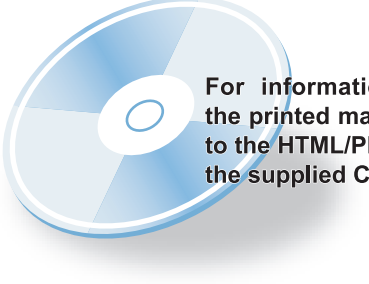
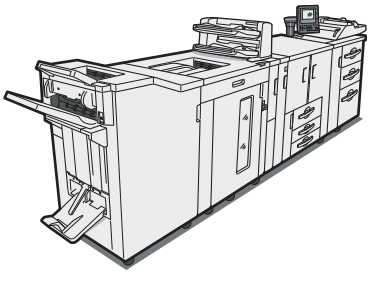
Pro 907
Pro 1107
Pro 1357

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 Printer Function

3 Clearing Misfeeds

4 Appendix

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

Documentation for This Machine

About This Machine

Troubleshooting (This manual)

Printer Reference

- Installing the driver for the printer function
- Changing the default settings of the printer function, and related information

Network and System Settings Guide

- Connecting to a network
- Changing the default settings of the system, and related information

Security Reference

Quick Reference Printer Guide

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Manuals for This Machine

Read this manual carefully before you use this printer.

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

Important

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

About This Machine

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

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

Troubleshooting

Provides a guide for resolving common usage-related problems.

Printer Reference

Explains Printer functions and operations.

Network and System Settings Guide

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

Security Reference

This manual is for administrators of the printer. It explains security functions that you can use to prevent unauthorized use of the printer, 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.
- Change the password for printer settings using Web Interface.

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

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

Other manual

- Quick Reference Printer Guide

Notice

Important

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

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

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

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates points to pay attention to when using the printer, 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 printer's functions, and instructions on resolving user errors.

Reference

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

[ ]

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

[ ]

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

Indicates instructions in book form.

Indicates instructions in sheet form.

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

Names of Major Options

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

- LCIT RT5030 → LCT
- LCIT RT5040 → Wide LCT

About IP Address

- In this manual, "IP address" covers both IPv4 and IPv6 environments. Read the instructions that are relevant to the environment you are using.
- Two IP addresses must be specified on this printer. For the IP address referred to as "system's IP address" in this manual, enter the IP address that was specified in the System Settings menu. For "printer's IP address", enter the IP address specified in the Printer Features menu.

Notes

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

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

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

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

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

Laws and Regulations

Legal Prohibition

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

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

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

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

1. When the Machine Does Not Operate As Wanted

This chapter describes basic troubleshooting procedures.

Indicators

This section describes indicators that appear on the display panel.

Display Panel Indicator

Indicator	Status
: Misfeed indicator	Appears when a misfeed occurs. See p.51 "Removing Jammed Paper".
: Load Paper indicator	Appears when paper runs out. See “Loading Paper”, About This Machine.
: Add Toner indicator	Appears when toner runs out. See “Adding Toner”, About This Machine.
: Add Staple indicator	Appears when staples run out. See “Adding Staples”, About This Machine.
: Waste Toner Full indicator	Appears when the waste toner bottle is full. Contact your service representative.
: Empty Hole Punch Receptacle indicator	Appears when the hole punch receptacle is full. See p.76 "Removing Punch Waste".
: Empty Waste Staple Receptacle indicator	Appears when the waste staple receptacle is full. See p.77 "Removing Staple Waste".
: Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.
: Open Cover indicator	Appears when one or more covers of the machine is open.

Reference

- p.51 "Removing Jammed Paper"
- p.72 "Removing Jammed Staples"

Checking Machine Status and Settings

This section describes how to check the machine's system status.

Maintenance Info

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

- [Remaining Toner]

  Displays the amount of remaining toner.
- [No Staples]

  Displays whether there are staples remaining.
- [Punch Receptacle Full]

  Displays whether the hole punch receptacle is full.
- [Waste Staple Receptacle Full]

  Displays whether the waste staple receptacle is full.
- [Waste Paper Receptcl Full]

  Displays whether the waste paper receptacle is full.
- [Paper Tray]

  Displays the paper type and size loaded in the paper trays.
- [Output Tray Full]

  Displays whether the output tray is overloaded.
- [Paper Misfeed]

  Displays state of and solutions for paper jams.
- [Cover Open]

  Indicates the cover that is open.

Machine Address Info

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

- [Machine IPv4 Address]

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

  Displays the system's IPv6 address.

  [Manual Configuration Address] displays the system's IPv6 address configured manually.

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.

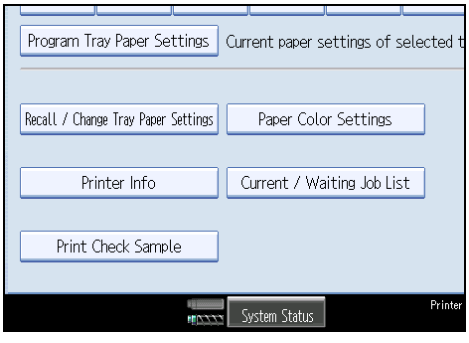
- [Supply Order]

  Displays the contact number for placing orders for supplies.

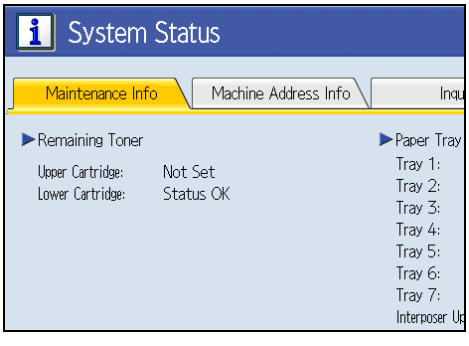
- [Supply Details]

  Displays the types of toner, staples, and other supplies for this machine.

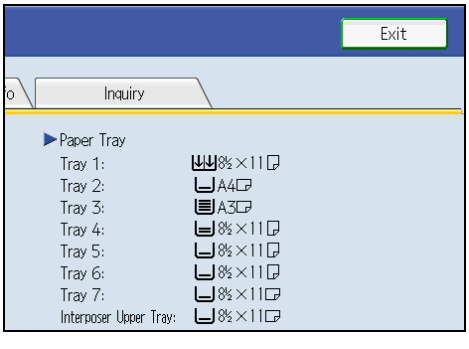
1. **On the control panel, press [System Status].**



2. **Press each tab and check the contents.**



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



Note

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

Reference

- p.51 "Removing Jammed Paper"

Panel Tone

This section describes the different types of beep patterns.

Beep pattern	Meaning	Cause
Single short beep.	Panel/screen input accepted.	A key on the control or display panels was pressed.
Short, then long beep.	Panel/screen input rejected.	An invalid key was pressed key on the control or display panels, or the entered password was incorrect.
Two long beeps.	Machine is ready for use.	The machine has fully warmed up or has revived from Energy Saver mode and is ready for use.
Five long beeps.	Soft alert.	The initial screen returns when the machine goes into Energy Saver mode.
Five long beeps repeated four times.	Soft alert.	A paper tray 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

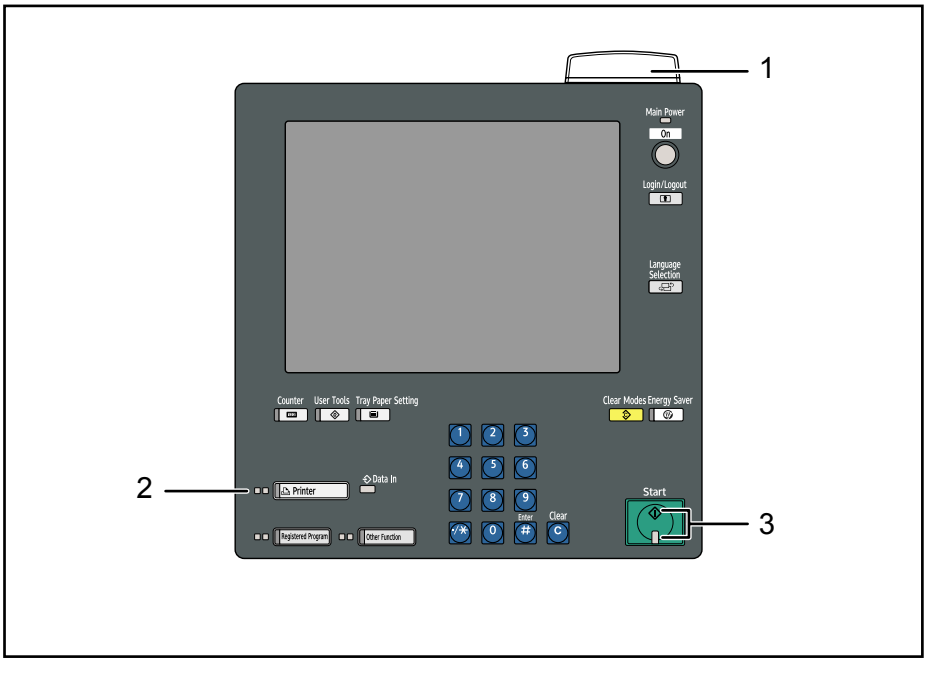
- You cannot stop the beeping. If covers are opened and closed repeatedly when clearing paper jams or adding toner, beeping might continue even after the machine has returned to normal status.
- You can specify to enable or disable panel tone. For details, see Panel Key Sound in "System Settings", Network and System Settings Guide.

