions displayed.

Problem	Causes	Solutions
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the [Printer] or [Scanner] key.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: <ul style="list-style-type: none"> <li>The machine is communicating with external equipment.</li> <li>The hard disk is active.</li> </ul>	<ul style="list-style-type: none"> <li>Check if the machine is communicating with external equipment.</li> <li>Wait a little longer.</li> </ul>
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.
"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 two minute, contact your service representative.

Problem	Causes	Solutions
"Please wait." appears.	This message appears when the machine is warming up.	<ul style="list-style-type: none"> <li>• Wait for a while. If the machine does not get ready in two minutes, contact your service representative.</li> <li>• Wait until the message disappears. Do not turn off the main power switch while the message is showing.</li> </ul>
"Please wait." appears.	This message appears when you change the toner container.	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 on the hard disk.	<ul style="list-style-type: none"> <li>• Press [Yes] to store pages that have been scanned. Delete unnecessary files by pressing [Delete File].</li> <li>• Press [No] if you are not storing pages that have been scanned. Delete unnecessary files by pressing [Delete File].</li> </ul>
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, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine   .
"Authentication has failed." appears.	The entered login user name or login password is not correct.	Ask 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.

Problem	Causes	Solutions
An error message remains, even if misfed paper is removed.	<ul style="list-style-type: none"> <li>When a misfeed message appears, it remains until you open and close the cover as required.</li> <li>Paper is still jammed in the tray.</li> </ul>	Remove misfed paper, and then open and close the cover. See p.81 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into the cut paper tray print side down, and into the bypass tray print side up. See "Loading Paper", About This Machine   .
Misfeeds occur frequently.	The cut paper tray's side fences, end fence, or side-end fences, might not be set properly.	<ul style="list-style-type: none"> <li>Remove misfed paper. See p.81 "Removing Jammed Paper".</li> <li>Check the side fences, end fence, and side-end fences are set properly. See "Changing the Paper Size", About This Machine  .</li> </ul>
Misfeeds occur frequently.	Paper is wrinkled or folded.	Cut folded or wrinkled areas off the paper roll. Remove cut paper that is folded or wrinkled.
Misfeeds occur frequently.	Jammed or torn paper is inside the machine.	Remove the paper, as necessary. See p.81 "Removing Jammed Paper".
Misfeeds occur frequently.	You may have loaded paper of a size different from the paper size settings.	<ul style="list-style-type: none"> <li>Remove misfed paper. See p.81 "Removing Jammed Paper".</li> <li>Use Tray Paper Size Settings to set the paper size. See "Tray Paper Settings", Network and System Settings Reference  and "Copy Paper", About This Machine  .</li> </ul>

Problem	Causes	Solutions
An error C message remains, even if misfed paper is removed.	You did not open and close the upper section of the fusing unit.	When a misfeed C message appears, it remains until you open and close the upper section of the fusing unit. Open the paper exit cover in the back, and then the upper section of the fusing unit to check if any paper remains inside. See p.81 "Removing Jammed Paper".
Originals jam frequently.	Originals are curled.	Smooth out any curls, and then try again.
An error has occurred when the Address Book is changed from the display panel or Web Image Monitor.	The Address Book cannot be changed while deleting the multiple stored documents.	Wait a while, and then retry the operation.

#### Note

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use the recommended paper. See "Recommended Paper Sizes and Types", About This Machine  .
- Using curled paper often causes misfeeds, soiled paper edges. 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, lay paper on a flat surface to prevent paper from curling, and do not lean it against the wall.

#### Reference

- p.81 "Removing Jammed Paper"

# 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".

Combination Chart

## Function Compatibility

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

△: Simultaneous operations are possible.

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

○: Operation is 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		Printer		Scanner		TWAIN	Document Server			Desk Top Binder	Web Document Server
		Operations for Copying	Sort	Operations for Copying	Copying	Data Reception	Printing	Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing	Printing
Mode before you select		Operations for Copying	Sort	Operations for Copying	Copying	Data Reception	Printing	Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing	Printing
Copy	Operations for Copying	×	×	○	○	△	△	●	●	●	●	●	●	△	△
	Sort	△*1	→*1	○	○	△	△	●	●*2	●*2	●	●*2	△	△	△
Interrupt Copying	Operations for Copying	○	○	×	×	△	△	×	×	×	×	×	×	△	△
	Copying	○	○	×	×	△	→	×	×	×	×	×	×	→	→
Printer	Data Reception	△	△	△	△	→	→	△	△	△	△	△	△	△	△
	Printing	△	△	○	○	△	→	△	△	△	△	△	△	△	△
Scanner	Operations for Scanning	●	●	○	○	△	△	×	×	●	●	●	●	△	△
	Scanning	×	×	×	×	△	△	×	×	×	×	×	×	△	△
TWAIN	Scanning	×	×	×	×	△	△	×	×	×	×	×	×	△	△
Document Server	Operations for Document Server	●	●	○	○	△	△	●	●	●	×	×	×	△	△
	Scanning a Document to Store in Document Server	●	×	○	○	△	△	●	×	×	×	×	×	△	△
	Printing from Document Server	●	△	○	○	△	△	△	△	△	△*3	△*3	△*3	△	△
DeskTop Binder	Printing	△	△	△	△	△	△	△	△	△	△	△	△	×	△
Web Document Server	Printing	△	△	△	△	△	△	△	△	△	△	△	△	△	×

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\*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].

### ↓ Note

- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". The default is "Display Mode". For details about Print Priority, see "General Features", Network and System Settings Reference .
- While printing is in progress, scanning a document using another function may take longer than usual.
- Printing from the printer driver might not be given priority if you attempt to use it when [Print Priority] in [System Settings] is set to [Printer] and files stored in Document Server using the printer function are being printed. To give priority to print from the printer driver, set [Print Priority] to [Interleave].



# 2. Troubleshooting When Using the Copy/Document Server Function

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

**★ 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".

Message	Causes	Solutions
"Authentication has failed."	The entered login user name or login password is not correct.	Contact the user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size."	Original is not placed.	Place the originals correctly.
"Cannot detect original size."	The machine cannot detect the size of the original.	Manually select a paper tray without using [Auto Paper Select], and specify a reproduction ratio without using [Auto Reduce / Enlarge].
"Check paper size."	An irregular paper size is set.	<ul style="list-style-type: none"><li>• Check the settings for Reduce/ Enlarge, etc., and then try again.</li><li>• If you press the [Start] key, the copy will start onto the selected paper.</li></ul>

Message	Causes	Solutions
"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.	Press [Store File] to store scanned pages as a 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.
"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]. For details about Max. Copy Quantity, see "General Features", Copy and Document Server Reference  .
"Memory is full."	The machine's memory is full due to scanning originals or performing a function. The number of originals that can be stored in memory depends on the size of originals and function settings.	<ul style="list-style-type: none"> <li>• When Sort is selected, press [Exit] to copy scanned originals, and then copy remaining originals.</li> <li>• When the Job Preset function is selected, check the number of preset jobs, and then try scanning the originals again.</li> </ul>
"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].

Message	Causes	Solutions
"Please wait."	The destination list is being updated from the network using Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
"Please wait."	The main power has just been turned on, paper type (plain paper/ translucent paper/ film) was changed, or the machine is otherwise getting ready.	Wait for the machine to fully warm-up. When "Scanning originals can be started." and "Select copy mode and Place original." are displayed alternately, you can make the settings for your copies and scan your originals. After the originals have been scanned, the machine will automatically start copying after it has warmed-up.
"Rotate Sort is not available with this paper size. Select another paper size or cancel Rotate Sort mode."	The rotate sort function does not support the size of the scanned original.	Select the paper size that can be used for rotate sort function. For details about rotate sort function, See "Sort", Copy and 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.

