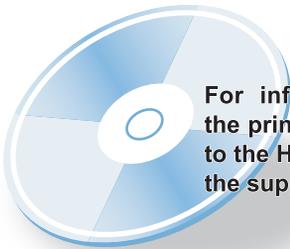


en5100WD / en7140WD
LW5100en / LW7140en
Aficio™ MP W5100en / W7140en

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 Adding Paper and Toner
 - 6 Clearing Misfeeds
 - 7 Remarks

Introduction

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

Important

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

Notes:

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

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

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

Notes:

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

- Type 1: en5100WD/LW5100en/Aficio MP W5100en
- Type 2: en7140WD/LW7140en/Aficio MP W7140en

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

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

For good output 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.

Power Source

Type 1: 208-240 V, 10.5 A, 60 Hz

Type 2: 208-240 V, 15 A, 60 Hz

Please be sure to connect the power cord to a power source as above. For details about power source, see p.103 "Power Connection".

Manuals for This Machine

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

★ Important

- Media differ according to manual.
- The printed and electronic versions of a manual have the same contents.
- Adobe® Acrobat® Reader®/Adobe Reader must be installed in order to view the manuals as PDF files.
- A Web browser must be installed in order to view the html manuals.
- For details about the functions of RW-7140, refer to the manuals for this option.

About This Machine

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

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

Troubleshooting

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

Copy/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 Guide

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

General Settings Guide

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

Security Reference

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

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

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

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

PostScript 3 Supplement

Explains how to set up and use PostScript® 3™.

UNIX Supplement

For “UNIX Supplement”, please visit our Web site or consult an authorized dealer.

This manual includes descriptions of functions and settings that might not be available on this machine.

Information

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

Other manuals

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

↓ Note

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

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

*1 Optional

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How to Read This Manual

Symbols

This manual uses the following symbols:

Important

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

Note

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

Reference

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

[]

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

Names of Major Options

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

- Roll Feeder Type 7140 → Paper roll tray
- Paper Cassette Type 7140 → Cut paper tray
- Folder FD6500A/FD6500B → Folding finisher

1. When the Machine Does Not Operate As Wanted

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

Indicators

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

Indicator	Status
 : Misfeed indicator	Appears when a misfeed occurs. See p.93 "Removing Jammed Paper".
 : Load Paper indicator	Appears when paper runs out. See p.83 "Loading Paper".
 : Add Toner indicator	Appears when toner runs out. See p.89 "Adding Toner".
 : 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 the front cover, etc., is open.

Panel Tone

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

Beep pattern	Meaning	Cause
Single short beep.	Panel/screen input accepted.	A control panel or screen key was pressed.
Short, then long beep.	Panel/screen input rejected.	An invalid key was pressed on the control panel or screen, or the entered password was incorrect.
Single long beep.	Job completed successfully.	A Copier/Document Server Features job has finished.
Two long beeps.	Machine has warmed up.	After cooling or being switched on, the machine has fully warmed up and is ready for use.
Five long beeps.	Soft alert.	The initial screen returns when the machine goes into energy-saving mode and when simplified display is canceled.
Five long beeps repeated four times.	Soft alert.	Paper is empty.
Five short beeps repeated five times.	Strong alert.	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

↓ Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or toner request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.
- You can select to enable or disable beep alerts. For details about Panel Key Sound, see "System Settings", General Settings Guide.

Checking Machine Status and Settings

You can check the machine's system status.

Maintenance Info

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

- [Remaining Toner]
Displays the amount of remaining toner.
- [Paper Tray]
Displays the paper type and size loaded in the paper tray.
- [Original Misfeed]
Displays state of and solutions for original misfeeds.
- [Paper Misfeed]
Displays state of and solutions for paper jams.
- [Cover Open]
Indicates whether front cover, scanner cover, etc., is open.

Data Storage

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

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

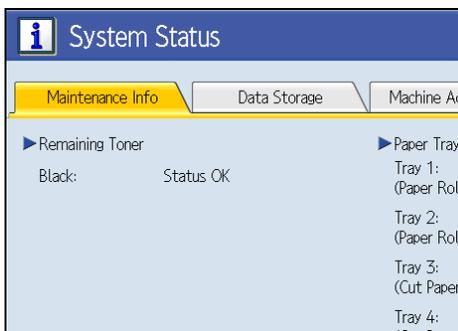
You can check the following items under [Inquiry]:

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

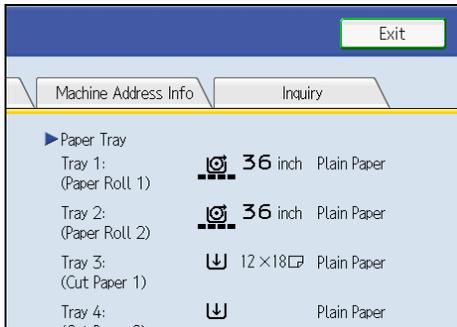
1. On the control panel, press [System Status].



2. Press each tab and check the contents.



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



↓ Note

- [Original Misfeed], [Paper Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

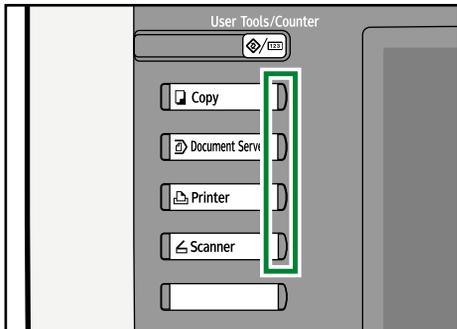
📖 Reference

- p.93 "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.



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

Following describe the main reasons the indicator lights up.

Problem	Cause	Solution
Documents and reports do not print out.	There is no paper left.	Load paper. See p.83 "Loading Paper".
An error has occurred.	The function whose indicator is lit is defective.	Record the code number shown on the display and contact your service representative. See "Messages Displayed" of each chapter. You can use other functions normally.

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

When You Have Problems Operating the Machine

1

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the [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"> • The machine is communicating with external equipment. • The hard disk is active. • The machine is cooling down. 	Check if the machine is communicating with external equipment.
The display is off.	The machine is in Energy Saver mode.	Press the [Energy Saver] key to cancel Energy Saver mode.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.

Problem	Cause	Solution
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in three minutes, contact your service representative.
"Please wait." appears.	This message appears when the machine is warning up.	<ul style="list-style-type: none"> • Wait for a while. If the machine does not get ready in three minutes, contact your service representative. • Wait until the message disappears. Do not turn off the main power switch while the message is showing.
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in three minutes, contact your service representative.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored in the hard disk.	<ul style="list-style-type: none"> • Press [Store File] to store pages that have been scanned. Delete unnecessary files with [Delete File]. • Press [No] if you are not storing pages that have been scanned. Delete unnecessary files with [Delete File].
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.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed." appears.	The machine cannot perform authentication.	Contact the administrator.

Problem	Cause	Solution
"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.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted." appears.	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.
An error message remains, even if misfed paper is removed.	<ul style="list-style-type: none"> When a misfeed message appears, it remains until you open and close the cover as required. Paper is still jammed in the tray. 	Remove misfed paper, and then open and close the cover. See p.93 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into the cut paper tray print side down, and into the bypass tray print side up. See p.83 "Loading Paper".
Misfeeds occur frequently.	The cut paper tray's side or back fences may not be set properly.	<ul style="list-style-type: none"> Remove the misfed paper. See p. 93 "Removing Jammed Paper". Check the side or back fences are set properly. Also, check the side fences are locked. See p.87 "Changing the Paper Size".
Misfeeds occur frequently.	Paper is wrinkled or folded.	<p>Cut folded or wrinkled areas off the paper roll.</p> <p>Remove cut paper that is folded or wrinkled.</p>
Misfeeds occur frequently.	Jammed or torn paper is inside the machine.	Remove the paper, as necessary. See p.93 "Removing Jammed Paper".

Problem	Cause	Solution
Misfeeds occur frequently.	You may have loaded paper of a size different from the paper size settings.	
Originals jam frequently.	Originals are curled.	Smooth out any curls and try again.

Note

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See “Recommended Paper Sizes and Types”, About This Machine.
- Loading curled paper in the cut paper tray can result in misfeeds and soiled paper edges. To load curled paper in the cut paper tray, first flatten it by hand, and be sure to load it print side down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

When a Job Is Not Performed

1

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

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

Combination Chart

Function Compatibility

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

○: 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 before you select		Copy		Interrupt Copying		Printer		Scanner		TWAIN		Document Server		DeskTop Binder		Web Document Server	
		Operations for Copying	Copying	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	×	×	△	△	○	○	●	●	●	●	●	●	○	○		
	Copying	○*1	▲*1	△	△	○	○	●	●*2	●*2	●	●*2	○	○	○		
Interrupt Copying	Operations for Copying	△	△	×	×	○	○	×	×	×	×	×	×	○	○		
	Copying	△	△	×	×	○	▲	×	×	×	×	×	×	▲	▲		
Printer	Data Reception	○	○	○	○	▲	▲	○	○	○	○	○	○	○	○		
	Printing	○	○	△	△	○	▲	○	○	○	○	○	○	○	○		
Scanner	Operations for Scanning	●	●	△	△	○	○	×	×	●	●	●	○	○	○		
	Scanning	●	●*2	△	△	○	○	×	×	×	●	●*2	○	○	○		
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". This setting is factory-preset to "Display Mode". For details about Print Priority, see "System Settings", General Settings Guide.
- While printing is in progress, scanning a document using another function may take longer than usual.