If the Indicators are Lit Red

If any of the indicators are lit red, an error has occurred and the machine cannot be used.

If an error occurs, check the message that appears on the control panel, and then refer to p.21 "Messages Displayed When Using the Printer Function".

If you are using the optional Attention light, see "Guide to Components of the Attention Light", About This Machine.



BSD101S

1. **Status Indicator**
2. **Function status indicators**
3. **[Start] indicator**

The Lamp Status

Indicator	Status Indicator	Function status indicators	[Start] indicator
Off	The operation switch is turned off. Prints can still be made.		
Lit green	The machine is printing or receiving data.	The machine is printing.	The machine is online.
Lit red	A paper jam or some other malfunction has occurred. See p.51 "Removing Jammed Paper".		

Indicator	Status Indicator	Function status indicators	[Start] indicator
Flashing red	Toner has nearly run out. See "Adding Toner", About This Machine.	-	-

To resolve problems, refer to the following:

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See "Loading Paper", About This Machine.
An error has occurred.	The function is not working properly.	See p.21 "Messages Displayed When Using the Printer Function".
The machine is unable to connect to the network.	A network error has occurred.	• Check the displayed message and take the appropriate action. See p.21 "Messages Displayed When Using the Printer Function". • Check the machine is correctly connected to the network and that its network settings are correctly configured. For details about how to connect the machine to the network, see "Connecting the Machine", Network and System Settings Guide. • Contact your network administrator. • If the indicator continues to flash, contact your service representative.

Reference

- p.21 "Messages Displayed When Using the Printer Function"
- p.51 "Removing Jammed Paper"
- p.72 "Removing Jammed Staples"

When You Have Problems Operating the Machine

This section describes common problems and messages.

If other messages appear, follow the instructions displayed. Refer to p.21 "Troubleshooting When Using the Printer Function" about printing problem and printing solution.

Important

- **Check the contact address and Serial No. of Machine shown in the call service message, and then contact your service representative.**

Problem	Cause	Solution
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: • The machine is communicating with external equipment. • The hard disk is active.	Wait until the operation switch indicator is unlit. Do not turn off the main power switch while the operation switch indicator is flashing.
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.
"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 2 minutes, contact your service representative.
"Please wait." appears.	This message appears when the machine is warning up.	• Wait until the message disappears. Do not turn off the main power switch while the message is showing. • Wait for a while. If the machine does not get ready in 10 minutes, contact your service representative.

Problem	Cause	Solution
"Please wait." appears.	This message appears when you change the toner cartridge.	• Wait until the message disappears. Do not turn off the main power switch while the message is showing. • If the message does not disappear in 2 minutes, contact your service representative.
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and user password. For details, 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.
An error message remains, even if misfed paper is removed.	• When a misfeed message appears, it remains until you open and close the cover as required. • Paper is still jammed in the tray.	Remove misfed paper, and then open and close the cover. For details, see p.51 "Removing Jammed Paper".
A page error or internal server error has occurred while using Web Image Monitor.	The system's IPv6 address has been entered in the address bar when using Microsoft Internet Explorer 7.0 to display the Web Image Monitor page.	When using Microsoft Internet Explorer 7.0, enter the machine's host name in the address bar. Do not enter the system's IPv6 address in the address bar.

Problem	Cause	Solution
The following message appeared: "Press the operation switch on the control panel, make sure the LED is turned off. After 1 minute, turn the main power switch off momentarily and then switch back on again.", but one minute after the operation switch was pressed, the LED remains lit.	An internal error occurred during printing or the processing of print data.	If the LED does not turn off within one minute after the operation switch is pressed, turn off the main power switch.

Reference

- p.51 "Removing Jammed Paper"

2. Troubleshooting When Using the Printer Function

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

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
"Auto backing up..."	The machine is performing an automatic backup.
"Initialize network module..."	The network interface is being initialized.
"Offline"	The machine is offline. To start printing, switch the machine online by pressing [Online].
"Please wait."	This message might appear for a second or two while the machine is preparing, performing initial adjustments, or adding toner. Wait a while.
"Printing..."	The machine is printing. Wait a while.
"Processing print jobs..."	The machine is processing print jobs.
"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.
"Resetting:memory shortage"	Spooling failed due to insufficient hard disk space.
"Spooling..."	The machine is spooling jobs to the hard disk.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.

Other Messages

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. Job was cancelled."	Authentication has failed. An unauthorized user has attempted to register a program or tray paper settings.	Contact the administrator.
"Backup / Restore error has occurred. Please try again."	An error occurred during the data backup or restoration process.	Contact your service representative.
"Booklet is not available with this paper thickness. Change the paper in the paper tray to paper which has the correct thickness available for booklet, or press [Job Reset] to cancel printing."	The selected paper tray contains paper of an unsuitable thickness for booklet stapling.	Load the tray with paper of a thickness that is suitable for booklet stapling. Alternatively, press [Job Reset] to cancel the print job. For details about paper thicknesses that are suitable for booklet printing, see "Appendix", About This Machine.
"Booklet is not available with this paper. Press [Job Reset] to cancel printing."	Booklet stapling was specified for paper that cannot be booklet stapled.	Press [Job Reset] to cancel the print job.
"Booklet is available only when collate is selected. Press [Job Reset] to cancel printing."	Collate is not selected.	Press [Job Reset] to cancel the print job, and then select collate.
"Cannot connect to the network. Check the IP address settings."	The machine was disconnected from the network.	Check the connection, and then check that the system's IP address specified for the machine is correct. For details about the system's IP address, see "System Settings", Network and System Settings Guide.

Message	Cause	Solution
"Cannot connect with DHCP Server."	The machine cannot access the DHCP server or the WINS settings are incorrect.	Check the connection to the DHCP server, then check the DHCP server settings and the WINS settings, and change them if necessary. See "Interface Settings" or "Monitoring and Configuring the Printer", Network and System Settings Guide.
"Cannot connect with network. Contact the administrator."	The machine was disconnected from the network.	Contact the administrator.
"Cannot print with current tray paper settings. Change tray paper settings."	Tray paper settings are incorrect.	Check the tray paper settings. For details about the paper settings "Tray Paper Settings", Network and System Settings Guide.
"Cannot set within the same subnet range."	The specified subnet range is incorrect.	Check that the specified subnet range is correct, and change it if necessary. See "System Settings", Network and System Settings Guide or "Printer Features", Printer Reference.
"Cannot staple paper of different sizes. Press [Job Reset] to cancel printing."	Paper of mixed sizes was loaded for printing with stapling.	Cancel the print job by pressing [Job Reset] and then [Online]. The paper will be ejected. Remove the paper from the Finisher Shift Tray. Note that stapling is not possible with mixed paper sizes. For details about the sizes of paper that can be stapled, see "Appendix", About This Machine.
"Check IPv4 Address, Subnet Mask and Gateway Address."	The IPv4 address specified for the machine is incorrect.	Check that the system's IPv4 address, Subnet Mask and Gateway Address, specified for the machine is correct, and change it if necessary. For details about the system's IP address, see "System Settings", Network and System Settings Guide.

Message	Cause	Solution
"Connection between System and Printer was disconnected. Press the operation switch, make sure the LED is turned off. After 1 minute, turn the main power switch off then switch back on again. If a function is in process, turn off the machine after 20 minutes."	A communication error has occurred between the system and the printer unit.	Contact your service representative.
"Error has occurred. Press [Job Reset] to cancel printing."	An invalid printing parameter has been specified.	Press [Job Reset] to cancel the print job, and then check the printer driver settings.
"Exceeded the maximum number of sheets possible for Booklet. Press [Job Reset] to cancel printing."	The maximum number of sheets possible for booklet stapling was exceeded during printing.	Press [Job Reset] to cancel the print job, and then reduce the number of sheets to be booklet stapled. For details about the maximum number sheets for booklet stapling, see "Appendix", About This Machine.
"Exceeded the maximum number of multi-sheet fold. Press [Job Reset] to cancel printing."	The maximum number of sheets that the finisher can fold was exceeded during printing.	Press [Job Reset] to cancel the print job, and then remove the paper from the Folding Unit Tray. Reduce the number of sheets to multi-sheet fold. For details about the maximum number of sheets to multi-sheet fold, see "Appendix", About This Machine.
"Fold is available only when collate is selected. Press [Job Reset] to cancel printing."	Collate is not selected.	Press [Job Reset] to cancel the print job, and then select collate.
"Fold is not available with different paper sizes. Press [Job Reset] to cancel printing."	Paper of mixed size was loaded for printing with folding.	Cancel the print job by pressing [Job Reset] and then [Online]. The paper will be ejected. Remove the paper from the Finisher Shift Tray. Note that folding is not possible with mixed paper sizes. For details about the folding function, see "Advanced Printing", Printer Reference.