### Reference

- p.16 "When You Have Problems Operating the Machine"

## When You Cannot Make Clear Copies

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

Problem	Causes	Solutions
Black or white streaks appear on copies.	The original is dusty.	Clean the original, and then try copying again. Be particularly careful when using the following types of original: <ul style="list-style-type: none"> <li>• Hand drawn or drawn on with other forms of pencil or pen, such as a plotter.</li> <li>• Film, translucent paper, or other originals that attract static electricity.</li> <li>• Very long originals.</li> </ul>
Black or white streaks appear on copies.	The exposure glass or platen plate is dirty.	Clean the exposure glass or platen plate. See "Maintaining Your Machine", About This Machine   .
The background is dirty.	Image density is too dark.	Adjust the image density setting. See "Adjusting Copy Image Density", Copy and Document Server Reference  .
The background is dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
Parts of images are not printed.	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   .
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy and Document Server Reference  .
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
Toner fusing is poor.	The paper thickness is not properly set.	Set the paper thickness again. See "Tray Paper Settings", Network and System Settings Reference  .

Problem	Causes	Solutions
Toner fusing is poor.	The copy paper is too thick.	Set the paper thickness again. See "Tray Paper Settings", Network and System Settings Reference  .
Image density is uneven.	The original has areas of solid color, or Positive/ Negative is selected when copying multiple sheets.	When using Repeat Copy with originals that have areas of solid color, set the number of originals as follows: A0 - A2 (E - C): 1 sheet, A3 (B) or smaller: 3 sheets.  For details about sizes of originals, see "Measure Chart", Copy and Document Server Reference  .
Image density is uneven.	Halftone originals can cause this problem.	Try using "Text / Photo".
Images are blurred when using translucent paper.	Translucent paper is being used when copying multiple sheets.	Select a proper paper thickness for the copy paper. See "Tray Paper Settings", Network and System Settings Reference  .
Extreme wrinkling occurs when using translucent paper.	An improper paper thickness is selected.	Select a proper paper thickness for the copy paper. See "Tray Paper Settings", Network and System Settings Reference  .
Strong wrinkles appear when using translucent paper.	The paper type has recently been changed from plain paper to translucent paper.	Wait about one minute.
Streaks, scratches, or wrinkles appear in areas of solid black.	Copy paper has been changed from plain to translucent paper, or from translucent to plain paper.	<ul style="list-style-type: none"> <li>• After switching from plain to translucent paper, wait one minute.</li> <li>• After switching from translucent to plain paper, wait two minutes before making copies.</li> </ul>
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 and 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].

Problem	Causes	Solutions
A shadow appears on copies if you use pasted originals.	Image density is too high.	<ul style="list-style-type: none"> <li>Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference .</li> <li>Change the orientation of the original.</li> <li>Put mending tape on the pasted part.</li> </ul>
The same copy area is dirty whenever making copies.	The exposure glass or platen plate is dirty.	Clean the exposure glass or platen plate. See "Maintaining Your Machine", About This Machine  .
The same copy area is dirty whenever making copies.	<ul style="list-style-type: none"> <li>The original that has already been printed is scanned.</li> <li>Original Type is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded.</li> </ul>	On the control panel, press [Generation Copy], and then begin copying.
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference  .
Copies are too light.	A light copy may result when you use damp or rough grain paper.	<ul style="list-style-type: none"> <li>Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine .</li> <li>Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine .</li> </ul>

Problem	Causes	Solutions
Copies are too light.	Toner container is almost empty.	Add toner. For details, see "Adding Toner", About This Machine   .
Copies are blurred.	Continuous copies have been made on small sized paper.	Wait about two minutes, and then try copying again.
Black lines appear.	The exposure glass or platen plate is dirty.	Clean the exposure glass or platen plate. See "Maintaining Your Machine", About This Machine   .
White lines appear.	The exposure glass or platen plate is dirty.	Clean the exposure glass or platen plate. See "Maintaining Your Machine", About This Machine   .
White lines appear.	When  is blinking, toner is beginning to run out.	Add toner. For details, see "Adding Toner", About This Machine   .
Copies are blank.	The original is not set correctly.	When using the original table, face the originals down. For details, see "Placing Originals", Copy and Document Server Reference  .
A moire pattern is produced on copies. 	The original has a dot pattern image or many lines.	Place the original on the original table at a slight angle.
Wrinkles appear on the copy.	The paper is damp.	<ul style="list-style-type: none"> <li>• Replace the paper with new paper.</li> <li>• Turn on the anti-humidity heater switch to prevent paper absorbing moisture. For details, see "Guide to Components", About This Machine  .</li> </ul>

## When You Cannot Make Copies As Wanted

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

### Basic

Problem	Causes	Solutions
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the cut paper tray. For details, see "Loading Paper", About This Machine   .
Misfeeds occur frequently.	The cut paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine   .
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine   .
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Cut folded or wrinkled areas off the paper roll. Remove cut paper that is folded or wrinkled.
Misfeeds occur frequently.	Printed paper is being used.	Do not use paper that has been already copied or printed onto.
Misfeeds occur frequently.	Jammed or torn paper is inside the machine.	Remove the paper properly. See p.81 "Removing Jammed Paper".
Misfeeds occur frequently.	The paper is curled.	Smooth out the curl, and then try again.
Copy paper becomes creased.	The paper is damp.	Replace the paper with new paper. Cut the paper to 1,000 mm (40") just before copying.

Problem	Causes	Solutions
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine   .
Copy paper becomes creased.	The paper is damp.	Turn on the anti-humidity heater switch to prevent paper absorbing moisture. For details, see "Guide to Components", About This Machine   .
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine   .
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 and Document Server Reference  .
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions, and then make the settings again. See "Function Compatibility", Copy and Document Server Reference  .
Images are skewed.	The side fences in the cut paper tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", About This Machine   .
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine   .
Copies are slanted.	The original was not set straightly.	Set the original so that it is squarely aligned with the original guides.
Original and copy size does not match.	Dampness can cause paper to stretch.	Adjust the Fine Magnification setting for Additional Copy. For details, see "Fine Magnification", Copy and Document Server Reference  .
Cannot scan originals on mixed A series and JIS B series paper continuously.	Originals on different series of paper cannot be scanned continuously at the same time.	Scan the originals on each series separately.

Problem	Causes	Solutions
Copies shift sideways.	The paper roll is not set correctly.	Set the paper roll correctly, making sure it is straight and not loose. For details, see "Loading Paper", About This Machine  .
Copies shift sideways.	The original does not match the size in the original table setting.	Adjust the original guides to the specified size, and then insert the original along the guides. For details, see "Placing Originals", Copy and Document Server Reference  .
Copies shift sideways.	The paper is not set correctly in the bypass tray.	Make sure the paper size matches the bypass tray's paper guides. For details, see "Copying from the Bypass Tray", Copy and Document Server Reference  .
Copies shift in the direction of the original feed (or opposite) direction.	Adjust Print Position or Margin Adjustment mode is selected.	Cancel Adjust Print Position or Margin Adjustment mode. For details, see "Margin Adjustment" and "Adjust Print Position", Copy and Document Server Reference  .
Copies are shorter than the selected size, or cut off before the end.	Adjust Print Position or Margin Adjustment mode is selected.	Cancel Adjust Print Position or Margin Adjustment mode. For details, see "Margin Adjustment" and "Adjust Print Position", Copy and Document Server Reference  .