2. Troubleshooting When Using the Copy/Document Server Function

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

Messages Displayed When Using the Copy/Document Server Function

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

★ Important

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

📖 Reference

- p.14 "When You Have Problems Operating the Machine"

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size."	Original is not placed.	Place your originals.
"Cannot use this setting for images above 36 inch × 48 inch."	The image is too large for editing or printing. The machine cannot print or edit images larger than 36 × 48 in.	Cancel printing or editing.
"Check paper size."	An irregular paper size is set.	If you press the [Start] key, copy will start onto the selected paper.

Message	Cause	Solution
"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].
"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"> • When Sort is selected, press [Exit] to copy scanned originals, and then copy remaining originals. • When the Job Preset function is selected, check the number of preset jobs, and then try scanning the originals again.
"Orig. is being scanned by another function. Please wait."	A function of the machine other than the Copier function is being used such as the Document Server function.	Cancel the job in progress. For example, press [Exit], and then press the [Document Server] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Please wait."	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.

Message	Cause	Solution
"Please wait."	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.
"Rotate Sort is not available with this paper size."	A size of paper for which Rotate Sort is not available is selected.	Select a proper paper size. See "Supplementary Information", Copy/Document Server Reference.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

When You Cannot Make Clear Copies

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

Problem	Cause	Solution
Black or white streaks appear on copies.	The original is dusty.	<p>Clean the original and try copying again.</p> <p>Be particularly careful when using the following types of original:</p> <ul style="list-style-type: none"> • Hand drawn or drawn on with other forms of pencil or pen, such as a plotter. • Film, translucent paper, or other originals that attract static electricity. • Very long originals.
The background is dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.
The background is dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.
The reverse side of an original image is copied.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
A shadow appears on copies if you use pasted originals.	Image density is too high.	<ul style="list-style-type: none"> • Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference. • Change the orientation of the original. • Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The scanning glass or white strip is dirty.	Clean them. See p.106 "Maintaining Your Machine".

Problem	Cause	Solution
The same copy area is dirty whenever making copies.	<ul style="list-style-type: none"> The original that has already been printed is scanned. Original Type is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded. 	On the control panel, press [Generation Copy] in [Others], and then begin copying.
Toner fusing is poor.	The paper thickness is not properly set.	Set the paper thickness again. See "Tray Paper Settings", General Settings Guide.
Toner fusing is poor.	The copy paper is too thick.	Set the paper thickness again. See "Tray Paper Settings", General Settings Guide.
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Copies are too light.	Toner cartridge is almost empty.	Add toner. See p.89 "Adding Toner".
Copies are blurred.	Continuous copies have been made on small sized paper.	Wait about two minutes, and then try copying again.
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy/Document Server Reference.

Problem	Cause	Solution
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. For details about the proper way to store it, see "Paper Storage", About This Machine.
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/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", General Settings Guide.
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", General Settings Guide.
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.	After switching from plain to translucent paper, wait one minute. After switching from translucent to plain paper, wait two minutes before making copies.
Black lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.106 "Maintaining Your Machine".
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See p.106 "Maintaining Your Machine".

Problem	Cause	Solution
White lines appear.	When  is blinking, toner is beginning to run out.	Add toner. See p.89 "Adding Toner".
Copies are blank.	The original is not set correctly.	When using the original table, face the originals down.
A moiré pattern is produced on copies. 	Your original has a dot pattern image or many lines.	<ul style="list-style-type: none"> • Change the orientation of the original. This may prevent the moiré pattern. • Copy using "Photo" mode.
Wrinkles appear on the copy.	The paper is damp.	<ul style="list-style-type: none"> • Replace the paper with new paper. • To prevent paper absorbing moisture, turn on the anti-humidity heater switch. See "Guide to Components", About This Machine.

When You Cannot Make Copies As Wanted

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

Basic

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the cut paper tray or paper bypass.
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 condition. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Misfeeds occur frequently.	The paper is folded or creased.	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 properly. See p. 93 "Removing Jammed Paper".
Misfeeds occur frequently.	The paper is curled.	Smooth out the curl and try again.
Misfeeds occur frequently.	Printed paper is being used.	Do not use paper that has been already copied or printed onto.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Function Compatibility", Copy/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 p.87 "Changing the Paper Size".
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See p.83 "Loading Paper".
Images are skewed.	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. See "Fine Magnification", Copy/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.
The machine does not start copying even though you have inserted paper into the bypass tray.	Originals are not scanned.	After scanning the originals, load paper in the paper bypass.
Copies shift sideways.	The paper roll is not set correctly.	Set the paper roll correctly, making sure it is straight and not loose. See p. 83 "Loading Paper".
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. See "Placing Originals", Copy/Document Server Reference.

Problem	Cause	Solution
Copies shift sideways.	The paper is not set correctly in the bypass tray.	Make sure the paper size matches the paper bypass's paper guides. See "Copying from the Bypass Tray", Copy/Document Server Reference.
Copies shift in the direction of the original feed (or opposite) direction.	Print Position Adjustment or Margin Adjustment mode is selected.	Cancel Print Position Adjustment or Margin Adjustment mode. See "Margin Adjustment" and "Adjust Print Position", Copy/Document Server Reference.
Copies are shorter than the selected size, or cut off before the end.	Print Position Adjustment or Margin Adjustment mode is selected.	Cancel Print Position Adjustment or Margin Adjustment mode. See "Margin Adjustment" and "Adjust Print Position", Copy/Document Server Reference.

Edit

Problem	Cause	Solution
In "Double Copies" mode, parts of the original image are not copied.	Combination of original and copy paper is not correct.	Specify the paper size again. For example, select 11" × 17" for 8 1/2" × 11" originals. See "Double Copies", Copy/Document Server Reference.
In "Erase Border", "Erase Inside", or "Erase Outside" mode, parts of the original image are not copied.	You set a wide erased margin.	Reduce the margin width. You can set the border to between 2 and 99 mm (0.1 - 3.9 in), and you can set the inside and outside borders individually to between 0 and 1220 mm (0.1 - 48 in).
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.

Problem	Cause	Solution
Parts of the image are not copied.	Print Position Adjustment or Margin Adjustment mode is selected.	Cancel Print Position Adjustment or Margin Adjustment mode. See "Margin Adjustment" and "Adjust Print Position", Copy/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. See "Placing Custom Size Originals" and "Wide Scan", Copy/Document Server Reference.
In "Image Repeat" mode, the original image is not copied repeatedly.	You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio.	Select copy paper larger than the originals or select the proper reproduction ratio.

Combine

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

Folding finisher

Problem	Cause	Solution
The folding finisher is not recognized (is offline).	The folding finisher is turned off, or the folding finisher and the machine were not turned on in the correct order.	If the folding finishers is offline, turn off the main power switches of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine. Then check the folding finisher is online.
"Please wait." appears on the display panel and printing cannot be done.	The folding finisher is offline.	Turn off the main power switches of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine. Then check the folding finisher is online.
Cannot specify folding.	Translucent paper or film has been selected.	Translucent paper and film are not available for folding. They are delivered to the upper output stacker, but not folded. Select another paper type, and then specify folding.

Document Server

Problem	Cause	Solution
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?" appears.	The number of scanned pages exceeds the capacity per file of the Document Server.	<ul style="list-style-type: none"> To store scanned pages as a file, press [Store File]. Scanned data is stored as a file in the Document Server. If you do not want to store scanned pages, press [No]. Scanned data is deleted. You can store up to 1000 A4 size pages per document.

Problem	Cause	Solution
"Original is being scanned by another function. Please wait." appears.	Copier or Scanner function is in use.	To cancel a job in progress, first press [Exit], and then press the [Copy] key or [Scanner] key. Next, press the [Clear/Stop] key. When the message "The Stop key has been pressed. Are you sure you want to stop copying?" or "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
You forgot your password.	You cannot access a protected file without entering the password.	Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "System Settings", General Settings Guide.
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"> • List display The file name, data of storage, and user name are shown. • Thumbnails display An image of the stored file appears. You can enlarge the image by pressing [Preview]. See "Checking the Details of a Stored Document", Copy/Document Server Reference.