Message	Cause	Solution
"Fold is not available with this paper thickness. Change the paper in the paper tray to paper which has the correct thickness available for fold, or press [Job Reset] to cancel printing."	The selected paper tray contains paper of an unsuitable thickness for folding.	Load the tray with paper of a thickness that is suitable for folding. Alternatively, press [Job Reset] to cancel the print job. For details about paper thicknesses that are suitable for folding, see "Appendix", About This Machine.
"Fold is not available with this paper. Press [Job Reset] to cancel printing."	Fold was specified for paper that cannot be folded.	Press [Job Reset] to cancel the print job. For details about the fold function, see "Advanced Printing", Printer Reference or "Specifications for Multi-Folding Unit (Optional)", About This Machine.
"Invalid value is set to IPv6 address and Gateway address."	The system's IPv6 address and Gateway address specified for the machine is incorrect.	Check the value of the system's IPv6 address and Gateway address is correct, and change it if necessary. For details about the system's IP address, see "System Settings", Network and System Settings Guide.
"IPv4 Address is already in use."	The system's IPv4 address is already in use.	Check that the system's IPv4 address specified for the machine is correct, and change it if necessary. See "Interface Settings", Network and System Settings Guide.
"Load custom size paper."	The size of the paper in the paper tray was changed while printing was suspended.	Load paper of the specified size. For details about the custom size paper, see "Tray Paper Settings", Network and System Settings Guide.
"Load following paper in Tray n." (A figure is placed at n.)	The selected paper tray is empty.	Load the relevant tray, or press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference, or See "Loading Paper", About This Machine.

Message	Cause	Solution
"Load following paper in Interposer Lower Tray"	The Interposer Lower Tray is empty.	Load the relevant tray, or press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about loading paper, see "Loading Paper", About This Machine.
"Load following paper in Interposer Upper Tray."	The Interposer Upper Tray is empty.	Load the relevant tray, or press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about loading paper, see "Loading Paper", About This Machine.
"Load xx size paper." (A figure is placed at xx.)	The size of the paper in the paper tray was changed while printing was suspended.	Load paper of the specified size.
"Make sure that the paper tray is not overloaded and the paper is set correctly."	The paper tray is overloaded, or the paper is not set correctly.	Load paper only as high as the upper limit markings of the paper tray, or load paper correctly. See "Loading Paper", About This Machine.
"Multi-sheet fold is not available with the selected fold type. Press [Job Reset] to cancel printing."	Multi-sheet fold was specified with a fold type that cannot be used when multi-sheet folding.	Press [Job Reset] to cancel the print job, and then check the printer driver settings. For details about this function, see "Fold", Printer Reference, or "Appendix", About This Machine.
"No response from the server. Authentication has failed."	Authentication under LDAP and server authentication has failed. The same names with different IDs are registered on another server, and the account names are overlapping due to the domain server being switched or some similar event.	Contact the administrator.

Message	Cause	Solution
"Only one set can be printed due to insufficient HDD memory."	Due to insufficient hard disk space, only one set could be made.	Reset the print job and split it up into smaller jobs that do not exceed the maximum number of pages that can be sent per job. Use the table below to find the maximum number of pages that can be sent per job. Note that the numbers in the table are based on average print jobs; the actual number of pages you can send per job will depend on the content of the print images. • A4/Letter ($8^1/_2 \times 11$) Single-Sided Printing: Up to 1,500 pages Duplex Printing: Up to 3,000 pages • A3/11 × 17 Single-Sided Printing: Up to 1,500 pages Duplex Printing: Up to 2,000 pages
"Paper settings of the Interposer Lower Tray do not match the specified paper size. Change the paper settings of Interposer Lower Tray to the following paper size, or press [Job Reset] to cancel printing."	The paper settings configured for the selected interposer tray do not match the specified paper size.	Configure the settings of the displayed paper to match the specified paper size. Alternatively, press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about the supported paper sizes, see "Recommended Paper Sizes and Types", About This Machine.
"Paper settings of the Interposer Tray do not match the specified paper size. Change the paper settings of Interposer Tray to the following paper size, or press [Job Reset] to cancel printing."	The machine was unable to automatically select an interposer tray containing paper of the required size.	Configure the settings of the displayed paper to match the specified paper size. Alternatively, press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about the supported paper sizes, see "Loading Paper", About This Machine.

Message	Cause	Solution
"Paper settings of the Interposer Upper Tray do not match the specified paper size. Change the paper settings of Interposer Upper Tray to the following paper size, or press [Job Reset] to cancel printing."	The paper settings configured for the selected interposer tray do not match the specified paper size.	Configure the settings of the displayed paper to match the specified paper size. Alternatively, press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about the supported paper sizes, see "Loading Paper", About This Machine.
"Paper settings of Tray n do not match specified paper color. Change the paper settings of Tray n to the following paper color, or press [Job Reset] to cancel printing."	The paper settings for the selected paper tray do not match the specified paper color.	Configure the paper settings of the selected paper tray to match the specified paper color. Alternatively, press [Job Reset] to cancel the print job. For details, see "If Paper Size and Type Errors Occur", or "Normal Screen", Printer Reference.
"Paper settings of Tray n do not match specified paper size. Change the paper settings of Tray n to the following paper size, or press [Job Reset] to cancel printing."	The paper settings configured for the selected paper tray do not match the specified paper size.	Configure the paper settings of the selected paper tray to match the specified paper size. Alternatively, press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about the supported paper sizes, see "Loading Paper", About This Machine.
"Paper settings of Tray n do not match specified paper type. Change the paper settings of Tray n to the following paper type, or press [Job Reset] to cancel printing."	The paper settings configured for the selected paper tray do not match the specified paper type.	Configure the paper settings of the selected paper tray to match the specified paper type. Alternatively, press [Job Reset] to cancel the print job. See "If Paper Size and Type Errors Occur", Printer Reference. For details about the supported paper sizes, see "Loading Paper", About This Machine.
"PCL5e error has occurred. Job will be cancelled."	A PCL5e error occurred.	Press [Exit]. Check the data. Contact the administrator.

Message	Cause	Solution
"PostScript error has occurred. Job will be cancelled."	A PostScript error occurred.	Press [Exit]. Check the data. This message appears when [When PS / PDF Errors Occur] is set to [Suspended]. Contact the administrator.
"Problem with Hard Disk. Please call service."	A hard disk error has occurred.	Switch the machine's main power off and then back on. If the message persists, contact your service representative.
"Ready to print. Please go back to the initial screen to start printing."	The creation of offline print data is complete. This message appears when printing items selected on the [Test Print] tab.	Press [Exit], then press the [User Tools] key to switch to the regular printer screen, and then press [Online] to start printing. For details about [Test Print], see "Basic Configuration", Printer Reference.
"Reset Tray n correctly." (A figure is placed at n.)	The selected paper tray is not installed or is installed incorrectly.	Install the paper tray correctly, or press [Job Reset] to cancel the print job.
"SD Card authentication has failed. Press [Cancel] to cancel mode. Please call service."	SD card authentication has failed.	Contact your service representative.
"SD card is not set correctly. Contact the administrator."	The SD card is not inserted correctly.	Contact the administrator.
"SDRAM module could not be recognized."	An error has occurred in the SD RAM module.	Contact your service representative.
"Selected function cannot be used with Fold mode. Press [Job Reset] to cancel printing."	Selected function cannot be used with Fold mode.	Press [Job Reset] to cancel the print job. For details about the fold function, see "Advanced Printing", Printer Reference.
"Selected paper size is not supported. Press [Job Reset] to cancel the printing."	An unsupported paper size was specified for a PostScript print job.	Press [Job Reset] to cancel the print job, and then set the paper size correctly.

Message	Cause	Solution
"Specified paper size / paper type / paper color / paper thickness / do not match any tray paper settings. Change the tray paper settings to the following paper size / paper type / paper color / paper thickness."	The machine was unable to automatically select a tray containing the required paper.	Configure the settings of the displayed paper to match the specified paper size, type, color, and thickness. Alternatively, press [Job Reset] to cancel the print job. For details, see "If Paper Size and Type Errors Occur", Printer Reference. For details about the supported paper sizes, types, and thicknesses, see "Recommended Paper Sizes and Types", About This Machine. For details about the paper colors, see "Normal Screen", Printer Reference.
"Specified paper tray is not available. Press [Job Reset] to cancel printing."	The selected paper tray is unavailable.	Press [Job Reset] to cancel the print job, and then select the correct paper tray.
"[Speed Priority] is set for [Method for Switching between 1 & 2 Sided Feed]."	[Meth. for Switching between 1&2 Sided Feed] is set to [Speed Priority].	Under [General Settings], [Basic Configuration], [Printer Features], set [Meth. for Switching between 1&2 Sided Feed] to [Job Settings Priority]. For details about this function, see "Basic Configuration", Printer Reference.
"Stacker Cover(s) are open or the handcart is not set. Check the Stacker."	One of the stacker's front covers is open or the handcart is not attached.	Check that the stacker's front covers are closed and the handcart is attached correctly. For details about attaching the handcart, see "Removing Paper from the Stacker", About This Machine.
"The same IPv4 Address exists on more than one interfaces."	The same IPv4 address is in use by another device on the same subnet.	Check that the system's IPv4 address specified for the machine is correct and unique within the subnet, and change it if necessary. For details about the system's IP address, see "System Settings", Network and System Settings Guide.