**Edit**

Problem	Causes	Solutions
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 11"×14"  for 8 1/2"×11"  originals. See "Double Copies", Copy and Document Server Reference  .

Problem	Causes	Solutions
In "Erase Border", "Erase Inside", or "Erase Outside" mode, parts of the original image are not copied.	You have entered a wide erased margin.	Reduce the margin width. You can set the border to between 2 and 99 mm (0.1 - 3.9 inches), and you can set the inside and outside borders individually to between 0 and 1,220 mm (0.1 - 48 inches).
In "Erase Border", "Erase Inside", or "Erase Outside" mode, parts of the original image are not copied.	Originals are not scanned correctly.	Place the originals correctly.
Parts of the image are not copied.	Print Position Adjustment or Margin Adjustment mode is selected.	Cancel Adjust Print Position or Margin Adjustment mode. For details, see "Margin Adjustment" and "Adjust Print Position", Copy and Document Server Reference  .
Parts of the image are not copied.	You placed a custom size original.	Enter the size of the original, or set the scanning area wider. For details, see "Placing Custom Size Originals" and "Wide Scan", Copy and Document Server Reference  .
In "Image Repeat" mode, the original image is not copied repeatedly.	You have entered 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.

### Combine

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

Problem	Causes	Solutions
Copies are not in correct order.	You placed the originals in the incorrect order.	Start with the first page to be copied. If you place an original on the exposure glass, start with the first page to be copied.

**Document Server**

Problem	Causes	Solutions
Cannot access file.	The file is password protected.	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 "Administrator Tools", Network and System Settings Reference  .
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.	You can switch the Select File screen between [List] and [Thumbnails] display to check the contents of the file. Check information other than the file name. <ul style="list-style-type: none"> <li>• List display The file name, data of storage, and user name are shown.</li> <li>• Thumbnails display An image of the stored file appears.</li> </ul> You can enlarge the image by pressing [Preview]. See "Checking the Details of a Stored Document", Copy and Document Server Reference  .

Problem	Causes	Solutions
Memory frequently becomes full.	The Document Server memory is full.	<p>Delete unnecessary files. On the file selection display, select unnecessary files, and then press [Delete File]. If this does not increase available memory, do the following.</p> <ul style="list-style-type: none"> <li>• Switch to the scanner screen, and then delete unnecessary files stored under the scanner function.</li> <li>• Switch to the printer screen, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print.</li> </ul>
"Cannot display preview of this page." appears, and you cannot 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>

## When Memory Is Full

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

Message	Causes	Solutions
<p>"Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals."</p> <p>"n" in the message represents a changeable number.</p>	The scanned originals exceed the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Stop] to cancel the scanning data and not copy.
"Press [Continue] to scan and copy remaining originals."	The machine checked if the remaining originals should be copied, after the scanned originals were printed.	Remove all copies, and then press [Continue] to continue copying. Press [Stop] to stop copying.



# 3. Troubleshooting When Using the Printer Function

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

## Messages Displayed When Installing the Printer Driver

3

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

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

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

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### Windows 2000

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This section describes the procedure under Windows 2000.

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

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

4. Specify a port.

 **Note**

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

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### Windows XP Professional or Windows Server 2003/2003 R2

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

1. On the [start] menu, click [Printers and Faxes].
2. Click [Add a printer].

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

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

**4. Specify a port.**

**Note**

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

**3**

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## Windows XP Home Edition

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This section describes the procedure under Windows XP Home Edition.

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

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

**6. Specify a port.**

**Note**

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

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## Windows Vista

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This section describes the procedure under Windows Vista.

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

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

**6. Specify a port.**

**Note**

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

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## Windows 7

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This section describes the procedure under Windows 7.

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

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

6. Specify a port.

**Note**

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

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## Windows Server 2008

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This section describes the procedure under Windows Server 2008.

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

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

6. Specify a port.

**Note**

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

## If USB Connection Fails

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

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

3

# Messages Displayed When Using the Printer Function

This section describes the principal messages that appear on the display panel, error logs or reports. If other messages appear, follow their instructions.

## Status Messages

This section describes the machine status messages.

Message	Status
"Hex Dump Mode"	In Hex Dump mode, the machine receives data in hexadecimal format. Turn off the main power switch after printing, and then turn it back on.
"Job Suspended..."	Printing was temporarily stopped by SmartDeviceMonitor for Client. You can resume printing via [My Job List] in SmartDeviceMonitor for Client, or via the Web Image Monitor. To resume printing via Web Image Monitor, check with your system administrator first.
"Offline"	The machine is offline. To start printing, switch the machine online by pressing [↔Online].
"Please wait."	This message might appear for a second or two while the machine is preparing, performing initial adjustments, or adding toner. Wait a while.
"Printing..."	The machine is printing. Wait a while.
"Ready"	This is the default ready message. The machine is ready for use. No action is required.
"Resetting job..."	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change..."	The machine is changing settings. You cannot use the control panel while this message is displayed. Wait a while.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.

## Messages Displayed on the Control Panel When Using the Printer Function

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

**Note**

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

Message	Causes	Solutions
"Authentication has failed."	The entered login user name or login password is not correct.	Contact the user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet interface.	Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: HDD"	An error has occurred in the hard disk.	Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: USB"	An error has occurred in the USB interface.	Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: Wireless Board"	Access to the wireless board in which the wireless LAN board is inserted is possible, but an error was detected.	Turn off the main power switch, and then check the wireless board is inserted correctly. Then, turn the main power switch on again. If the message appears again, contact your service representative.

Message	Causes	Solutions
"Load following paper in n. [Job Reset]." (A figure is placed at n.)	The printer driver settings are incorrect or the tray does not contain paper of the size selected in the printer driver.	Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", About This Machine   .
"Paper size and type are mismatched." "Change the setting to continue the current job or press [Job Reset]."	The printer driver settings are incorrect or the tray does not contain paper of the size or type selected in the printer driver.	Check that the printer driver settings are correct, and then load paper of the size and type selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", About This Machine   .
"Paper size of _%_ is mismatched. Change the setting to continue the current job or press [Job Reset]."	The size of the paper in the specified tray does not match the size of the original.	Open the Printer Properties dialog box and make sure that [Automatically Select] is not specified as the [Paper Source:] setting. Select the tray manually. Depending on the size of your original, the roll that is set might be too small so some areas of image might be lost.
"Problem: Printer Font Error"	An error has occurred in the font settings.	Contact your service representative.
"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.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.

Message	Causes	Solutions
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

### Other Messages

3

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

Message	Causes	Solutions
"84: Error"	There is no work area available for image processing.	<ul style="list-style-type: none"> <li>In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> <li>Decrease the number of files sent to the machine.</li> </ul>
"86: Error"	Parameters of the control code are invalid.	Check the print settings.
"91: Error"	Printing was canceled by the auto job cancel function due to a command error.	Check that the data is valid.
"92: Error"	Printing was canceled because [Job Reset] or the [Clear/Stop] key was selected on the machine's control panel.	Perform the print operation again if necessary.
"Address Book is currently in use by another function. Authentication has failed."	The machine currently cannot perform authentication because the Address Book is being used by another function.	Wait a while, and then retry the operation.