Problem	Cause	Solution
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"> • Switch to the scanner screen, and then delete unnecessary files stored under the scanner function. • Switch to the printer screen, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print.
You want to check print quality before making a large print run.	You can print a single copy without specifying the setting again.	Check print quality by printing out only the first set using the [Sample Copy] key. See "Finishing", Copy/Document Server Reference.
"Cannot display preview of this page." appears, and you can not check the thumbnail image.	The image data may have been corrupted.	<p>Press [Exit] to display the preview screen without a thumbnail.</p> <p>If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page, and then a preview of the next page will appear.</p>

When Memory Is Full

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

Message	Cause	Solution
<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>	<p>The scanned originals exceeds the number of pages that can be stored in memory.</p>	<p>Press [Print] to copy scanned originals and cancel the scanning data. Press [Stop] to cancel the scanning data and not copy.</p>
<p>"Press [Continue] to scan and copy remaining originals."</p>	<p>The machine checked if the remaining originals should be copied, after the scanned originals were printed.</p>	<p>To continue copying, remove all copies, and then press [Continue]. To stop copying, press [Stop].</p>

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.

Windows 2000

This section describes the procedure under Windows 2000.

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

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

4. Specify a port.

Note

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

Windows XP Professional or Windows Server 2003/2003 R2

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

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

3. Follow the instructions in Add Printer Wizard.

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

4. Specify a port.

Note

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

Windows XP Home Edition

This section describes the procedure under Windows XP Home Edition.

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

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

6. Specify a port.

Note

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

Windows Vista

This section describes the procedure under Windows Vista.

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

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

6. Specify a port.

 **Note**

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

If USB Connection Fails

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

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

Messages Displayed When Using the Printer Function

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

Status Messages

This section describes the machine status messages.

Message	Status
"Hex Dump Mode"	In the Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn back on.
"Job Suspended..."	All jobs in the machine are suspended. Wait a while.
"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.
"Ready"	This is the default ready message. The machine is ready for use. No action is required.
"Resetting job..."	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change..."	The machine is setting changing. You cannot use the control panel while this message is displayed. Wait a while.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.

Messages Displayed on the Control Panel When Using the Printer Function

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

Note

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

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet board.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: HDD"	An error has occurred in the hard disk drive.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: USB"	An error has occurred in the USB interface.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: Wireless Card"	<ul style="list-style-type: none"> • A wireless card that the machine cannot use has been installed. • An error has occurred with the wireless card. 	Turn off the machine, and check the wireless card. Then, turn the machine on again. If the message appears again, call your service representative.
"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 [Auto Tray Select] is not specified as the [Paper source tray:] 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.

Message	Cause	Solution
"Parallel I/F board has a problem."	An error has occurred in the parallel interface board.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"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 SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Message Printed on the Error Logs or Reports

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

Message	Cause	Solution
"84: Error"	There is no work area available for image processing.	<ul style="list-style-type: none"> In [Printer Features], under [System], set [Memory Usage] to [Font Priority]. Decrease the number of files sent to the machine.

Message	Cause	Solution
"85: Error"	The specified graphics library is unavailable.	Check that the data is valid.
"86: Error"	Parameters of the control code are invalid.	Set the parameters correctly.
"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.
"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.	<ul style="list-style-type: none"> • Decrease the file size sent to the machine. • Turn the main power switch off and then back on again. If the message appears again, contact your sales or service representative.

Message	Cause	Solution
"Command Error"	An RPCS command error occurred.	<p>Check using the following procedure:</p> <ul style="list-style-type: none"> • Check if the communication between the computer and the machine is working correctly. • Check if the correct printer driver is being used. • Check if the machine's memory size is set correctly in the printer driver. • Check that the printer driver is the most up-to-date version available.
"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 drive is 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	Cause	Solution
"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.
"File system is full."	PDF file do not print out because the capacity of file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.
"Fold mode has been cancelled."	Fold mode has been cancelled.	Check the paper settings. Fold mode is automatically cancelled in the following cases: <ul style="list-style-type: none"> • If the bypass tray is selected as the output tray. • If a paper type that cannot be folded is specified. • If a sheet that is the wrong size or in the wrong orientation is loaded. • If fan fold is specified for a sheet that is 319 mm (12.5 in) or less in length.
"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.

Message	Cause	Solution
"HDD is full."	When printing with the PostScript 3 printer driver, the HDD's capacity for fonts and forms has been exceeded.	Delete unneeded forms or fonts registered in the machine.
"I/O buffer overflow."	An input buffer overflow occurred.	<ul style="list-style-type: none"> • In [Printer Features], under [System], set [Memory Usage] to [Font Priority]. • In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value. • Reduce the number of files being sent to the machine.
"Information for user authentication is already registered for another user."	The user name for LDAP or RDH authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), etc.	Contact the administrator.
"Insufficient Memory"	A memory allocation error occurred.	On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].

Message	Cause	Solution
"Memory Overflow"	<ul style="list-style-type: none"> The memory is full. Maximum capacity of PostScript 3 display list has been exceeded. 	<ul style="list-style-type: none"> On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:]. On the PostScript 3 printer driver, Reduce the value of [Resolution]. In [Printer Features], under [System], set [Memory Usage] to [Font Priority]. <p>If this message continues to appear after taking these steps, decrease the number of files sent to the machine.</p>
"Memory Retrieval Error"	A memory allocation error occurred.	Turn off the main power switch, and back on again. If the message appears again, replace the RAM.
"No response from 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 RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].
"Receiving data failed."	Data reception was aborted.	Resend the data.
"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 print the file again.

Message	Cause	Solution
"Sending data failed."	The machine received a command to stop transmission from the printer driver.	Check if the computer is working correctly.
"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.

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

Note

- For details about how to print the Error Log, see "List / Test Print", General Settings Guide.
- For details about how to print the error report, see "System", General Settings Guide.
- 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", General Settings Guide.

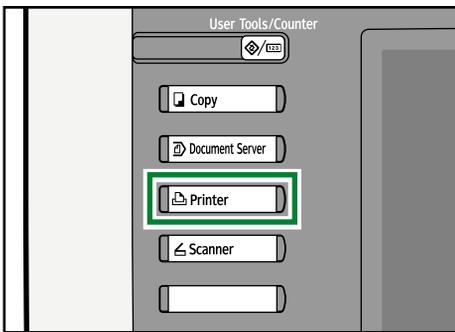
Checking the Error Log

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

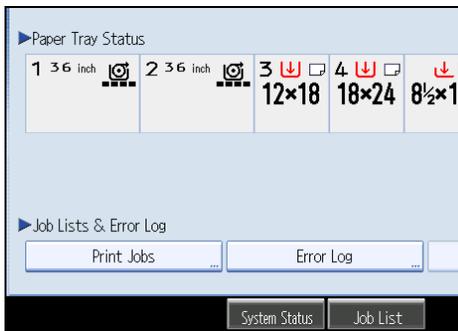
- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until 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.



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2. Press [Error Log].



An error log list appears.

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

A detailed error log appears.

 **Note**

- You can print the Error Log. For details about how to print the Error Log, see “List / Test Print”, General Settings Guide.

When You Cannot Print

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

Problem	Cause	Solution
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press [Online].
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", General Settings Guide.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.
Printing does not start.	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	Cause	Solution
Printing does not start.	If the machine is using wireless LAN, SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Connecting the Machine", General Settings Guide.
Printing does not start.	If the machine is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients.
Printing does not start.	The wireless LAN interface is not working.	Confirm the orange LED is lit, and the green LED is lit or blinks during transmission.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
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"> When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p. 54 "When the Data In Indicator Does Not Light Up or Flash". When it is networked with a computer, contact the administrator.
[List / Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.

Problem	Cause	Solution
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"> • Turn the main power off and back on. See "Turning On/Off the Power", About This Machine. • 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.
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 take required action. See p.41 "Messages Displayed When Using the Printer Function".
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared." appears.	The destination list is being updated from the network using SmartDeviceMonitor for Admin.	Wait until the message disappears. Do not switch off the main 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.

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

When the Data In Indicator Does Not Light Up or Flash

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

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

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

Check if the print port setting is correct. When it is connected using a parallel interface, connect it to LPT1 or LPT2.

For Windows 2000

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

For Windows XP Professional or Windows Server 2003/2003 R2

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

For Windows XP Home Edition

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

For Windows Vista

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

Network connection

Contact the network administrator.

Other Printing Problems

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

When you cannot print clearly

Problem	Cause	Solution
The printed image is faded over the entire page.	When  is blinking, toner is beginning to run out.	Add toner. See p.89 "Adding Toner".
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Parts of images are not printed.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
The printed image is faded over the entire page.	The paper is unsuitable.	Use recommended paper. Printing on coarse or treated paper might result in faint print image. See "Recommended Paper Sizes and Types", About This Machine.
The printed image is different from the image on the computer's display.	With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display.	In the application, change the layout, character size, and character settings.
The printed font is different from the image on the computer's display.	You might have selected to replace TrueType fonts with machine fonts in the printing process.	To print a font similar to that of the computer display, open the [Change User Settings...] dialog box on the RPCS printer driver's [Print Quality] tab, and then, on the [Misc.] tab, select the [Change methods to extract TrueType fonts] check box.
White lines appear.	When  is blinking, toner is beginning to run out.	Add toner. See p.89 "Adding Toner".