Message	Cause	Solution
"The Suspend / Resume key of Finisher has been pressed to suspend printing. To resume printing, press the Suspend / Resume key again."	Printing has been suspended because the [Suspend/ Resume] key on the finisher was pressed.	To resume printing, press the [Suspend/ Resume] key again, and then press [Online] on the machine's control panel. For details, see p.81 "Pausing Printing When Using the Finisher or the Booklet Finisher".
"This IPv6 address already exists."	This IPv6 address already exists.	Check that the system's IPv6 address specified for the machine is correct, and change it if necessary. For details about the system's IP address, see "System Settings", Network and System Settings Guide.
"This NetBIOS name is already in use."	This NetBIOS name is already in use.	Check that the specified NetBIOS name is unique, and change it if necessary. See "Remote Maintenance by telnet", Network and System Settings Guide.
"Toner Cartridge is almost empty. Set the lower toner cartridge first."	The toner cartridge is almost empty.	Replace the relevant toner cartridge(s). Install the lower toner cartridge first. See "Adding Toner", About This Machine.

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

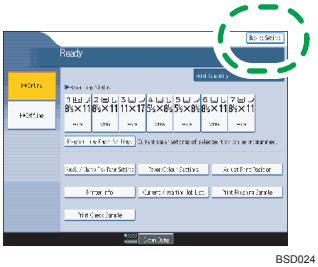
Note

- In [Print Error Report], you can specify whether or not an error report is printed if a PostScript error occurs. For details about this function, see "PS/PDF Menu", Printer Reference.

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", Network and System Settings Guide.
Printing does not start.	The Ethernet interface cable is connected to the system interface.	Connect the Ethernet interface cable to the printer interface. See "Connecting to the Interfaces", Network and System Settings Guide.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", Network and System Settings Guide.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.

Problem	Cause	Solution
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.	• When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p.34 "When the Data In Indicator Does Not Light Up or Flash". • When it is networked with a computer, contact the administrator. • The machine cannot receive data when the test print screen is displayed. See the image below.  BSD024 When [Back to Settings] is displayed, test print mode is selected. When in test print mode, the machine cannot receive data from other devices on the network. Press [Back to Settings] to switch back to the regular printing screen, and then try printing.
[Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.

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

When the Data In Indicator Does Not Light Up or Flash

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

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

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

Check if the print port setting is correct. 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 [Hardware and Sound].
3. Click [Printers].
4. Click the icon of the machine. On the [Organize] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows Server 2008

1. Click the [Start] button, and then click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click the icon of the machine. On the [Organize] menu, click [Properties].
5. Click the [Ports] tab.
6. 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.

Important

- **Certain firewall settings can prevent the printer being automatically detected when the [Detect...] button is clicked in the Printer Installer. If the printer is not automatically detected, disable the client computer's firewall settings, and then click the [Detect...] button again. For details about firewall settings, see "Setting the Firewall", Printer Reference, or Windows Help.**

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 "Adding Toner", About This Machine.
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. 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.
Images smudge when rubbed. (Toner is not fixed.)	The specified [Adjust Toner Fusing Temperature] or [Adjust Paper Feed Speed] setting may not be suitable for the thickness and type of the loaded paper.	Change the [Adjust Toner Fusing Temperature] or [Adjust Paper Feed Speed] setting in [Adjustment Settings for Operators]. For details about [Adjust Toner Fusing Temperature] and [Adjust Paper Feed Speed], see "Adjustment Settings for Operators", Network and System Settings Guide.
Garbled or incorrect characters are printed continuously.	The correct emulation might have not been selected.	Select the correct emulation. For details about how to specify the emulation setting, contact the administrator.

Problem	Cause	Solution
Tiny black spots appear on the prints.	The toner reuse mode has been selected. This mode reduces toner usage but also reduces print quality.	Cancel toner reuse mode. You can also reduce the black spots by selecting the Fusing Roller enhanced cleaning mode. For details, contact your service representative.
Printing at reduced size results in loss of print quality (lower resolution).	The printer prints without using its installed fonts.	To print using the fonts that are installed in the printer, you must configure certain settings in the printing preferences properties dialog box. In the [Fonts] menu in the printing preferences properties dialog box, select [Use Substitution Table] in [TrueType Fonts:]. If you want to select [Use Substitution Table], you must specify in advance the printer setting in order to substitute the printer fonts for the TrueType fonts used in the print job. In the printing preferences properties dialog box, click the [Device Settings] tab, click [Settings...] in [Accessories], and then click [Edit Substitution Table...] in the [Advanced Options] menu. (If the printer fonts are already selected for the print job, you do not need to configure this setting.) For details, 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.	In the [Image] menu in the printing preferences properties dialog box, set [Printable area:] to [Maximum]. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	In the [Image] menu in the printing preferences properties dialog box, set [Resolution:] to a higher value. For details about the resolution, see "Basic Configuration", Printer Reference.

Problem	Cause	Solution
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.

When paper is not fed properly

Problem	Cause	Solution
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those settings using the display panel.	• In the [Setup] menu in the printing preferences properties dialog box, change the [Paper source tray:] setting. • If the settings specified on the machine do not match the settings specified in the printer driver, the machine might not produce the print results you require. Make sure the settings specified on the machine and the settings specified in the printer driver are an exact match.
Images are printed at a slant.	The paper tray's side fences might not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine.
Images are printed at a slant.	The paper is feeding in at a slant.	Load paper correctly. See "Loading Paper", About This Machine.
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Place paper in the paper tray with the print side down. Load paper into the Wide LCT or bypass tray with the print side up.

Problem	Cause	Solution
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	• Remove the misfed paper. For details, see p.51 "Removing Jammed Paper". • If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel. For details, see "Changing the Paper Size", About This Machine.
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	• Remove the misfed paper. For details, see p.51 "Removing Jammed Paper". • Do not place anything on the finisher tray. It may cause a paper jam.
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. The Booklet Finisher requires the saddle stitch staple cartridge. For details about how to add staples, see "Adding Staples", About This Machine.
Misfeeds occur frequently.	The side or end fences of the paper trays may not be set properly.	• Remove the misfed paper. For details, see p.51 "Removing Jammed Paper". • Check the side or end fences are set properly. Also, check the side fences are locked. For details, see "Changing the Paper Size", About This Machine.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The 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.

Problem	Cause	Solution
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Z-Folded paper is not properly aligned.	The auxiliary tray is not set.	Set the auxiliary tray for the Finisher Shift Tray or Folding Unit Tray. For details about how to add the auxiliary tray, see p.82 "When Z-folded Paper Is Not Properly Aligned".
Paper is bent.	Paper may be bent when is ejected from the Finisher Upper Tray.	Change the output tray to the Finisher Shift Tray.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.

Problem	Cause	Solution
Paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine.
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
The image has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	• Do not install the machine in areas that are susceptible to low temperature. • Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine. • Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.
Paper is fed from the interposer tray even if neither cover sheet nor slip sheets is selected.	In [PS / PDF Menu], [Alt. Paper Size with Reduced Print Image] is set to [Active], and the paper specified in the printer driver is not loaded in any tray except the interposer.	Load the selected paper tray with the paper specified in the printer driver, and then try printing again. To prevent this error recurring, do not to set the [Paper source tray:] to [Auto Tray Select], and be sure to set [Alt. Paper Size with Reduced Print Image] to [Inactive] (in [PS / PDF Menu]). For details about this function, see "Basic Configuration", Printer Reference.

Printing problems about duplex function

Problem	Cause	Solution
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Tab Stock], [Translucent Paper], [OHP (Transparency)], [Label Paper], or [Preprinted Paper].	In [Tray Paper Settings], under "Tray 2-7", select a paper type other than [Tab Stock], [Translucent Paper], [OHP (Transparency)], [Label Paper], or [Preprinted Paper]. For details about accessing tray paper settings, see "Accessing Tray Paper Settings", Network and System Settings Guide.
Slip sheets are not inserted when printing in duplex mode.	You cannot select duplex printing if [Tab Stock], [Translucent Paper], [OHP (Transparency)], [Label Paper], or [Preprinted Paper] is selected as the paper type for slip sheets.	In [Tray Paper Settings], under "Tray 2-7", select a paper type other than [Tab Stock], [Translucent Paper], [OHP (Transparency)], [Label Paper], or [Preprinted Paper]. For details about accessing tray paper settings, see "Accessing Tray Paper Settings", Network and System Settings Guide.
With [Duplex-Flip on Short Edge] for stapling, even-numbered pages are printed upside down.	Two staple positions are selected with [Duplex-Flip on Short Edge] when using the duplex printing.	If you have selected [Duplex-Flip on Short Edge] for stapling with duplex printing, you must then select a staple position. Select only one staple position. If you select two staple positions, even-numbered pages may be printed upside down.