Message	Causes	Solutions
"Auto-registration of user information has failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the Address Book is full.	Contact the administrator.
"Collate has been cancelled."	Collate was canceled.	Turn off the main power switch, and then back on again. If the message appears again, contact your sales or service representative.
"Compressed Data Error."	The printer detected corrupt compressed data.	<ul style="list-style-type: none"> <li>• Check the connection between the computer and the printer.</li> <li>• Check that the program you used to compress the data is functioning correctly.</li> </ul>
"Data storage error."	You tried to print a Sample Print, Locked Print, Hold Print, or Stored Print file, or to store a file in the Document Server when the hard disk was malfunctioning.	Contact your service representative.
"Document Server is not available to use. Cannot store."	You cannot use the Document Server function.	Contact the administrator.
"Error has occurred."	A syntax error, etc., occurred.	Check that the PDF file is valid.
"Exceeded max. capacity of Document Server. Cannot store."	The hard disk became full after a file was stored.	Delete some of the files stored in the Document Server or reduce the size that you want to send.
"Exceeded max. number of files of Document Server. Cannot store."	The maximum file capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server.
"Exceeded max. number of files to print for temporary / stored jobs."	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the maximum file capacity was exceeded.	Delete unneeded files stored in the machine.

Message	Causes	Solutions
"Exceeded max. number of pages of Document Server. Cannot store."	The maximum page capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server or reduce the number of pages that you want to send.
"Exceeded max. number of pages to print for temporary / stored jobs."	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the maximum page capacity was exceeded.	Delete unneeded files stored in the machine. Reduce the number of pages to print.
"Exceeded max. pages. Collate is incomplete."	The number of pages exceeds the maximum number of sheets that you can use Collate with.	Reduce the number of pages to print.
"Failed to obtain file system."	PDF direct printing could not be performed because the file system could not be obtained.	Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.
"File system is full."	PDF file does not print out because the capacity of the file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.
"HDD is full."	The hard disk became full while printing a Sample Print, Locked Print, Hold Print or Stored Print file.	Delete unneeded files stored in the machine. Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print or Stored Print file.
"HDD is full."	When printing with the PostScript 3 printer driver, the hard disk capacity for fonts and forms has been exceeded.	Delete unneeded forms or fonts registered in the machine.

Message	Causes	Solutions
"I/O buffer overflow."	An input buffer overflow occurred.	<ul style="list-style-type: none"> <li>In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> <li>In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value.</li> <li>Reduce the number of files being sent to the machine.</li> </ul>
"Information for user authentication is already registered for another user."	The user name for LDAP or Integration Server authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), etc.	Contact the administrator.
"No response from the server. Authentication has failed."	A timeout occurred while connecting to the server for LDAP authentication or Windows Authentication.	Check the status of the server.
"Output tray has been changed."	The output tray was changed because the paper size of the specified output tray is limited.	Specify the proper output tray.
"Print overrun."	Images were discarded while printing.	On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolutions:" list.
"Printing privileges have not been set for this document."	The PDF document you have tried to print has no privileges to print.	Contact the owner of the document.
"Selected ppr. size is not supported. Job was cancelled."	Job reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size, and then print the file again.

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Message	Causes	Solutions
"The entered password is incorrect."	The password of the encrypted PDF file has been entered incorrectly.	Enter the correct password.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. memory."	The hard disk became full after a file was stored.	Delete the files stored in the Document Server or reduce the file size to be sent.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of files."	The maximum file capacity of the Document Server was exceeded.	Delete the files stored in the Document Server.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of pages per file."	The maximum page capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server or reduce the number of pages that you want to send.
"You do not have a privilege to use this function. This job has been cancelled."	The entered login user name or login password is not correct.	Check that the user name and password are correct.
"You do not have a privilege to use this function. This job has been cancelled."	The logged in user is not allowed to use the selected function.	Contact the administrator.
"You do not have a privilege to use this function. This operation has been cancelled."	The logged in user does not have the privileges to register programs or change the paper tray settings.	Contact the administrator.

If printing does not start, contact your service representative.

**Note**

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

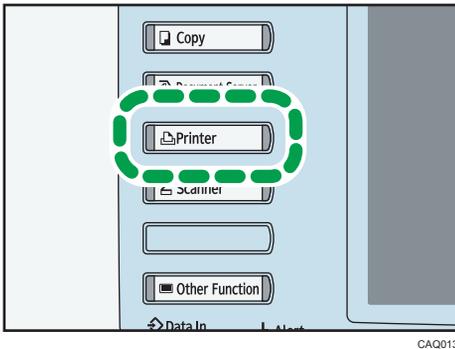
## Checking the Error Log

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

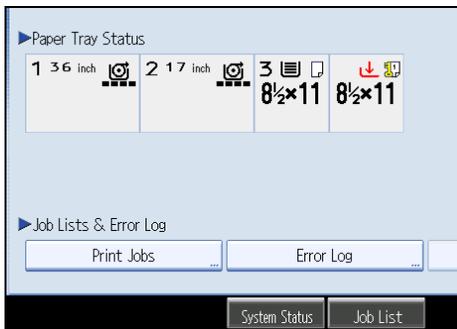
### ★ Important

- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until the number of errors reaches 30.
- If the main power switch is turned off, the log is deleted.
- You cannot view [Error Log] on the simplified display.

1. Press the [Printer] key to display the printer screen.



2. Press [Error Log].



An error log list appears.

3. Press the desired job list, and then press [Details].

A detailed error log appears.

## When You Cannot Print

This section describes what to do if printing does not start even after performing a printing operation.

Problem	Causes	Solutions
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press [⏪Online].
Printing does not start.	The cause is displayed on the screen of the control panel.	Check the error message or warning status on the display panel, and then take the required action.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", Network and System Settings Reference ⑧.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", Network and System Settings Reference ⑧.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the main power switch.
Printing does not start.	If the machine is using wireless LAN, failure to print might result from a weak wireless signal.	In [System Settings], under [Interface Settings], select [Wireless LAN], and then press [Wireless LAN Signal] to check signal status. If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference.  (You can check signal status only when using wireless LAN in the infrastructure mode.)

Problem	Causes	Solutions
Printing does not start.	If the machine is using wireless LAN, SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Wireless LAN", Network and System Settings Reference  .
Printing does not start.	If the machine is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients.
Printing does not start.	The entered user code is invalid.	Check the user code.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
Data In indicator does not light up or flash.	If the Data In indicator does not light up or flash even after the print job starts, the machine has not received the data.	<ul style="list-style-type: none"> <li>When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p.52 "When the Data In Indicator Does Not Light Up or Flash".</li> <li>When it is networked with a computer, contact the administrator.</li> </ul>
[List / Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.

Problem	Causes	Solutions
Printing does not start when using the extended wireless LAN in Ad-hoc mode.	The correct Communication mode is not set.	<ul style="list-style-type: none"> <li>• Turn off the main power switch, and then back on again. See "Turning On/Off the Power", About This Machine  .</li> <li>• In [System Settings], under [Interface Settings], select [Wireless LAN], and then set [Communication Mode] to [802.11 Ad-hoc Mode] and [Security Method] to [Off]. Then at the other side, set [SSID Setting] and [Ad-hoc Channel] to the same values.</li> </ul>
The status indicator of the printer is lit.	The cause is displayed on the display of the control panel.	Check the error message on the display panel, and then take required action. See p.41 "Messages Displayed When Using the Printer Function".