Problem	Cause	Solution
When printing graphics, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Set the correct printer language.
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.
Page layout is not as expected.	Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.	On the RPCS printer driver's [Printer Configuration] tab, adjust the [Printable area:] setting. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings to specify a higher resolution.
Fine dot patterns are not printed, or solid lines are printed as broken lines.	Dither patterns do not match.	On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, change the [Dithering:] setting. See the printer driver Help.

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

When paper is not fed properly

Problem	Cause	Solution
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those settings using the display panel.	On the RPCS printer driver's [Setup] tab, in the [Paper source tray:] list, select the desired input tray.
Images are printed at a slant.	The cut paper tray's side fences might not be locked.	Check the cut paper tray's side fences are locked. See p.87 "Changing the Paper Size".
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. See p.83 "Loading Paper".
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray or bypass tray.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not use paper that has been already copied or printed onto.
Misfeeds occur frequently.	The cut paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Folding finisher

Problem	Cause	Solution
Cannot specify folding.	The folding finisher is offline.	When the folding finisher is offline, folding cannot be specified. Turn off the main power switches of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine. Then check the folding finisher is online.
Cannot specify folding.	The optional device is not configured correctly on the printer driver.	Configure the optional device correctly using [Change Accessories...] on the printer driver. See the printer driver Help.

Problem	Cause	Solution
Cannot specify folding.	The paper tray setting in the printer driver's Printer Properties dialog box is set to [Auto Tray Select] or [Bypass Tray].	Select Tray 1, 2, 3, or 4.
Cannot specify folding.	Translucent paper or film was specified.	Translucent paper and film are not available for folding. They are delivered to the upper output stacker, but not folded. Select another paper type, and then specify folding.
"Please wait." appears on the display panel and printing cannot be done.	The folding finisher is offline.	Turn off the main power switch of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine. Then check the folding finisher is online.

Other printing problems

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

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	<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> <p>On the [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].</p>
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the same settings for both the machine's feed orientation and the feed orientation specified in [Paper source tray settings:] on the printer driver's [Change Accessories] tab.
When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2, optional components connected to the machine are not recognized.	Bidirectional communication is not working.	<p>Set up optional devices on the Properties of the printer.</p> <p>See the printer driver Help.</p>
When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 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.
When printing on custom size paper under Windows, the image appears in the wrong position.	The correct custom paper size is not specified in the printer driver's settings.	To print on custom size paper from the paper tray, specify the paper size in the printer driver's settings. See the printer driver Help.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrators.

Problem	Cause	Solution
The print job is not canceled even when the machine is switched to offline status.	Even when the machine is offline, printing is performed when [Job Acceptance Priority] has been set in [Parallel Interface] in the [Interface Settings] in the System Settings menu.	Change the setting of [Signal Control] to [Printer Priority]. See "Interface Settings", General Settings Guide.
PDF files do not print out/ cannot perform PDF direct print.	PDF files are password-protected.	To print password-protected PDF files, enter the password in the [PDF Menu] or on Web Image Monitor. For details, see "Printing a PDF File Directly", Printer Reference, or the Web Image Monitor's 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 files do not print out/ cannot perform PDF direct print.	High compression PDF files created using the machine's scanner function cannot print directly.	<p>Open the application used to create the PDF, and then print the file using the application's driver.</p> <p>Re-save the file in normal (non-compressed) PDF format.</p> <p>Some types of High Compression PDF files are not supported. Consult your sales representative about the supported file types.</p>
PDF direct print produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print and then print.
Printing by 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"> • A communication error might have occurred. • Interference from other wireless devices can reduce communication speed. 	<ul style="list-style-type: none"> • Remove the machine from close proximity with the wireless LAN devices. • If there are active wireless devices nearby, relocate the machine or disable those devices.

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.

When Scanning Is Not Done As Expected

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

Problem	Cause	Solution
The scanned image is dirty.	The scanning glass or white strip is dirty.	Clean them. See p.106 "Maintaining Your Machine".
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The 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 on the TWAIN Scanner", Scanner Reference.
No image results from scanning.	The original was placed with the front and back reversed.	When the original is set on the exposure glass, the side to be scanned must face down.
The scanned image contains white spaces.	<ul style="list-style-type: none">• 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.• If the File Format Converter (optional) is installed, the margins may become wider.	Scanning at a higher resolution may reduce the margins.

Problem	Cause	Solution
The scanner journal cannot be printed.	The paper tray is open.	Close the paper tray.
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.
The scanner journal cannot be printed.	The original exit switching lever is in the rear output position.	Switch the original exit switching lever to upper output.
<p>After an original is scanned, the following settings are canceled:</p> <p>Destination, Sender, E-mail text, Subject, and File name</p>	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 service representative.

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.

4

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"> • IP address • Subnet Mask 	Check the settings. See "Connecting the Machine", General Settings Guide.

When the TWAIN Driver Cannot Be Started

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

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

When 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.

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	Cause	Solution
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
Cannot use the network delivery function.	The network delivery function setting is not correct.	Specify it correctly. See "Network Settings Required to Use the Network Delivery Scanner", General Settings Guide.

When S/MIME Cannot Be Used

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

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

Problem	Cause	Solution
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.

Operations Are Not Possible When Messages Are Displayed

4

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

Message	Cause	Solution
"Destination list / machine settings are updated. Selected destinations or function settings have been cleared. Please re-select the settings."	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.

Messages Displayed When Using the Scanner Function

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

Messages Displayed on the Control Panel When Using the Scanner Function

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

4

★ Important

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

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"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"> • Check that the user name and password are correct. • Check that the ID and password for the destination folder are correct. • A password of 128 or more characters may not be recognized.
"Cannot detect original size. Select scan size."	The original is a nonstandard size.	<ul style="list-style-type: none"> • Place the original correctly. • In [Scan Settings] on the scanner screen, specify [Scan Size].
"Cannot display preview of this page."	The size of the image you want to preview is larger than A2 (C).	<p>Images larger than A2 (C) cannot be previewed.</p> <p>Specify A2 (C) or a smaller image, or scan again at A2 (C) or smaller.</p>

Message	Cause	Solution
"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"> • Antivirus programs and firewalls can prevent client computers establishing connection with this machine. • 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. • 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.
"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"> • Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", General Settings Guide.

Message	Cause	Solution
"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"> • Check the network settings of the client computer. • Check that components such as the LAN cable are connected properly. • Check that the server settings are correct and the server is working properly.
"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."	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 maximum e-mail size has been exceeded.	<ul style="list-style-type: none"> • In [Scanner Features], under [Send Settings], increase the size of [Max. E-mail Size]. • In [Scanner Features], under [Send Settings], set [Divide & Send E-mail] to [Yes (per Page)] or [Yes (per Max. Size)].
"Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.

Message	Cause	Solution
"Exceeded max. data capacity. Check scanning resolution, then press 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 resolution or scan type, then reset n original(s)." (A figure is placed at n.)	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
"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 character you entered, and then enter the path again.
"Exceeded max. number of alphanumeric characters."	The maximum enterable number of alphanumeric characters has been exceeded.	Make sure 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 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 "Document Server", Copy/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 max. number of pages for one file.	Specify whether to store the data or not. Scan the pages that were not scanned and store them as a new file. See "Storing Files Using the Scanner Function", Scanner Reference.

Message	Cause	Solution
"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.	Please 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 maximum number of file to store. Delete all unnecessary files."	Too many files are waiting to be delivered.	Please 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"> • Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", General Settings Guide.
"Invalid certificates or no S/MIME certificates were found."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.
"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", General Settings Guide.

Message	Cause	Solution
"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"> • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. See "Specifying Scan Settings", Scanner Reference. • Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference.
"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. 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.
"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 p.83 "Loading Paper".
"Original is being scanned by another function. Please wait."	The machine is using another function such as copying.	Retry scanning after the operation with the other function is completed.
"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].

Message	Cause	Solution
"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.
"Selected file is currently in use. Cannot change file name."	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.
"Selected file is currently in use. Cannot change password."	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. Cannot change user name."	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].

Message	Cause	Solution
"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.
"The destination list has been updated. 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.
"The entered path is not correct. Please re-enter."	The entered path format is incorrect.	Confirm the destination computer and the path, and then enter it again.
"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.
"The specified group contains some destination(s) that do not have access privileges. Do you want to select only the privileged destination(s)?"	The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder.	To select destinations for sending by email, press [Select] for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press [Select] for the message displayed on the Scan to Folder screen.
"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.

Message	Cause	Solution
"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."	The destination list is being updated.	If a destination or sender's name was already selected, re-select it after this message disappears.
"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.

★ Important

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

Message	Cause	Solution
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The entered login user name, password, or driver encryption key was invalid.	<ul style="list-style-type: none"> • Check the login user name, login password, and driver encryption key. • Permission to use this function has not been granted. Contact the administrator.
"Cannot detect the paper size of the original. Scanning will be cancelled."	The set original was misaligned.	<ul style="list-style-type: none"> • Place the original correctly. • Specify the scan size.