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 "Off mode/Sleep mode". Specify "Off mode/Sleep mode" in [System Settings], [Auto Off Timer].

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	If the Data In indicator is blinking, data has been received by the printer. Wait for a moment. Setting [Resolution:] to a lower value in the [Image] menu in the printing preferences properties dialog box may speed up processing.
It takes a long time to complete a print job.	Text-heavy documents may take some time to print out.	To print using the fonts that are installed in the printer, you must configure certain settings in the printing preferences properties dialog box. In the [Fonts] menu in the printing preferences properties dialog box, select [Use Substitution Table] in [TrueType Fonts:]. If you want to select [Use Substitution Table], you must specify in advance the printer setting in order to substitute the printer fonts for the TrueType fonts used in the print job. In the printing preferences properties dialog box, click the [Device Settings] tab, click [Settings...] in [Accessories], and then click [Edit Substitution Table...] in the [Advanced Options] menu. (If the printer fonts are already selected for the print job, you do not need to configure this setting.) For details, see the printer driver Help.

Problem	Cause	Solution
It takes a long time to complete a print job.	If you are printing documents that have a lot of text in True Type fonts using PostScript and [Download as soft font] is selected in [TrueType Fonts:] under [Fonts], print speed may slow down.	• In this case, under [Advanced], reduce the value of [Available Memory(100 to 81920 KB):] to about "8,000KB", and try printing again. • Reducing the amount of available memory can increase the relative size of the print data, so set [Available Memory(100 to 81920 KB):] to the default value (32,767KB). • Documents over 100 pages with a large amount of text may cause this problem. If the print speed decreases as each page is printed regardless of the number of pages, under [Advanced], reduce the value of [Available Memory(100 to 81920 KB):] to about "8,000KB". Doing this can increase the printing speed. • If you want to set [Available Memory(100 to 81920 KB):] to a value greater than the default (32,767KB), check the [PS/PDF Memory Size] of the printer settings. • In Web Interface, under [Printer Settings], [PS/PDF Menu], set [PS/PDF Memory Size] to a value greater than the value set in [Available Memory(100 to 81920 KB):]. • For details about settings on a Web Interface, see "Administrator Configuration", Printer Reference .

Problem	Cause	Solution
It takes a long time to complete a print job.	Printing will be slow if you are using the PCL5e driver to print a document with lots of graphics containing fill colors.	Change the page description language to PCLXL.
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.	Using [Accessories] in the printing preferences properties dialog box, specify the orientation of the paper loaded in the paper tray. In the printing preferences properties dialog box, click the [Device Settings] tab, click [Settings...] in [Accessories], and then specify the paper orientation in the [Paper source tray settings:] menu.

Problem	Cause	Solution
Paper is fed out halfway through the printing, so that a single-page print job is printed across multiple pages, or an error report is printed.	The data transfer from the computer to the printer may be taking time.	If you are using this printer as a PCL printer, under [General Settings], [Basic Configuration], [Printer Features], set [Wait Timeout (Non-PS)] to "0" or a time longer than that currently specified. If you are using this printer as a PostScript printer, under [Basic Configuration], [Printer Features], set the following two settings to "0" or a time longer than that currently specified: • [Wait Timeout (Non-PS)] in [General Settings] • [Wait Timeout (PS)] in [PS / PDF Menu] If you specify "0" for the above settings to, the printer will continue to wait for data sent from the computer. If an unexpected problem occurs with the computer or network, it might be necessary to switch the printer's main power off and then back on to cancel data reception. If you have specified values other than "0" in the above settings, set the [Wait Timeout (Non-PS)] setting to a longer time than the [Wait Timeout (PS)] setting. For details about this function, see "Basic Configuration", Printer Reference.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Ask your administrator about the user code. To print, you must enter the user code through the printer driver. In the [Job Options] menu in the printing preferences properties dialog box, enter the user code in [Login user name:] in [User Authentication]. For details, see "Using User Authentication", Printer Reference.

Problem	Cause	Solution
The [Offline] was pressed to suspend printing, and the print job disappeared from the initial printer screen. However, the print job has not been canceled.	A print job cannot be canceled when the printer is offline.	After canceling a print job using the control panel or Web Interface, press [Online].
The [Job Reset] was pressed to cancel the print job, but the print job has not been canceled.	The machine is offline. A print job cannot be canceled when the printer is offline.	After canceling the print job, press [Online].
When using Windows 2000/ XP/ Vista/ 7 and Windows Server 2003/ 2003 R2/ 2008/ 2008 R2, optional components connected to the machine are not recognized.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. See "Configuring Printer Options", Printer Reference.
When using Windows 2000/ XP/ Vista/ 7 and Windows Server 2003/ 2003 R2/ 2008/ 2008 R2, combined printing, booklet printing, or Auto Reduce / Enlarge printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
When using a printer driver-installed client computer to perform auto detection of network printers, some page description languages are not selectable.	The client computer might not have obtained the page description languages required by the virtual printer selected by queue name in the LPR setting.	• After the installation, click [Settings...] in [Printer Monitor/ Page Description Language], and then select the page description language. • Use the server's TCP/IP port settings to change the queue name in the LPR setting, and then change the printer's page description language by performing auto detection to discover the printer. Contact your network administrator.

Problem	Cause	Solution
PDF or DTP files do not print out properly.	PostScript is not selected as the page description language.	Change the page description language to PostScript. For details, see "Switching the Page Description Language", Printer Reference.
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 [PS / PDF Menu] or on Web Interface. For details, see "Printing a PDF File Directly" or [PS / PDF Menu] "Printer Features", Printer Reference.
PDF files do not print out/ cannot perform PDF direct print.	PDF files cannot be printed if they are print-disabled in PDF file security setting.	Change the PDF file security setting.
PDF direct print produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print and then print.
White stripes appear on the OHP.	Fragments of paper are stuck to the OHP.	Use a dry cloth to wipe any paper fragments off the back of the OHP.
When specifying [Replace Sheet Settings] in the printing preferences properties dialog box, the message "Tray Command string too complex !" appears and printing is not possible.	The number of sheets specified for [Replace sheet:] has exceeded the maximum.	Reduce the number of specified sheets. Depending on the setting, the maximum number of sheets you can specify in [Replace sheet:] varies between 18 and 35.
The option settings specified in the printer driver's properties do not reflect the machine's actual configuration.	The option settings specified in the printer driver are incorrect.	Specify the correct option settings in the printer driver's properties. For details about the paper tray settings, see "Configuring Printer Options", Printer Reference.

Problem	Cause	Solution
When bidirectional communication is established with the M driver, the paper tray settings specified in the M driver do not change to match the paper tray settings specified on the machine.	The M driver's paper tray settings do not change automatically.	The M driver's paper tray settings must be changed manually. For details about the paper tray settings, see "Configuring Printer Options", Printer Reference.

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

Note

- If you cannot make prints 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.
- Curled paper causes misfeeds, soiled paper edges, or slipped positions while performing staple or stack printing. When using curled paper, first straighten the curl with your hands or by placing the paper upside down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

Reference

- p.51 "Removing Jammed Paper"
- p.82 "When Z-folded Paper Is Not Properly Aligned"

3. Clearing Misfeeds

This chapter describes what to do if a paper jam (misfeed) occurs.

Removing Jammed Paper

This section describes how to locate and remove jammed paper.

⚠CAUTION

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

⚠CAUTION

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

⚠CAUTION

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

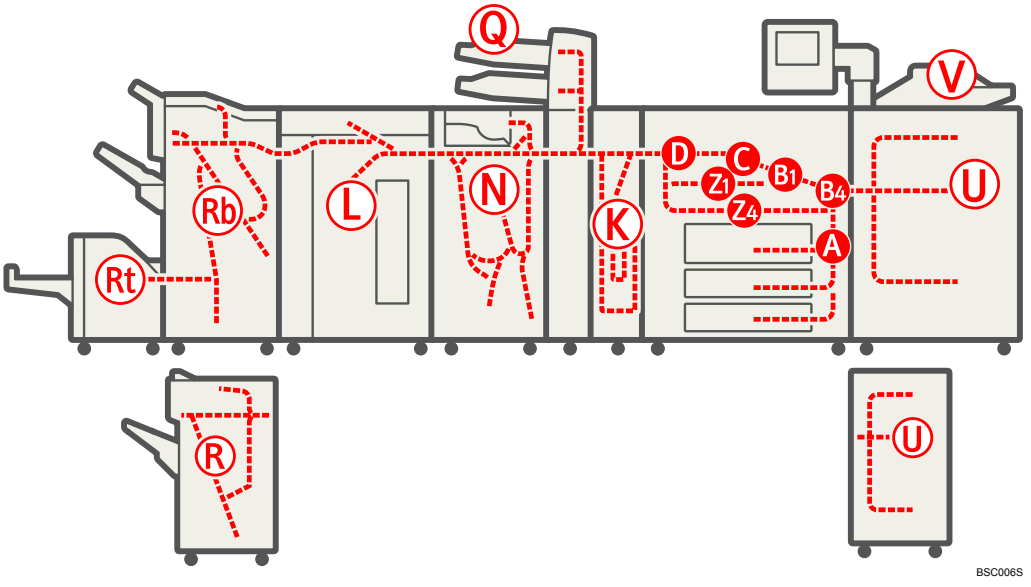
Important

- When clearing misfeeds, do not turn off the operation switch. If you do, your 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.