If printing does not start, consult your service representative.

### When the Data In Indicator Does Not Light Up or Flash

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

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

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

#### For Windows 2000

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

#### For Windows XP Professional or Windows Server 2003/2003 R2

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

2. Click the icon of the machine. On the [File] menu, click [Properties].
3. Click the [Ports] tab.
4. In the [Print to the following port(s)] list, confirm the correct port is selected.

#### **For Windows XP Home Edition**

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

#### **For Windows Vista**

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

#### **For Windows 7**

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

#### **For Windows Server 2008**

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

#### **For Windows Server 2008 R2**

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

2. Click [Hardware].
3. Click [Devices and Printers].
4. Right click the icon of the machine. On the context menu, click [Printer properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

### **Network connection**

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## **3**

Contact the network administrator.

## Other Printing Problems

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

### When you cannot print clearly

Problem	Causes	Solutions
The printed image is faded over the entire page.	When  is blinking, toner is beginning to run out.	Add toner. For details, see "Adding Toner", About This Machine   .
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. For details about the proper way to store it, see "Paper Storage", About This Machine   .
The printed image is faded over the entire page.	The paper is unsuitable.	Use recommended paper. Printing on coarse or treated paper might result in faint print image. See "Recommended Paper Sizes and Types", About This Machine   .
Parts of images are not printed.	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   .
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, film might be loaded but not specified as the paper type.	On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", and then select a proper paper type in the "Media Type:" list.
When printing graphics, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.

Problem	Causes	Solutions
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.
Fine lines are fuzzy, of inconsistent thickness, or do not appear.	Super fine lines have been specified in the application.	On the Printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then change the "Dithering" setting.  If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the thickness of the lines.
Solid lines are printed as broken lines.	Dither patterns do not match.	On the Printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then change the "Dithering" setting.

**When paper is not fed properly**

Problem	Causes	Solutions
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those settings using the display panel.	On the Printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", select the desired input tray in the "Paper Source:" list.
Images are printed at a slant.	The cut paper tray's side fences might not be locked.	Check that the side fences are locked. See "Changing the Paper Size", About This Machine   .
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine   .
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the cut paper tray or bypass tray.

Problem	Causes	Solutions
Misfeeds occur frequently.	The cut paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine   .
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine   .
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	<ul style="list-style-type: none"> <li>Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine  .</li> <li>Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine  .</li> </ul>
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine   .

Problem	Causes	Solutions
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine   .
There is considerable delay between the print start instruction and actual printing.	Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process.	If the Data In indicator is blinking, data has been received by the printer. Wait for a moment.
There is considerable delay between the print start instruction and actual printing.	The paper type setting was changed.	If the paper type setting has been changed, there might be a delay before printing begins. Wait for a moment.

**Other printing problems**

Problem	Causes	Solutions
It takes a long time to complete a print job.	The machine might be in "Off mode".	The machine requires time to warm up if it has been in "Off mode". In [System Settings], under [Timer Settings], select [Auto Off Timer], and then specify "Off mode".
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	<p>If the Data In indicator is blinking, data has been received by the printer. Wait for a moment.</p> <p>Changing the following settings with the printer driver may help speed up printing:</p> <ol style="list-style-type: none"> <li>1. On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:"</li> <li>2. Select a lower resolution in the "Resolutions:" list.</li> </ol>

Problem	Causes	Solutions
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help.
When using Windows 2000/XP/Vista/7, and Windows Server 2003/2003 R2/2008/2008 R2, optional components connected to the machine are not recognized.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. See the printer driver Help.
When using Windows 2000/XP/Vista/7, and Windows Server 2003/2003 R2/2008/2008 R2, combined printing, or Auto Reduce / Enlarge printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrators.
PDF files do not print out/cannot perform PDF direct print.	PDF files are password-protected.	To print password-protected PDF files, enter the password in the [PDF Menu] or on Web Image Monitor. For details, see "PDF Menu", Printer Reference  , or Web Image Monitor Help.
PDF files do not print out/cannot perform PDF direct print.	PDF files cannot be printed if they are print-disabled in PDF file security setting.	Change the PDF file security setting.
PDF direct print produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print, and then print.

Problem	Causes	Solutions
"Resetting job..." is displayed, and then printing is suspended.	Memory is insufficient.	In [Printer Features], under [System], select [Memory Usage] to [Font Priority].
Printing by wireless LAN is slow.	The number of jobs exceeds the capacity of the machine.	Reduce the number of jobs.
Printing by wireless LAN is slow.	<ul style="list-style-type: none"> <li>• A communication error might have occurred.</li> <li>• Interference from the wireless LAN devices can reduce communication speed.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the machine from close proximity with the wireless LAN devices.</li> <li>• If there are active wireless LAN devices or other wireless devices nearby, relocate the machine or disable those devices.</li> </ul>

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

# 4. Troubleshooting When Using the Scanner Function

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

## Messages Displayed When Using the Scanner Function

This section describes the principal messages that appear on the display panel and the client computer. If other messages appear, follow their instructions.

### Messages Displayed on the Control Panel When Using the Scanner Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel. If a message not described here appears, act according to the message.

Message	Causes	Solutions
"Authentication has failed."	The entered login user name or login password is not correct.	Contact the user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]."	The entered user name or password was invalid.	<ul style="list-style-type: none"><li>• Check that the user name and password are correct.</li><li>• Check that the ID and password for the destination folder are correct.</li><li>• A password of 128 or more characters may not be recognized.</li></ul>
"Cannot display preview of this page."	The size of the image you want to preview is larger than 914.4 × 1219.2 mm (36 × 48 inches).	Images larger than 914.4 × 1219.2 mm (36 × 48 inches) cannot be previewed. Specify 914.4 × 1219.2 mm (36 × 48 inches) or a smaller image, or scan again at 914.4 × 1219.2 mm (36 × 48 inches) or smaller.

Message	Causes	Solutions
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.
"Cannot find the specified path. Please check the settings."	An antivirus program or a firewall is preventing the machine connecting to your computer.	<ul style="list-style-type: none"> <li>• Antivirus programs and firewalls can prevent client computers from establishing connection with this machine.</li> <li>• To prevent an antivirus application blocking the connection, register the scanner program in the antivirus program's exclusion list. For details about the procedure for excluding a program, see your antivirus application's Help.</li> <li>• To prevent a firewall blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your firewall's Help.</li> </ul>
"Cannot write on the memory storage device. Check the memory storage device and machine settings."	The memory device is faulty, or the file name contains a character that cannot be used.	<ul style="list-style-type: none"> <li>• Check to see if the memory device is defective.</li> <li>• Check the memory device. It might be unformatted, or its format might be incompatible with this machine.</li> <li>• Check the file name set at the time of scanning. For details about the characters that can be used in file names, see "Specifying the File Name", Scanner Reference .</li> </ul>