Message	Cause	Solution
"Cannot find the scanner. Check the scanner main power switch."	The machine's main power switch is off.	Check that the cable is securely plugged into the power outlet and the machine. Set the main power switch to "On".
"Error has occurred within the scanner driver."	An error has occurred in the driver.	<ul style="list-style-type: none"> • Check whether the network cable is connected correctly to the client computer. • Check whether the Ethernet board of the client computer is recognized correctly by Windows. • Check whether the client computer can use the TCP/IP protocol.
"Error has occurred on the scanner. Scanning will be cancelled."	The application-specified scan conditions have exceeded the setting range of the machine.	Check whether the scanning settings made with the application exceed the setting range of the machine.
"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. Reduce the scanning area."	Scanner memory is insufficient.	<ul style="list-style-type: none"> • Reset the scan size. • Lower the resolution. • Under [Scanner Features], [Send Settings], make sure "Compression" is set to "On". <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> • Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. For details about the scanning requirements, see "Relationship between Resolution and Scan Size", Scanner Reference.

Message	Cause	Solution
"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.
"No User Code is registered. Consult your system administrator."	Access is restricted with user codes.	Contact the administrator of the machine.
"Paper misfeed has occurred."	A paper misfeed has occurred.	Remove jammed originals, and place them again. Check whether the originals are suitable to be scanned by the machine.
"Please call your service representative."	An unrecoverable error has occurred in the machine.	Contact your service representative.
"Scanner is in use by another function."	A function of the machine other than the Scanner function is being used such as the Copier function.	<ul style="list-style-type: none"> • Wait for a while and reconnect. • 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].
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Set the main power switch to "On" .

Message	Cause	Solution
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	<ul style="list-style-type: none"> • Check whether the machine is connected to the network correctly. • Deselect the personal firewall function of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine", General Settings Guide and "Using telnet", Network Guide.
"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 start position of the scanning area does not match the original."	The specified area to be scanned differs from the actual scanned area of the original.	Check the location of the original.

5. Adding Paper and Toner

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

Loading Paper

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

CAUTION

- 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

- When replacing or loading the paper roll, do not put the paper roll on the upper of the paper roll tray. Otherwise the tray may fall and an injury may result.

CAUTION

- Hold the paper rolls horizontally with both hands. When you grab the paper holder and hold the paper roll vertically, the paper roll may fall off and an injury may result.

CAUTION

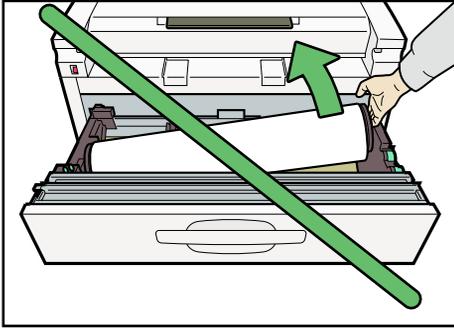
- When loading paper, take care not to trap or injure your fingers.

CAUTION

- When replacing or loading the paper, or clearing paper jams, pull out the cut paper tray slowly with both hands. Do not pull out the cut paper tray with a single hand. Otherwise the rear of the cut paper tray may fall and an injury may result.

Important

- When removing paper rolls, lift the paper holders on either side of the paper roll before removing. Do not lift one side only. This could damage the machine.



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Note

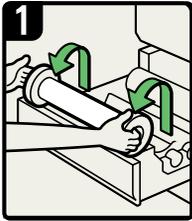
- If the original hanger (optional) is installed, remove it before pulling out the paper roll tray or cut paper tray.
- For paper types and sizes that can be loaded in the paper roll tray and cut paper tray, see "Recommended Paper Sizes and Types", About This Machine.
- For details about changing the paper size in the paper roll tray or cut paper tray, see "Changing the Paper Size".
- To load paper in the bypass tray, see "Copying from the Bypass Tray", Copy/Document Server Reference.

Reference

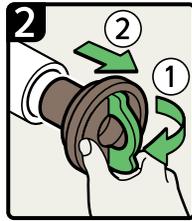
- p.87 "Changing the Paper Size"

Loading the Paper Roll

The following procedure explains loading the paper roll.



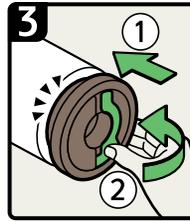
- Hold both sides of the empty paper roll and remove it from the unit.



- Raise the lever on the paper holder (①).
- Remove the empty paper roll core from the paper holder (②).

Note

- Remove both sides.
- Depending on the paper type, the paper core may be difficult to pull out if it is caught on the claw of the paper holder. If this happens, raise the lever, and then hold the paper holder while turning it from side to side two or three times. Then, gently pull out the paper roll core.



- Set the paper holder in the new paper roll (①).

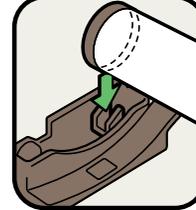
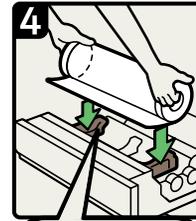
Note

Insert the paper holder firmly, until it stops.

- Lower the lever.

Note

Set both sides.



- Hold both sides of the paper roll and set it securely in the roll holder.

Note

- Make sure that both ends of the paper holder are securely seated in the grooves of the roll holder.
- The edge of the paper roll should be on the bottom.



- Rotate the paper roll slowly until the paper edge is almost fed into the rubber part of the roller (①).

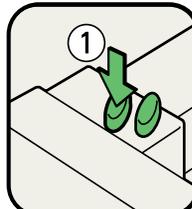
Note

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

- While feeding the edge of the paper roll into the rubber part of the roller, turn the paper knob clockwise (②).

Note

Watch carefully to make sure that the edge of the paper is inserted between the feeder and the roller.



- Press the auto feed button until the edge of the paper emerges from the cutter section (①).

Note

- The paper will be cut automatically when you release the feed button.
- Be careful not to get your fingers or cloths trapped in the roller.

- Remove the cut piece of paper (②).

- Close the paper tray.

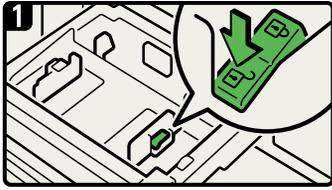
BLI0125

Note

- When you use the printer function, set the [Paper Volume] again after loading the paper roll. See "Tray Paper Settings", General Settings Guide.

Loading Cut Paper

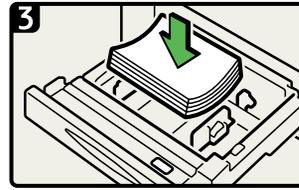
The following procedure explains loading cut paper.



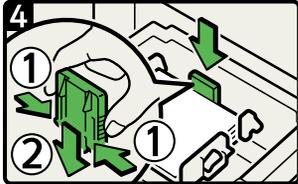
- Pulling out the cut paper tray, and then release the side lever to the "unlocked" position.



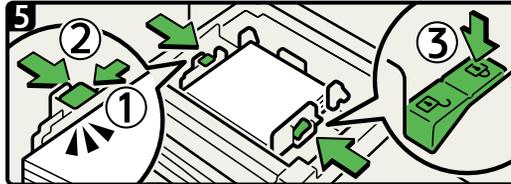
- While pressing its sides, pull out the back fence.



- Load paper print face down.



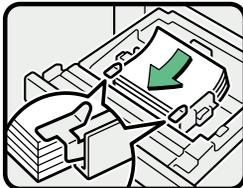
- Reinsert the back fence at the position that corresponds to the size of the paper you want to load.



- While pressing the release lever (①), adjust the side fences to the paper size (②).
- Lock the side lever (③).
- Close the paper tray.

When using translucent paper

Load the translucent paper into Tray 4.



BLG021S

Make sure to set the side guides before loading paper. After loading paper into the tray, make sure the paper is placed straightly and the side guides are set securely onto it.

Note

- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.

Changing the Paper Size

This section describes how to change the paper size.

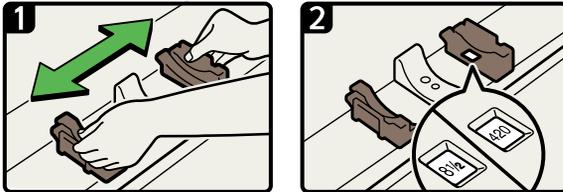
Procedures for changing the paper size differ depending on the tray. Make sure you are following the appropriate procedure before you begin.

↓ Note

- Be sure to select the paper size with User Tools. If you do not, misfeeds might occur. For details about Tray Paper Size, see “System Settings”, General Settings Guide.
- For details about paper sizes and types, see “Recommended Paper Sizes and Types”, About This Machine.

Changing the Paper Size in the Paper Roll Tray

This section describes how to change the paper size in the paper roll tray.



- Using both hands, position the roll holder according to the width of the roll of paper.
- Confirm the paper roll size on the roll holder's window.