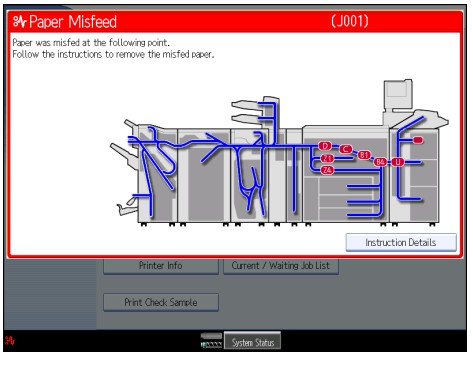
Locating Jammed Paper

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

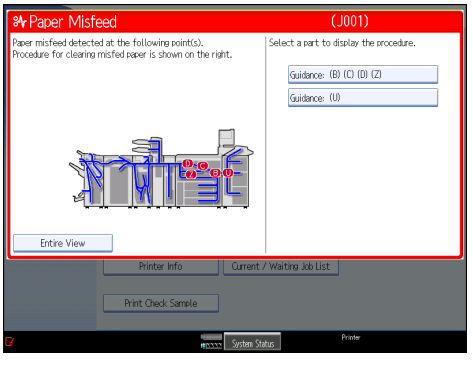
The location of the paper jam (misfeed) is indicated by the letter shown on the displayed panel.



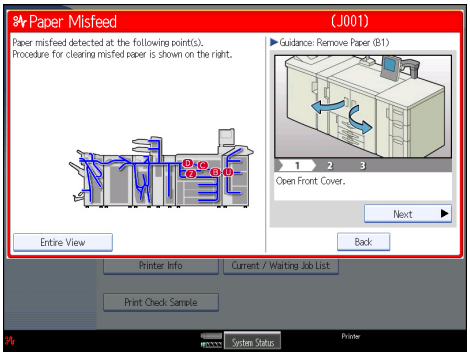
1. Press [Instruction Details].



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



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



Press [Entire View], the entire machine is displayed.

4. **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.

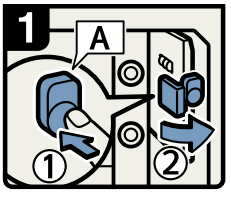
Important

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

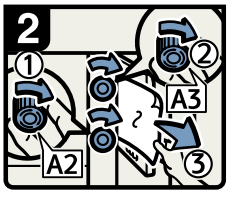
Note

- If paper becomes jammed inside the decurler or after being fed through it, any prints that are already finished will be output to the decurler's purge tray.
- Inside the finisher, or inside the front cover, there is a sticker explaining how to remove misfed paper.
- If a detailed removal instruction appears on the right of the screen, follow it.
- You can also use the procedure indicated in [System Status] to remove jammed paper.

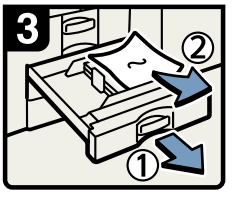
When A is Displayed



- Open the front cover of the machine.
- Push button A.
- Open the guide board.



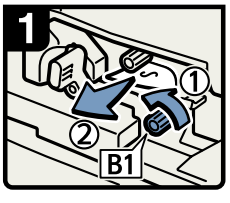
- Turn knob A2.
- Turn knob A3.
- Remove any jammed paper.
- Close the guide board.



- If you cannot remove the jammed paper pull out the tray in use.
- Remove any jammed paper.
- Close the front cover.

BSD001S

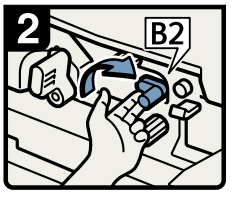
When B1 is Displayed



- Open the front cover of the machine.
- Turn knob B1.
- Remove any jammed paper.

Note:

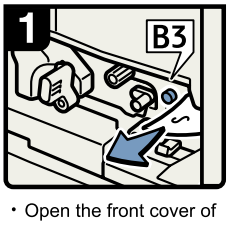
- Check if lever B2 is in the downward position. If it is not, turn it to the downward position, and then remove any jammed paper.



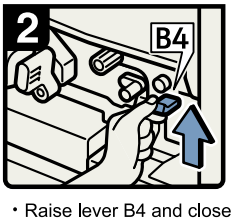
- Raise lever B2.
- Close the front cover.

BSD002S

When B4 is Displayed



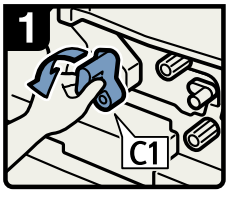
- Open the front cover of the machine.
- Push button B3 and open the guide board.
- Remove any jammed paper.



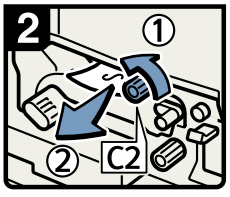
- Raise lever B4 and close the guide board.
- Close the front cover.

BQL004S

When C is Displayed



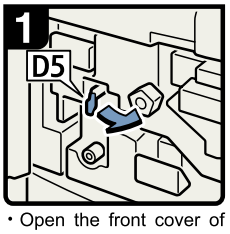
- Open the front cover of the machine.
- Turn lever C1 to the left.



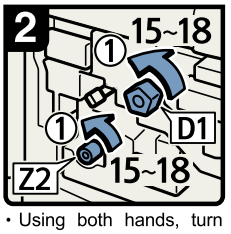
- Turn knob C2.
- Remove any jammed paper.
- Return lever C1 to its original position.
- Close the front cover.

BSD003S

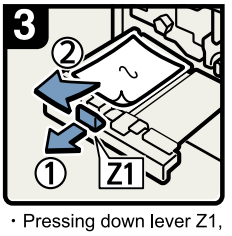
When D is Displayed



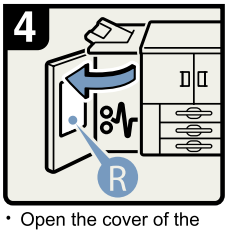
- Open the front cover of the machine.
- Pull lever D5 to the right.



- Using both hands, turn knobs D1 and Z2 anti-clockwise 15 to 18 times, at the same time.

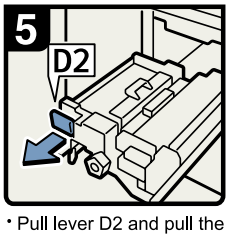


- Pressing down lever Z1, carefully pull out the duplex unit.
- Remove any jammed paper.
- Return the duplex unit to its original position.

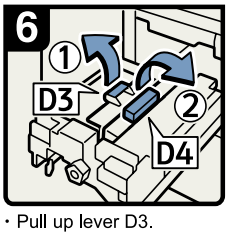


- Open the cover of the option attached to the machine's left side. *1
- Referring to the instructions on the back of the option cover, remove any jammed paper.

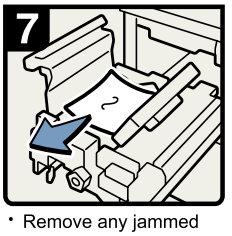
*1 Some options might differ in appearance to the options shown in these illustrations.



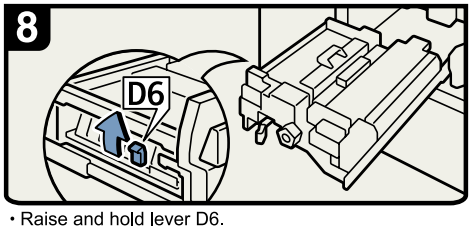
- Pull lever D2 and pull the fusing unit fully out.



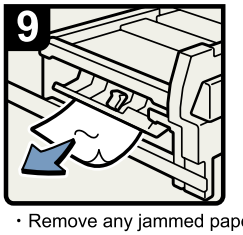
- Pull up lever D3.
- Pull up lever D4.



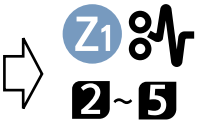
- Remove any jammed paper and return levers D3 and D4 to their original positions.



- Raise and hold lever D6.



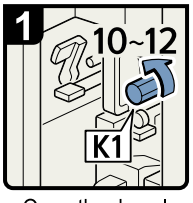
- Remove any jammed paper.
- Return the fusing unit to its original position.
- Return lever D5 to its original position.
- Close the front cover.