Message	Causes	Solutions
"Cannot write on the memory storage device because remaining free space is insufficient."	The memory device is full and scan data cannot be saved. Even if the memory device appears to have sufficient free space, data might not be saved if the maximum number of files that can be saved is exceeded.	<ul style="list-style-type: none"> <li>• Replace the memory device.</li> <li>• If the document is scanned as single-page or divided multiple pages, data already written to the memory device is saved as is. Replace the memory device, and then press [Retry] to save the remaining data, or press [Cancel] to redo the scan.</li> </ul>
"Cannot write on the memory storage device because the device is write-protected."	The memory device is write-protected.	Unlock the write-protection on the memory device.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The maximum number of pages per file has been exceeded.	Reduce the number of pages in the transmitted file, and then resend the file. See "Storage function", Scanner Reference  .
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed. Try the operation once more.	<ul style="list-style-type: none"> <li>• Try the operation once more. If the message is still shown, the network may be crowded.</li> <li>• In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Reference .</li> </ul>
"Connection with the destination has failed. Check the status and connection. To check the current status, press [Scanned Files Status]."	The correct Network settings are not made.	<ul style="list-style-type: none"> <li>• Check the network settings of the client computer.</li> <li>• Check that components such as the LAN cable are connected properly.</li> <li>• Check that the server settings are correct and the server is working properly.</li> </ul>

Message	Causes	Solutions
"Destinations to which encrypted files will be sent contain users without certificates or with invalid certificates. Check the destinations."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.
"Destinations to which encrypted files will be sent contain users that could not be verified by the certificates. Check the destinations."	S/MIME certificates are valid, but the Certificate Authority could not be found for the destination.	Contact the administrator.
"Entered user code is not correct. Please re-enter."	You have entered an incorrect user code.	Check the authentication settings, and then enter a correct user code.
"Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features."	The file size per page has reached the maximum e-mail size specified in [Scanner Features].	<ul style="list-style-type: none"> <li>• In [Scanner Features], under [Send Settings], increase the size of [Max. E-mail Size].</li> <li>• In [Scanner Features], under [Send Settings], set [Divide &amp; Send E-mail] to [Yes (per Page)] or [Yes (per Max. Size)].</li> </ul>
"Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)	Search results have exceeded the maximum displayable number.	Search again after changing the search conditions.
"Exceeded max. data capacity. Check the scanning resolution, then press the Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference  .
"Exceeded max. data capacity. Check the scanning resolution, then reset original (s)."	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference  .

Message	Causes	Solutions
"Exceeded max. data capacity. Set Original Orientation to "R" then press the Start key again."	The scanned original was too large, or its orientation was not correct.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution.  Re-loading the original in a different orientation may enable the machine to scan large originals.  See "Relationship between Resolution and Scan Size", Scanner Reference  .
"Exceeded max. number of alphanumeric characters for the path."	The maximum number of specifiable alphanumeric characters in a path has been exceeded.	The maximum number of characters which can be entered for the path is 256. Check the number of characters you entered, and then enter the path again.
"Exceeded max. number of alphanumeric characters."	The maximum enterable number of alphanumeric characters has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference  .
"Exceeded max. number of files which can be sent at the same time. Reduce the number of the selected files."	The number of files exceeded the maximum number possible.	Reduce the number of files, and then send them again.
"Exceeded max. number of files which can be used in Document Server at the same time."	The maximum number of files that can be stored in the Document Server has been exceeded.	Check the files stored by the other functions, and then delete unneeded files. For details about how to delete files, see "Deleting a Stored Document", Copy and Document Server Reference  .
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The file being stored has exceeded the maximum number of pages for one file.	Specify whether to store the data or not. Scan the pages that were not scanned, and then store them as a new file. See "Storing Files Using the Scanner Function", Scanner Reference  .

Message	Causes	Solutions
"Exceeded max. number of standby files. Try again after the current file is sent."	The maximum number of standby files was exceeded.	There are 100 files waiting in the sending queue for e-mail, Scan to Folder, or delivery functions. Wait until files have been sent.
"Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."	Too many files are waiting to be delivered.	Try again after they have been delivered.
"Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete."	The number of scanned pages exceeded maximum page capacity.	Select whether to send the data so far.
"Exceeded max. page capacity per file. Press [Write] to write the scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during writing to the Memory device.	Reduce the number of documents to be written to the memory device, and then try again.
"Exceeded maximum number of file to store. Delete all unnecessary files."	Too many files are waiting to be delivered.	Try again after they have been delivered.
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none"> <li>• Try the operation once more. If the message is still shown, the network may be crowded.</li> <li>• In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Reference .</li> </ul>
"Invalid certificates or no S/MIME certificates were found."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.

Message	Causes	Solutions
"LDAP server authentication has failed. Check the settings."	The user name and password differ from those set for LDAP Authentication.	In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Reference  .
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	Try one of the following measures: <ul style="list-style-type: none"> <li>• Wait for a while, and then retry the scan operation.</li> <li>• Reduce the scan area or scanning resolution. See "Scan Settings" of Various Scan Settings, Scanner Reference .</li> <li>• Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference .</li> </ul>
"Memory is full. Do you want to store scanned file?"	Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.
"Memory is full. Press [Write] to write the current scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because there was insufficient hard disk memory at the time of saving to the memory device.	Select whether or not to save the scanned document to the memory device.
"Memory is full. Scanning has been cancelled. Press [Send] to send the scanned data, or press [Cancel] to delete."	Because there is not enough free hard disk space in the machine for delivering or sending by e-mail while storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.

Message	Causes	Solutions
"Memory storage device not detected. Insert the device."	There is no memory device inserted.	Insert a memory device, or check to see whether the memory device is properly inserted in the media slot.
"No paper. Load paper of one of the following sizes."	No paper is set in the specified paper tray.	Load paper of the sizes listed in the message. See "Loading Paper", About This Machine   .
"Only one memory storage device can be used in one time. Please remove all other memory storage devices to resume writing."	Only one memory device can be connected at a time.	Insert one memory device only in the media slot.
"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 Scanner function is being used such as the Copier function.	Cancel the job in progress. For example, press [Exit], and then press the [Copy] 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].
"Output buffer is full. Sending the data has been cancelled. Please try again later."	Too many jobs are in standby state, and sending was canceled.	Retry sending after sending jobs in standby state completes.
"SMTP authentication E-mail address and Administrator E-mail address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	Contact the administrator.
"Scanner journal is full. Please check Scanner Features."	"Print & Delete Scanner Journal" in [Scanner Features] is set to [Do not Print: Disable Send], and Scanner Journal is full.	Print or delete Scanner Journal. For details, see "General Settings", Scanner Reference  .
"Selected file is currently in use. File name cannot be changed."	You cannot change the name of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the file name.

Message	Causes	Solutions
"Selected file is currently in use. Password cannot be changed."	You cannot change the password of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the password.
"Selected file is currently in use. User name cannot be changed."	You cannot change the sender's name whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the user name.
"Sending the data has failed. The data will be resent later."	A network error has occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact the network administrator.
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	The specified group contains e-mail destinations and Scan to Folder destinations, either of which are incompatible with the specified transmission method.	In the message that appears at each transmission, press [Select].
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the file.
"Some page(s) are near blank. To cancel, press the Stop key."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly.
"The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. "0 to 9", "A to Z", "a to z", ". - _""	The file name contains a character that cannot be used.	Check the file name set at the time of scanning. For details about characters that can be used in file names, see "Specifying the File Name", Scanner Reference  .

Message	Causes	Solutions
"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.	The files can be deleted by the file administrator. To delete a file which you are not authorized to delete, contact the administrator.
"Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]."	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	Try the operation once more. If the message is still shown, the network may be crowded. Contact the network administrator. If multiple files were sent, use the Scanned Files Status screen to check for which file the problem occurred.
"Updating the destination list has failed. Try again?"	A network error has occurred.	Check whether the server is connected.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

## Messages Displayed on the Client Computer

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver. If a message not described here appears, act according to the message.