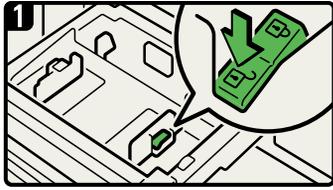
BLI008S

↓ Note

- When you use the printer function, set the [Paper Volume] again after loading the paper roll. See “Tray Paper Settings”, General Settings Guide.
- When you change the paper size or paper type, make the paper size or type settings under System Settings. See “Tray Paper Settings”, General Settings Guide.

Changing the Paper Size in the Cut Paper Tray

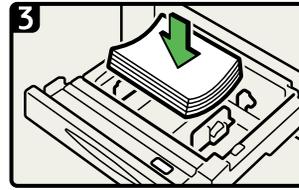
The following procedure explains how to change a paper size in the cut paper tray.



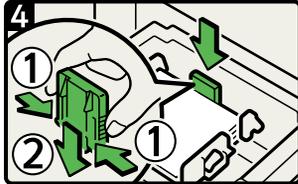
- Pulling out the cut paper tray, and then release the side lever to the "unlocked" position.



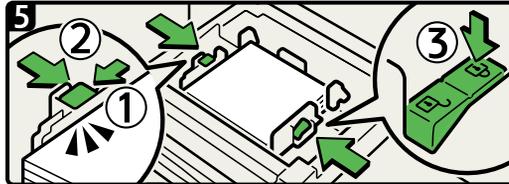
- While pressing its sides, pull out the back fence.



- Load paper print face down.



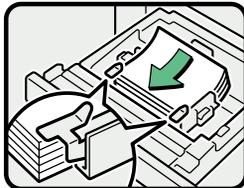
- Reinsert the back fence at the position that corresponds to the size of the paper you want to load.



- While pressing the release lever (①), adjust the side fences to the paper size (②).
- Lock the side lever (③).
- Close the paper tray.

When using translucent paper

Load the translucent paper into Tray 4.



BLG021S

Make sure to set the side guides before loading paper. After loading paper into the tray, make sure the paper is placed straightly and the side guides are set securely onto it.

↓ Note

- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.

Adding Toner

This section describes how to add and store toner.

WARNING

- Do not incinerate toner (new or used) or toner containers. Doing so risks burns. Toner will ignite on contact with naked flame.

WARNING

- Do not store toner (new or used) or toner containers anywhere near naked flames. Doing so risks fire and burns. Toner will ignite on contact with naked flame.

WARNING

- Do not use the cleaner to suck spilled toner (including used toner). Sucked toner may cause firing or explosion due to electrical contact flickering inside the cleaner. However, it is possible to use the cleaner designed for dust explosion-proof purpose. If toner is spilled over the floor, sweep up spilled toner slowly and clean remainder with wet cloth.

CAUTION

- Store toner (new or used), toner containers, and components that have been in contact with toner out of reach of children.

CAUTION

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

CAUTION

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

CAUTION

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

CAUTION

- When removing jammed paper or replacing toner, avoid getting toner (new or used) on your clothing. If toner comes into contact with your clothing, wash the stained area with cold water. Hot water will set the toner into the fabric and make removing the stain impossible.

CAUTION

- When removing jammed paper or replacing toner, avoid getting toner (new or used) on your skin. If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.

CAUTION

- Do not crush or squeeze toner containers. Doing so can cause toner spillage, possibly resulting in dirtying of skin, clothing, and floor, and accidental ingestion.

Important

- Fault may occur if you use toner other than the recommended type.
- When adding toner, do not turn off the operation switch. If you do, settings will be lost.
- Always add toner when the machine instructs you.
- When a message "Add Toner" is shown on the display, replace the applicable toner.
- Do not repeatedly install and remove toner cartridges. This will result in toner leakage.
- Do not shake the removed toner cartridge. Remaining toner might scatter.
- Store toner containers in a cool, dry place free from direct sunlight.
- Store on a flat surface.

Note

- You can check name of the required toner name and the replacement procedure using the "Add Toner" screen.
- Press [System Status] to check contact number where you can order supplies. See "Checking Machine Status and Settings".

Reference

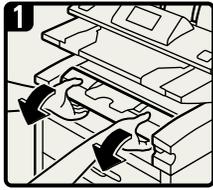
- p.9 "Checking Machine Status and Settings"

Replacing Toner

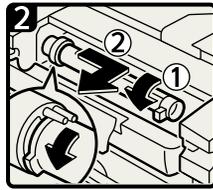
This section describes how to replace toner.

Important

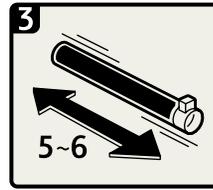
- Do not shake the removed toner cartridge. The remaining toner might scatter.



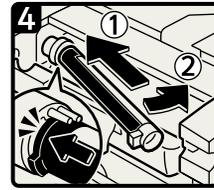
- Open the front cover with both hands.



- While sliding the toner cartridge to the right, roll it towards you (①).
- Pull the toner cartridge towards you, and out of the machine (②).



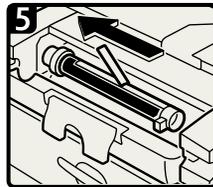
- Remove the new toner cartridge and gently shake it five or six times.



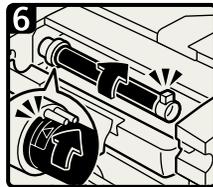
- Insert the ends of the toner cartridge into the toner holder on the left (①).
- Insert the toner cartridge into the right, as indicated by the arrow (②).

Note

Remove the tape from the cartridge without rotating the cartridge as follows.



- Slowly remove the tape from the toner cartridge.



- Rotate the toner cartridge so the arrows are at the top and secure it firmly in place.
- Close the front cover.

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Sending Scanned Documents When Toner Has Run Out

When the machine has run out of toner, the indicator on the display lights. Note that even if there is no toner left, you can still send scanned documents.

1. Make sure the machine is in scanner mode.
2. Press [Exit], and then perform transmission operation.

The error message disappears.

Note

- If the scanner screen does not appear in step 1, press the [Scanner] key.

Used Toner

Toner cannot be re-used.

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

6. Clearing Misfeeds

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

Removing Jammed Paper

This section describes how to locate and remove jammed paper.

CAUTION

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

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

- 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

- Keep your hands clear of the paper exit area and the inside of the folding finisher. You can trap your fingers if you do not.

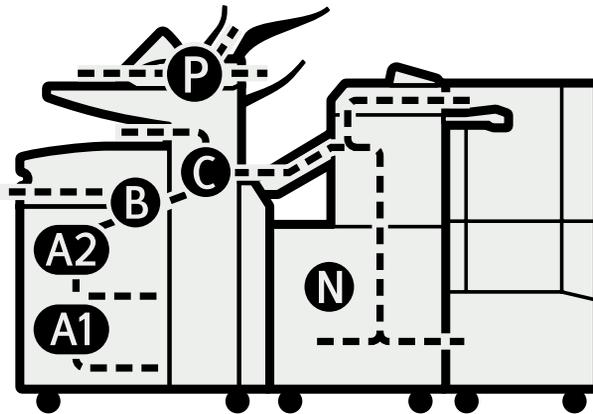
Important

- If the paper jam indicator lights or begins to flash, do not open the imaging unit or paper source tray immediately. Wait ten seconds before doing so. If you do not, it will be difficult to remove paper that is jammed inside the fusing unit.
- When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.

Locating Jammed Paper

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

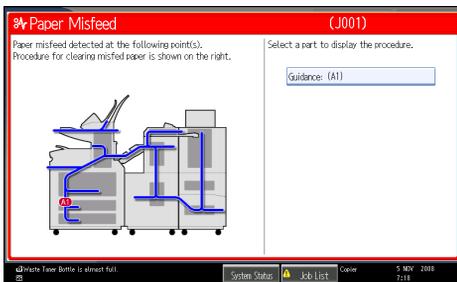
A misfeed has occurred in the place corresponding to the letter displayed on the control panel.



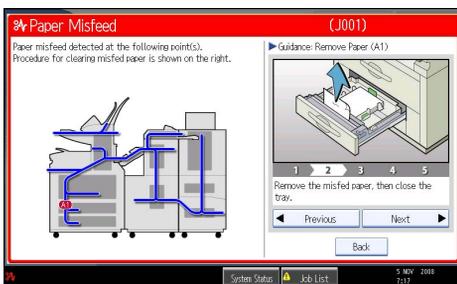
BLG029S

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

6



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



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

Note

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

Removing Jammed Paper

This section describes how to remove jammed paper.

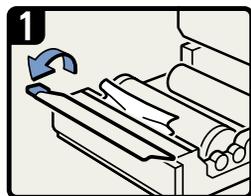
★ Important

- The internal parts of the machine may be hot. Wait for the fusing unit to cool down before clearing a paper jam in the unit.
- When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.

↓ Note

- On the scanner cover, or imaging unit cover, inside the paper 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.