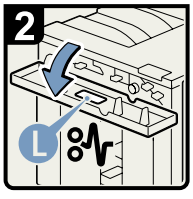
- Next, follow steps 2 to 5 of the "When Z1 is Displayed" procedure.

BSD020S

When K1 - K4 is Displayed

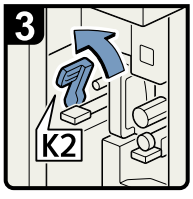


- Open the decurler cover.
- Turn knob K1 10 to 12 times.



- Open the cover of the option attached to the decurler's left side.*1
- Referring to the instractions on the back of the option cover,remove any jammed paper.

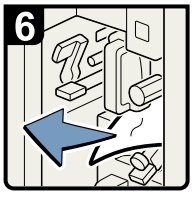
*1 Some options might differ in appearance to the options shown in these illustrations.



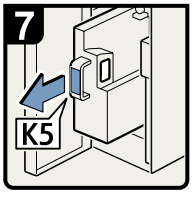
- Turn lever K2 to the left and release lever K3.

- Remove any jammed paper.
- Return lever K3 to its original position.

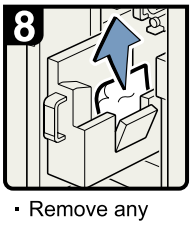
- Push button K4 and open the guide board.



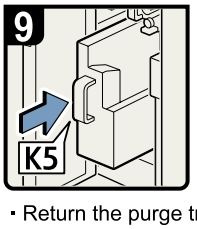
- Remove any jammed paper.
- Return the guide board to its original position.



- Pull handle K5 and pull out the purge tray.



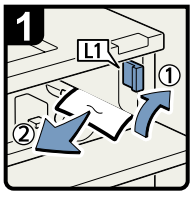
- Remove any jammed paper.



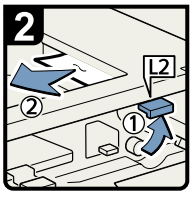
- Return the purge tray to its original position.
- Close the decurler cover.

BSD005S

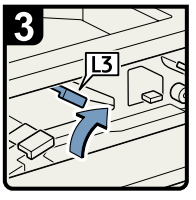
When L1 - L5 is Displayed



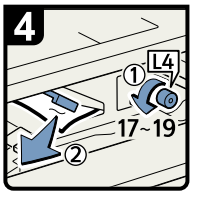
- Open the stacker's upper cover.
- Raise lever L1, and then remove any jammed paper.
- Return lever L1 to its original position.



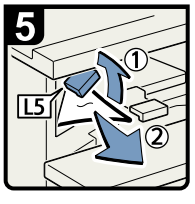
- Raise lever L2.
- Remove any jammed paper.
- Return lever L2 to its original position.



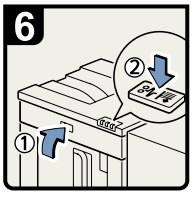
- Raise lever L3.



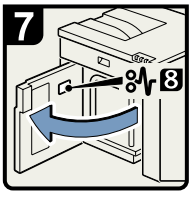
- Turn knob L4 17 to 19 times.
- Remove any jammed paper.
- Return lever L3 to its original position.



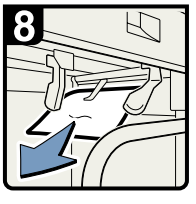
- Raise lever L5.
- Remove any jammed paper.
- Return lever L5 to its original position.



- Close the stacker's upper cover.
- Press the paper jam button on the stacker control panel.



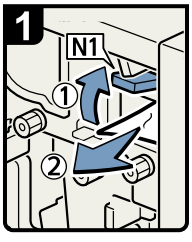
- Open the stacker's front cover.



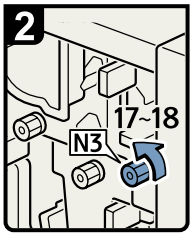
- Remove any jammed paper.
- Close the stacker's front cover.

BSD006S

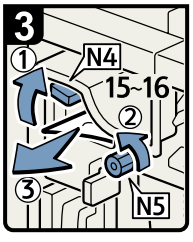
When N1 - N5 is Displayed



- Open the front cover of the folding unit.
- Raise lever N1.
- Remove any jammed paper.
- Return N1 and N2 levers to their original position.



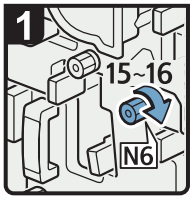
- Turn knob N3 17 to 18 times.



- Raise lever N4.
- Turn knob N5 15 to 16 times.
- Remove any jammed paper.
- Return lever N4 to its original position.
- Close the front cover.

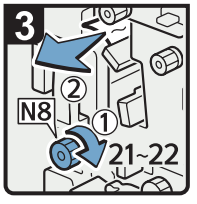
BSD007S

When N6 - N22 is Displayed

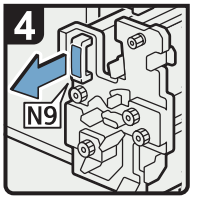


- Open the front cover of the multi-folding unit.
- Turn knob N6 15 to 16 times.

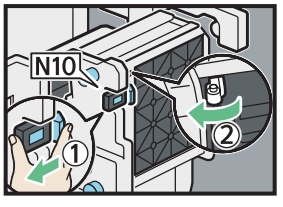
- Turn knob N5 15 to 16 times.
- Pull lever N7 to the right.
- Remove any jammed paper.



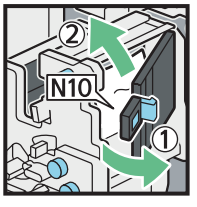
- Turn knob N8 21 to 22 times.
- Remove any jammed paper.
- Return lever N7 to its original position.



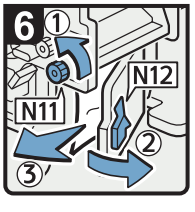
- Pull lever N9 and pull the unit fully out.



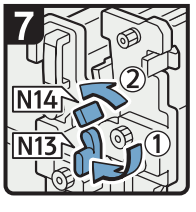
- Pull the lever toward you, and then check the lock is released.



- Leave the cover N10 in its open position.
- Remove any jammed paper from inside.
- Close cover N10.

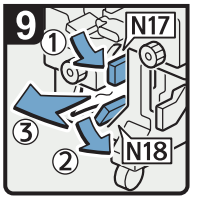


- Turn knob N11.
- Open cover N12.
- Remove any jammed paper.
- Return knob N11 to its original position.
- Close cover N12.



- Hold down lever N13.
- Turn lever N14 to the left.

- Open the N15 cover.
- Turn knob N16 7 to 8 times.
- Remove any jammed paper.
- Return N13 and N14 levers to their original position.
- Close the N15 cover.



- Lower lever N17 to the right.
- Lower lever N18 to the right.
- Remove any jammed paper.
- Return levers N17 and N18 to thier original positions.

BVP019

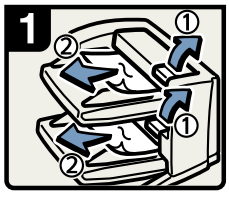
- Turn knob N19 8 to 9 times.
- Open cover N20.
- Remove any jammed paper.

- Raise lever N21.
- Remove any jammed paper.

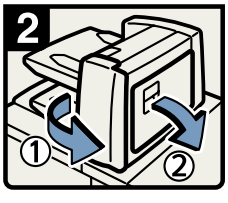
- Open cover N22.
- Turn knob N8 21 to 22 times.
- Remove any jammed paper.
- Close cover N22.
- Return the unit to its original position.
- Close the front cover of the multi-folding unit.

BVP020

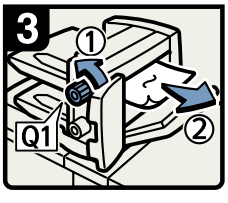
When Q1 or Q2 is Displayed



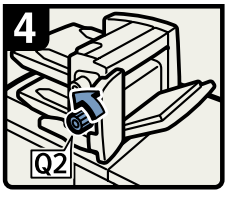
- Open the interposer upper tray cover or lower tray cover.
- Remove any jammed paper.



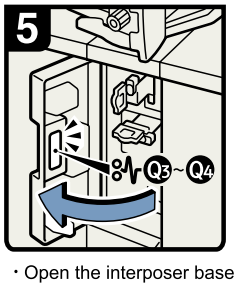
- Open the interposer main cover.
- Open the interposer right cover.



- Turn knob Q1.
- Remove any jammed paper.



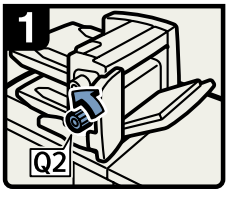
- Turn knob Q2.



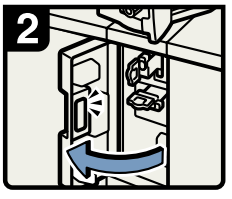
- Open the interposer base cover.
- Remove paper if the diaplay reports a paper jam in Q3 - Q4.
- Close the interposer main cover and right cover.
- Close the interposer base cover.