Message	Causes	Solutions
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The entered login user name, password, or driver encryption key was invalid.	<ul style="list-style-type: none"> <li>Check the login user name, login password, and driver encryption key.</li> <li>Permission to use this function has not been granted. Contact the administrator.</li> </ul>
"Call Service" "Please call your service representative."	An unrecoverable error has occurred in the machine.	Contact your service representative.
"Cannot add any more scanning mode."	The maximum number of registerable scan modes has been exceeded.	The maximum number of modes that can be stored is 100. Delete unneeded modes.
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is set.	Contact the network or scanner administrator.
"Cannot detect the paper size of the original. Scanning will be cancelled."	The set original was misaligned.	<ul style="list-style-type: none"> <li>Place the original correctly.</li> <li>Specify the scan size.</li> </ul>
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." (("XXX" and "YYY" indicate scanner names.)	The main power switch of the previously used scanner is not set to "On".	Check whether the main power switch of the scanner used for the previous scan is turned on.

Message	Causes	Solutions
<p>"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)</p>	<p>The machine is not connected to the network correctly.</p>	<ul style="list-style-type: none"> <li>• Check that the previously used scanner is connected to the network correctly.</li> <li>• Cancel the Personal Firewall of the client computer. For details, see Windows Help.</li> <li>• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Remote Maintenance by telnet", Network and System Settings Reference .</li> <li>• Select the scanner used for the previous scan.</li> </ul>
<p>"Cannot specify any more scanning area."</p>	<p>The maximum number of registerable scan areas has been exceeded.</p>	<p>The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning areas.</p>
<p>"Communication error has occurred on the network."</p>	<p>A communication error has occurred on the network.</p>	<p>Check whether the client computer can use the TCP/IP protocol.</p>
<p>"Error has occurred in the scanner driver."</p>	<p>An error has occurred in the driver.</p>	<ul style="list-style-type: none"> <li>• Check whether the network cable is connected correctly to the client computer.</li> <li>• Check whether the Ethernet board of the client computer is recognized correctly by Windows.</li> <li>• Check whether the client computer can use the TCP/IP protocol.</li> </ul>
<p>"Error has occurred in the scanner."</p>	<p>The application-specified scan conditions have exceeded the setting range of the machine.</p>	<ul style="list-style-type: none"> <li>• Check whether the scanning settings made with the application exceed the setting range of the machine.</li> <li>• Disable the client computer's own firewall. For details, see Windows Help.</li> </ul>

Message	Causes	Solutions
"Fatal error has occurred in the scanner."	An unrecoverable error has occurred on the machine.	An unrecoverable error has occurred in the machine. Contact your service representative.
"Insufficient memory. Close all other applications, then restart scanning."	Memory is insufficient.	<ul style="list-style-type: none"> <li>• Close all the unnecessary applications running on the client computer.</li> <li>• Uninstall the TWAIN driver, and then reinstall it after restarting the computer.</li> </ul>
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	<ul style="list-style-type: none"> <li>• Reset the scan size.</li> <li>• Lower the resolution.</li> <li>• Set with no compression. See TWAIN Driver Help.</li> </ul> <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> <li>• Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference .</li> </ul>
"Insufficient memory. Reduce resolution, original size, or scanning area."	The computer does not have enough memory.	Reduce the resolution or size of scanning. Alternately, try scanning again after closing any other applications in use.
"Invalid Winsock version. Please use version 1.1 or higher."	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
"No User Code is registered. Consult your system administrator."	Access is restricted with user codes.	Contact the administrator of the machine.
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	Check whether the machine or client computer is connected to the network correctly.

Message	Causes	Solutions
"No response from the scanner."	The network is crowded.	Wait for a while, and then try to reconnect.
"Scanner is in use for other function. Please wait."	A function of the machine other than the Scanner function is being used such as the Copier function.	<ul style="list-style-type: none"> <li>• Wait for a while, and then reconnect.</li> <li>• Cancel the job in progress. For example, press [Exit], and then press the [Copy] 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].</li> </ul>
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Turn on the main power switch.
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	<ul style="list-style-type: none"> <li>• Check whether the machine is connected to the network correctly.</li> <li>• Deselect the personal firewall function of the client computer. For details, see Windows Help.</li> <li>• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Remote Maintenance by telnet", Network and System Settings Reference .</li> </ul>
"Scanner is not ready. Check the scanner and the options."	The scanner cover is open.	Check whether the scanner cover is closed.
"Standby time reached."	An original was not loaded within the specified time limit.	Load an original within the time limit specified in [Standby Time].
"The name is already in use. Check the registered names."	You tried to register a name that is already in use.	Use another name.

## When You Cannot Send Scanned Files

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

### When Stored Files Cannot Be Accessed

This section describes likely causes of and possible solutions for job access-related problems.

Problem	Cause	Solution
The stored file is locked and is not accessible.	The file, which is password protected, is locked because the password was incorrectly entered ten times.	Contact the administrator.

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### When Stored Files Cannot Be Edited

This section describes likely causes of and possible solutions for stored files being unable to be edited.

Problem	Cause	Solution
Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered.	Limits have been imposed using the available extended security function.	Contact the administrator.

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

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

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

### When the TWAIN Driver Cannot Be Started

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

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

4

### When the Network Delivery Function Cannot Be Used

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

Problem	Causes	Solutions
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
Cannot use the network delivery function.	The network delivery function setting is not correct.	Specify it correctly. See "Network Settings Required to Use the Network Delivery Scanner", Network and System Settings Reference  .

### When S/MIME Cannot Be Used

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

Problem	Causes	Solutions
If several destinations are selected for the broadcasting sequence, the data is sent over twice.	Encrypted e-mails are sent to the destinations for which S/MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separate from plain text destinations. Contact the administrator for details about destination settings.

Problem	Causes	Solutions
When putting a signature on an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator appears in the "From" field, and the sender appears in the "Reply-to" field.	Contact the administrator.

**Note**

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

## When Scanning Is Not Done As Expected

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

Problem	Causes	Solutions
The scanned image is dirty.	The exposure glass or platen plate is dirty.	Clean the exposure glass or platen plate. See "Maintaining Your Machine", About This Machine   .
The image is distorted or out of position.	The original has not been loaded square.	Insert the original along the original guides, so it is straight. See "Setting Original Orientation", Scanner Reference  .
The orientation of the scanned image is not correct.	The original was placed in the wrong top/bottom or left/right orientation.	Place the original in the correct orientation. See "Setting Original Orientation", Scanner Reference  .
No image results from scanning.	The original was placed with the front and back reversed.	When the original is placed directly on the original table, the side to be scanned must face down. See "Setting Original Orientation", Scanner Reference  .
The scanned image contains white spaces.	<ul style="list-style-type: none"> <li>If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides.</li> <li>If the File Format Converter (optional) is installed, the margins may become wider.</li> </ul>	Scanning at a higher resolution may reduce the margins.
The scanner journal cannot be printed.	The paper tray is open.	Close the paper tray.

Problem	Causes	Solutions
The scanner journal cannot be printed.	Paper is loaded in the bypass tray but another paper tray is specified.	Remove the paper from the bypass tray.
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent the scanned data being sent to the wrong destination, this machine has a function that cancels the settings once the scanned data is sent.	Contact your sales or service representative for details about how to prevent the settings being automatically reset after the scanned data is sent.