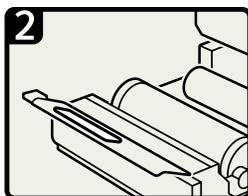
When A is displayed



- Pulling out the paper roll tray.
- Open the cutter blade cover.

Note

Be careful not to touch the cutter blade with your fingers.



The next steps differ depending on whether you can see the edge of the paper or not.

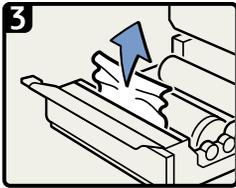
- When you can see the edge of the paper.

3 ~ 6

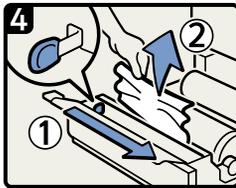
- When you cannot see the edge of the paper.

7 ~ 10

When you can see the edge of the paper



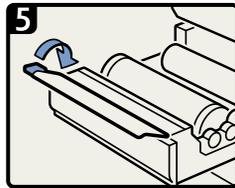
- Slowly pull up the edge of the jammed paper.



- Slide the cutter knob (1) to cut the edge of roll paper.
- Remove the jammed paper.

Note

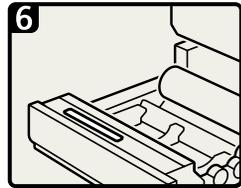
Return the cutter knob to either the right or left end of the cutter area.



- Close the cutter blade cover.

Note

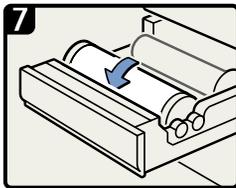
Be careful not to touch the cutter blade with your fingers.



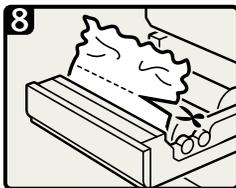
- If you cannot remove the misfed paper, follow the instructions under "When you cannot see the edge of paper" to remove it.

BLI010S

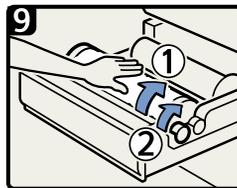
When you cannot see the edge of the paper



- Rotate the paper roll in the direction of the arrow until you can see the edge of the paper.



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



- Slowly rotate the paper roll until the edge of the paper is fed into the rubber part of the roller (1).

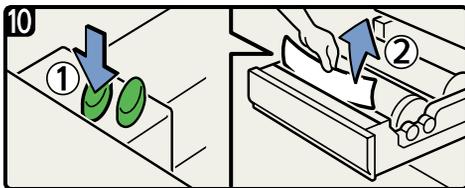
Note

Making sure the paper is not loose, insert it straight into the roller.

- While feeding the edge of the paper roll into the rubber part of the roller, turn the paper knob clockwise (2).

Note

Watch carefully to make sure that the edge of the paper is inserted between the feeder and the roller.



- Press the auto feed button until the edge of the paper emerges from the cutter section (1).

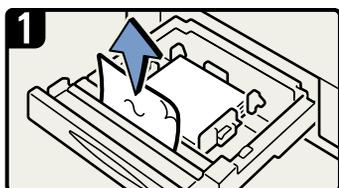
Note

- The paper will be cut automatically when you release the feed button.
- Be careful not to get your fingers or cloths trapped in the roller.

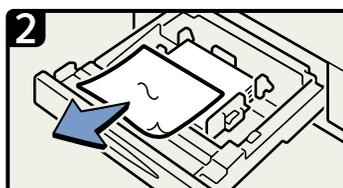
- Remove the cut piece of paper (2).
- Close the paper roll tray.

BLI011S

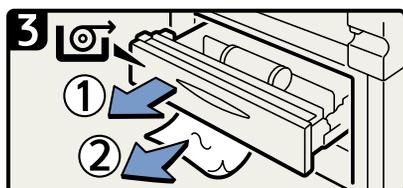
Paper misfeeds in the cut paper trays



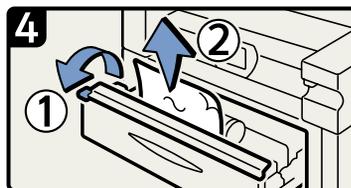
- Pull out the cut paper tray.
- Remove the jammed paper.



- Remove the jammed paper.



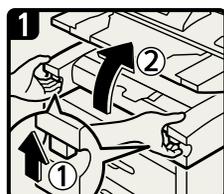
- If you cannot remove the misfed paper, pull out the upper paper roll tray (①), and then remove the jammed paper from the tray's underneath (②).



- Open the cutter blade cover, and then remove the jammed paper.
- Close the cutter blade cover, and then close the paper roll tray.

BLI013S

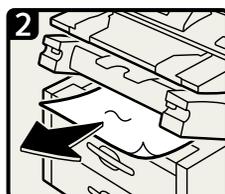
When B is displayed



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

Note

Always hold the unit on both sides when opening it.



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

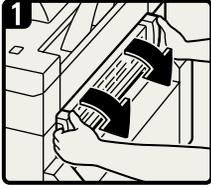
Note

Always use both hands when closing the imaging unit.

BLI002S

When C is displayed

When paper jams occur, first try removing the paper through the front paper exit at the front of the machine, even if C lights up to indicate that the jam has occurred elsewhere. Then, if doing this does not resolve the jam, do the following:



- Open the fusing unit cover at the rear with both hands.

Note

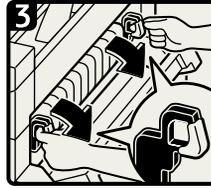
The fusing unit is hot. Be careful not to touch it.



- Remove the jammed paper and close the fusing unit cover.

Note

Go to step 3 to check if any torn scraps of paper left inside the fusing unit.



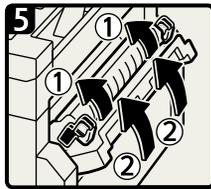
- Hold the knobs on either side of the fusing unit and tilt the top of the fusing unit forwards.

Note

- The fusing unit is hot. Be careful not to touch it.
- Do not place anything on the fusing unit.



- Remove the jammed paper.



- Close the fusing unit (1) with both hands.
- Close the fusing unit cover(2).

Note

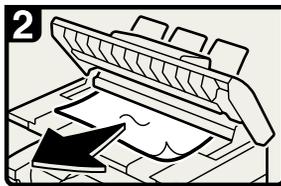
Push both sides of the fusing unit and push it firmly into place until both sides lock into position.

BLI003S

When P is displayed



- Hold both ends of the scanner cover, press the release levers, and open the cover by pulling it up.



- Remove the jammed paper.



- Close the scanner cover with both hands gently.

BLI014S

When N1 - N16 is displayed

Paper is jammed in the folding finisher. Based on the number displayed, use one of the following procedures to resolve the jam.

N1

See “When J01 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

N3

See “When J03 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

N5

See “When J05 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

N7

See “When J07 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

N8

See “When J08 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

N9, N10, N11, N12, or N13

See “When J09, J10, J11, J12, or J13 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

N14, N15 or N16

See “When J14, N15 or N16 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

When V1 or V2 is displayed

See “When J31 or J32 Is Displayed” in “When a Paper Jam Occurs” in the manual supplied with the folding finisher.

7. Remarks

This chapter describes how to maintain and operate the machine.

Where to Put Your Machine

This section describes precautions for installation and movement.

Machine Environment

Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

Moving

This section describes precautions when moving the machine.

CAUTION

- Contact your service representative if you need to lift the machine (such as when relocating it to another floor). Do not attempt to lift the machine without the assistance of your service representative. The machine will be damaged if it topples or is dropped, resulting in malfunction and risk of injury to users.

CAUTION

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

CAUTION

- Unplug the power cord from the wall outlet before you move the machine. While moving the machine, take care that the power cord is not damaged under the machine. Failing to take these precautions could result in fire or electric shock.

CAUTION

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

Important

- Be careful when moving the machine. Take the following precautions:
 - Turn off the main power.

- Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
- Close all covers and trays, including the front cover and bypass tray.
- Keep the machine level and carry it carefully, taking care not to jolt or tip it. Rough handling may cause a malfunction or damage the hard disk or memory, resulting in loss of stored files.
- Do not take off the holding stand.
- Protect the machine from strong shocks. Impact can damage the hard disk and cause stored files to be lost. As a precautionary measure, files should be copied to another computer.

 **Note**

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

Optimum environmental conditions

This section describes precautions when locating the machine.

 **CAUTION**

- Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.

 **CAUTION**

- Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.

 **CAUTION**

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

 **CAUTION**

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

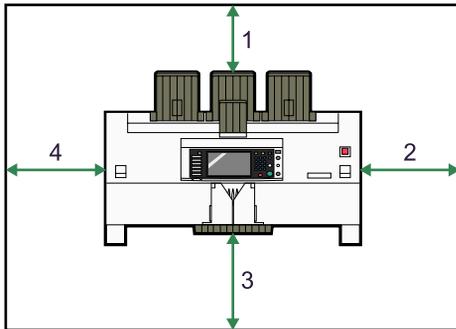
- Temperature: 10- 30 °C (50- 86 °F)
- Humidity: 15- 90 %
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inch: both front to rear and left to right.
- To avoid possible buildup of ozone, make sure to locate this machine in a large well ventilated room that has an air turnover of more than 30 m³/hr/person.