# 5. 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

- Be careful when replacing the roll paper or removing misfed paper. Follow the instructions for these procedures properly. Not doing so could result in injury from the paper cutter inside.

### CAUTION

- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.

### CAUTION

- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface." Otherwise, an injury might occur.

### 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.
- 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.
- If the error message remains displayed even after you remove misfed paper, open and close the front cover.

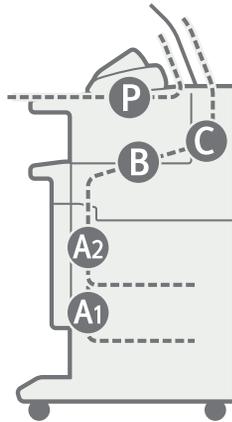
### Note

- On the original cover, paper output exit cover, or paper roll tray, 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.

## Locating Jammed Paper

If a misfeed happens, remove the misfed paper or original following the procedures stated on the sticker on the original cover, paper output exit cover, or paper roll tray.

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



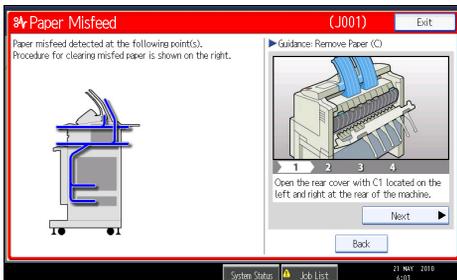
CAQ010

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1. Press the key of the section from where you want to remove the jammed paper.



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



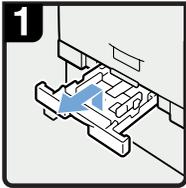
3. When all jammed paper is removed, restore the machine to the original state.

**Note**

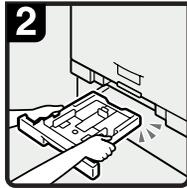
- More than one misfeed may be indicated. When this happens, check all the areas indicated.

- If there is no misfed paper in the first area you check, see the other areas that are indicated.

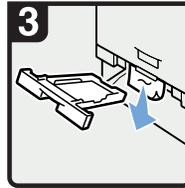
## When A1 Is Displayed



- Pull out the cut paper tray while lifting upward and out.



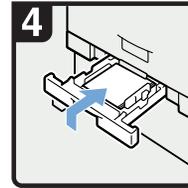
- Hold both sides, and then lift the front of the tray.
- Remove the cut paper tray from the machine.



- Remove the jammed paper.

**Note**

- If the jammed paper is forcefully pulled out, it may tear and scraps may leave in the machine.



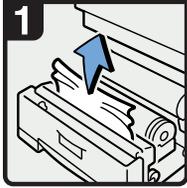
- Insert the cut paper tray while lifting upward into the machine, push slowly until it stops.

**Note**

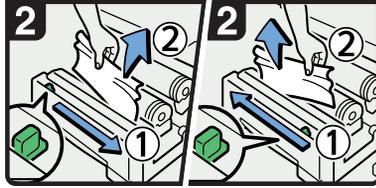
- If you push the cut paper tray forcefully, the tray's paper guide may become out of position.

CAQ002

## When A2 Is Displayed



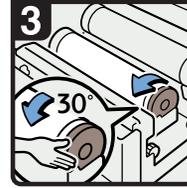
- Open the paper roll tray, and then slowly pull up the edge of the jammed paper.



- Cut the edge of the paper roll by sliding the cutter knob right to left, or left to right (①), and then remove the offcut (②).

**Note**

- Be sure to return the cutter knob to the right or left end of the cutter area.

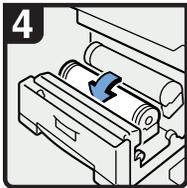


- Rotate the paper roll 30 degrees forward.

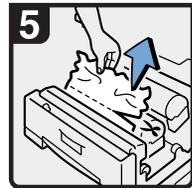
**Note**

- As a cutoff from the paper roll might have remained, the paper roll must be rotated 30 degrees forward.

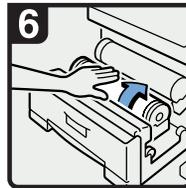
5



- If you cannot remove the jammed paper, rotate the paper roll in the direction of the arrow until the edge emerges.



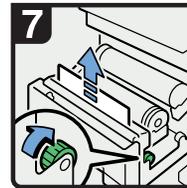
- Cut the edge of the paper using the cutter or scissors.



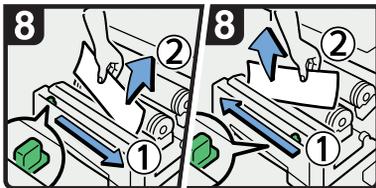
- Rotate the paper roll until the edge of the paper is fed into the rubber part of the roller.

**Note**

- Make sure the paper is not loose, and insert it straight into the roller.



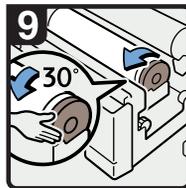
- Rotate the paper feed knob in the direction of the arrow until the edge of the paper roll emerges.



- Cut the edge of the paper roll by sliding the cutter knob right to left, or left to right to (①), and then remove the offcut (②).

**Note**

- Be sure to return the cutter knob to the right or left end of the cutter area.

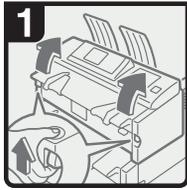


- Rotate the paper roll 30 degrees forward.

**Note**

- As a cutoff from the paper roll might have remained, the paper roll must be rotated 30 degrees forward.
- Close the paper roll tray.

## When B Is Displayed



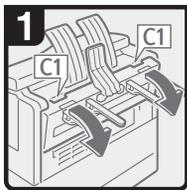
- Lift both imaging unit opening levers, and then open the imaging unit upward.



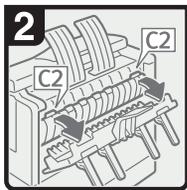
- Remove the jammed paper.
- Close the imaging unit.

CAQ004

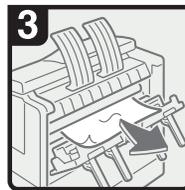
## When C Is Displayed



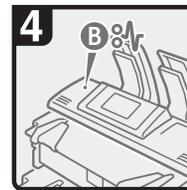
- Open the paper exit cover holding C1 at the rear with both hands.



- Hold the C2 knob, and then tilt the top of the fusing unit forward.



- Remove the jammed paper.
- Close the fusing unit and paper exit cover.



- If you cannot remove the jammed paper or the paper misfeed display does not disappear, proceed to "When B Is Displayed".

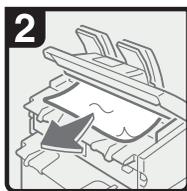
CAQ005

5

## When P Is Displayed



- Hold both sides of the scanner cover with both hands, and then open the scanner cover.



- Remove the jammed paper.
- Close the scanner cover with both hands gently.

CAQ006



# 6. Appendix

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Microsoft® Windows® XP Tablet PC Edition

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Microsoft® Windows Vista® Home Basic

Microsoft® Windows Vista® Enterprise

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- 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
- The product names of Windows Server 2008 are as follows:  
Microsoft® Windows Server® 2008 Standard  
Microsoft® Windows Server® 2008 Enterprise
- The product names of Windows Server 2008 R2 are as follows:  
Microsoft® Windows Server® 2008 R2 Standard  
Microsoft® Windows Server® 2008 R2 Enterprise

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