Environments to avoid

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

Access to the machine

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



BL1001S

1. Rear: 60 cm (40 inches) or more
2. Right: 45 cm (18 inches) or more
3. Front: 100 cm (40 inches) or more
4. Left: 40 cm (16 inches) or more

Note

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

Power Connection

This section describes power supply.

⚠ WARNING

- Do not use any power sources other than those that match the specifications shown on the inside front cover of this manual. Doing so could result in fire or electric shock.

⚠ WARNING

- Do not use any frequencies other than those that match the specifications shown. Doing so could result in fire or electric shock.

⚠ WARNING

- Do not use extension cords. Doing so could result in fire or electric shock.

⚠ WARNING

- Do not use power cords that are damaged, broken, or modified. Also, do not use power cords that have been trapped under heavy objects, pulled hard, or bent severely. Doing so could result in fire or electric shock.

⚠ WARNING

- Touching the prongs of the power cable's plug with anything metallic constitutes a fire and electric shock hazard.

⚠ WARNING

- It is dangerous to handle the power cord plug with wet hands. Doing so could result in electric shock.

⚠ WARNING

- Be sure to locate the machine as close as possible to a wall outlet. This will allow easy disconnection of the power cord in the event of an emergency.

⚠ WARNING

- If the power cord is damaged and its inner wires are exposed or broken, contact your service representative for a replacement. Use of damaged power cords could result in fire or electric shock.

⚠ CAUTION

- Be sure to push the plug of the power cord fully into the wall outlet. Partially inserted plugs create an unstable connection that can result in unsafe buildup of heat.

⚠ CAUTION

- If this machine is not going to be used for several days or longer at a time, disconnect its power cord from the wall outlet.

⚠ CAUTION

- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

⚠ CAUTION

- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.

⚠ CAUTION

- When performing maintenance on the machine, always disconnect the power cord from the wall outlet.
- When the main power switch is in the stand-by position, the optional anti-condensation heaters are on. In an emergency, unplug the machine's power cord.
- When you unplug the power cord, the anti-condensation heaters turn off.
- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

Maintaining Your Machine

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

★ Important

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

How to maintain

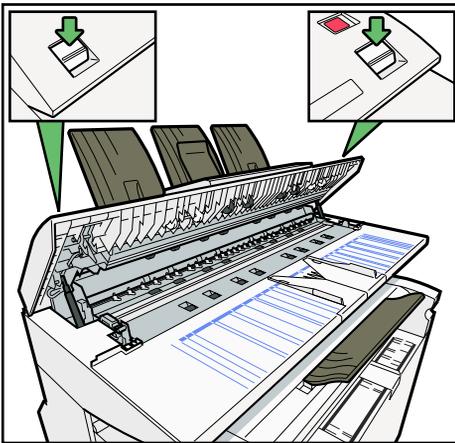
Cleaning the machine: Wipe the machine with a soft, dry cloth. If this does not remove the dirt, wipe the machine with a damp and tightly wrung cloth. If a damp cloth still does not remove the dirt, try using a mild detergent. Wipe the machine with a dry cloth to remove the moisture, after using a damp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

Cleaning the Inside the Scanner Cover

7

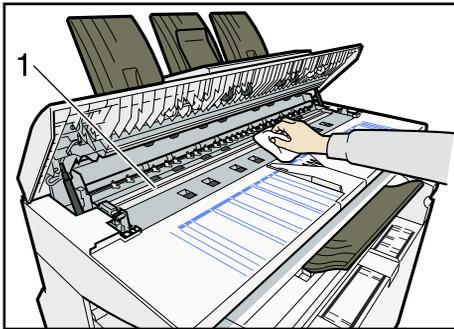
If you open the scanner cover, you can access the exposure glass and original feed mechanism.

1. While holding both ends of the scanner cover, press the release levers, and then open the cover by pulling it up.



BLG004S

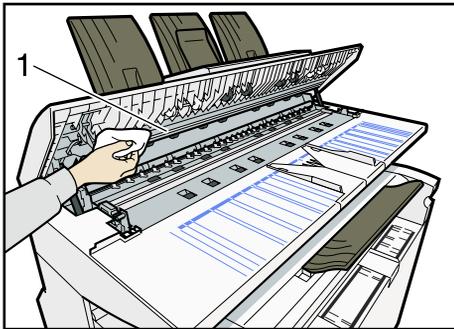
2. Wipe the scanning glass with soft, dry cloth.



BLG005S

1 scanning glass

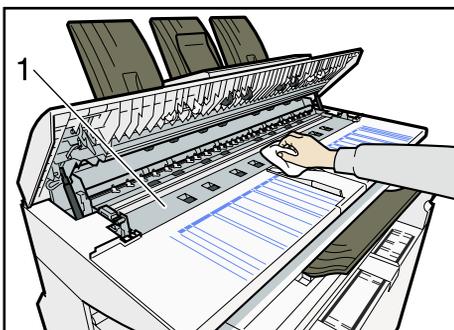
3. Wipe the white strip with a soft, dry cloth.



BLG006S

1 white strip

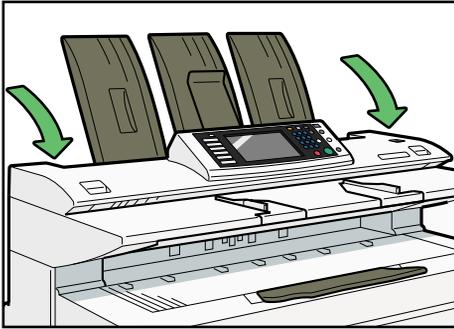
4. Wipe the original feed guides with a soft, dry cloth.



BLG007S

1 original feed guides

5. Close the scanner cover with both hands gently.



BLG008S

Note

- If there is paper dust or fluff inside, remove it.

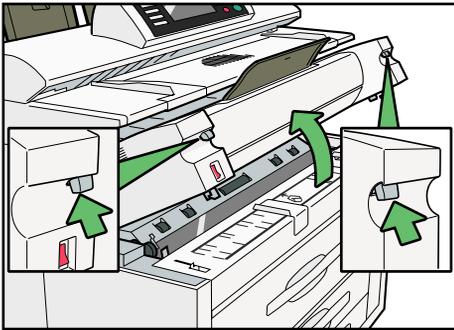
Cleaning the Imaging Unit

Clean off toner that may have collected on the imaging area.

Important

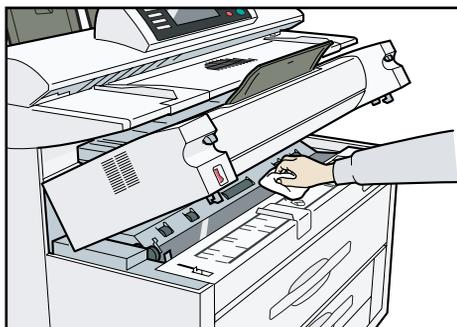
- Do not leave the main unit more than 10 minutes, otherwise copy quality may deteriorate.

1. Lift the imaging unit release levers on either side and open the imaging unit.



BLG009S

2. Wipe it with a soft, dry cloth.



BLG010S

3. While holding both ends of the imaging unit, lower it gently until it is fully closed.

Cleaning the Power Cable Plug

This section explains how to clean the plug on the power cable.

⚠ CAUTION

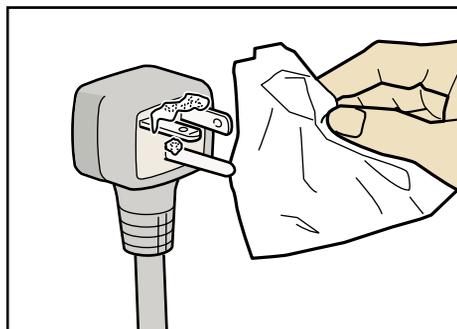
- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.

★ Important

- Make sure you turn the machine's main power switch to OFF before disconnecting the power cable plug from the wall outlet. For details about how to turn the machine's main power switch to OFF, see "Turning On/Off the Power", in About This Machine.

Cleaning Method

Using a clean, dry cloth, wipe off any dust or grime from the prongs of the plug and the area around the prongs.



BLI021S

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 - Microsoft® Windows® 2000 Server
 - Microsoft® Windows® 2000 Advanced Server
- * The product names of Windows XP are as follows:
 - Microsoft® Windows® XP Professional
 - Microsoft® Windows® XP Home Edition
 - Microsoft® Windows® XP Media Center Edition
 - Microsoft® Windows® XP Tablet PC Edition
- * The product names of Windows Vista are as follows:
 - Microsoft® Windows Vista® Ultimate
 - Microsoft® Windows Vista® Business
 - Microsoft® Windows Vista® Home Premium
 - Microsoft® Windows Vista® Home Basic
 - Microsoft® Windows Vista® Enterprise
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