BSD009S

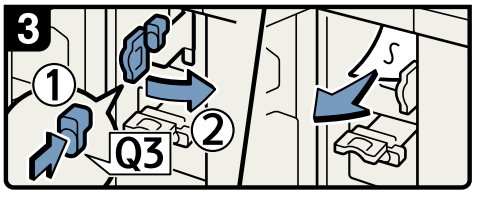
When Q3 or Q4 is Displayed



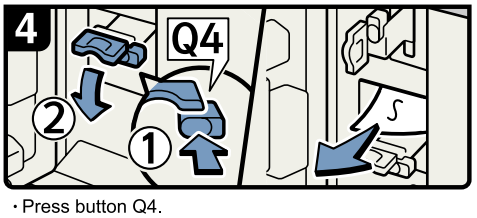
- Open the interposer main cover.
- Turn knob Q2.



- Open the interposer base cover.



- Press button Q3.
- Open the guide board.
- Remove any jammed paper.
- Close the guide board.

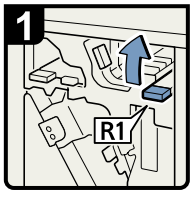


- Press button Q4.
- Open the guide board.
- Remove any jammed paper.
- Close the guide board.

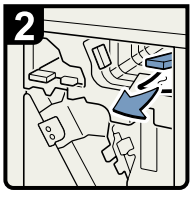
- Close the interposer main cover.
- Close the interposer base cover.

BSD010S

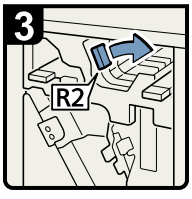
When R1 - R3 is Displayed



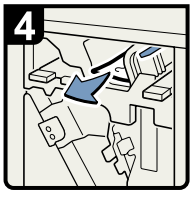
- Open the front cover of the finisher.
- Raise lever R1.



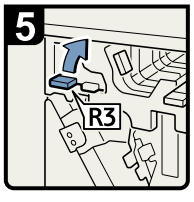
- Remove any jammed paper and return lever R1 to its original position.



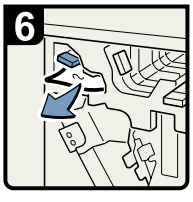
- If you cannot remove the jammed paper, turn lever R2 to the right.



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



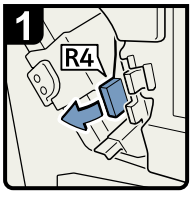
- If you cannot remove the jammed paper, raise lever R3.



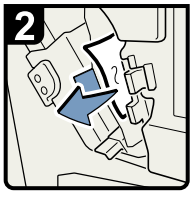
- Remove any jammed paper and return lever R3 to its original position.
- Close the front cover.

BQL063S

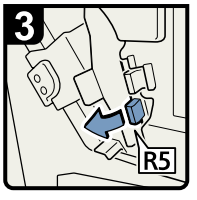
When R4 - R8 is Displayed



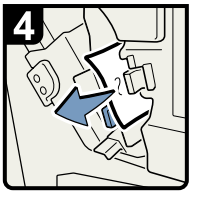
- Open the front cover of the finisher.
- Lower lever R4 to the left.



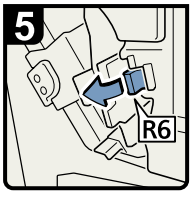
- Remove any jammed paper.



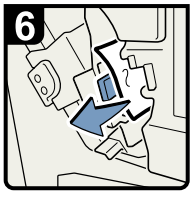
- Lower lever R5 to the left.



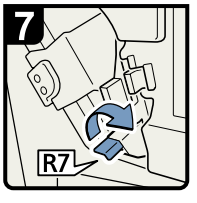
- Remove any jammed paper.



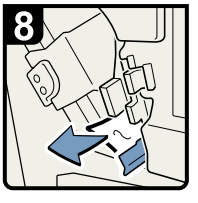
- If you cannot remove the jammed paper, pull lever R6.



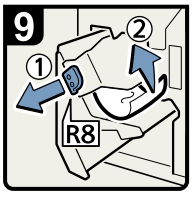
- Remove any jammed paper.
- Return levers R6, R5, and R4 to their original positions.



- If you cannot remove the jammed paper, raise lever R7.



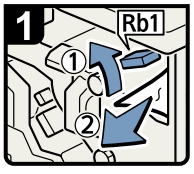
- Remove any jammed paper and return lever R7 to its original position.



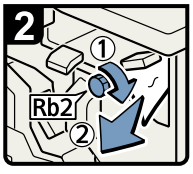
- Pull handle R8 and pull out the staple unit.
- Remove any jammed paper.
- Return the staple unit to its original position, and then close the front cover.

BSD011S

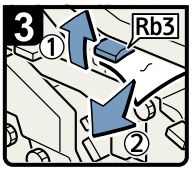
When Rb1 - Rb5 is Displayed



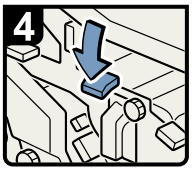
- Open the front cover of the booklet finisher.
- Raise lever Rb1.
- Remove any jammed paper.



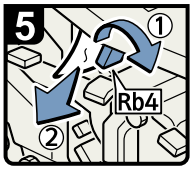
- Turn knob Rb2.
- Remove any jammed paper.
- Return lever Rb1 to its original position.



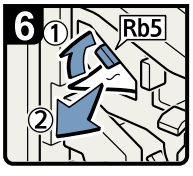
- Raise lever Rb3.
- Remove any jammed paper.



- Return lever Rb3 to its original position.



- Turn lever Rb4 to the right.
- Remove any jammed paper.
- Reurn lever Rb4 to its original position.

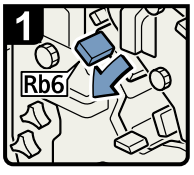


- Raise lever Rb5 to the right.
- Remove any jammed paper.
- Return lever Rb5 to its original position.
- Close the front cover of the booklet finisher.

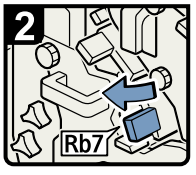
BSD012S

3

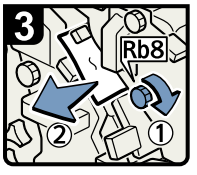
When Rb6 - Rb9 is Displayed



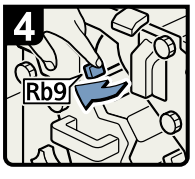
- Open the front cover of the booklet finisher.
- Lower lever Rb6.



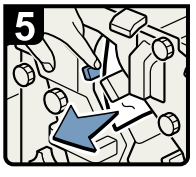
- Pull lever Rb7 to the left.



- Trun knob Rb8.
- Remove any jammed paper.
- Return levers Rb6 and Rb7 to their original positions.



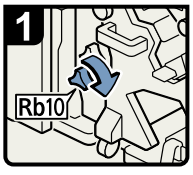
- Pull lever Rb9 to the left.



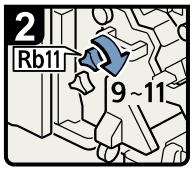
- Remove any jammed paper.
- Close the front cover of the booklet finisher.

BSD013S

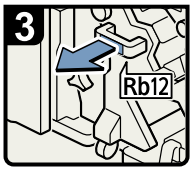
When Rb10 - Rb17 is Displayed



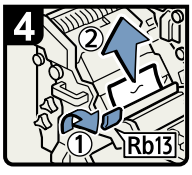
- Open the front cover of the booklet finisher.
- Turn knob Rb10.



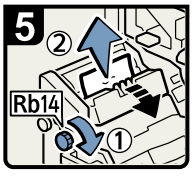
- Turn knob Rb11 9 to 11 times.



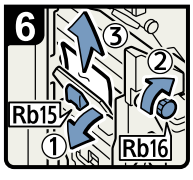
- Pull lever Rb12 and pull out the staple unit.



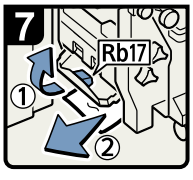
- Raise lever Rb13.
- Remove any jammed paper.



- Turn knob Rb14.
- Remove any jammed paper.



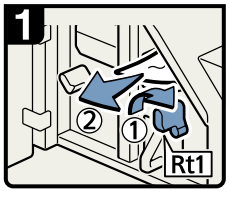
- Lower lever Rb15.
- Turn knob Rb16.
- Remove any jammed paper.



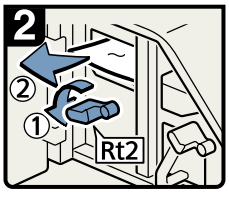
- Raise lever Rb17.
- Remove any jammed paper.
- Return the staple unit to its original position and close the front cover of the booklet finisher.

BSD014S

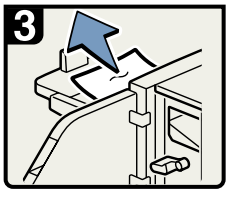
When Rt1 or Rt2 is Displayed



- Open the trimmer front cover.
- Turn Rt1 lever to the right.
- Remove any jammed paper.
- Return Rt1 lever to its original position.



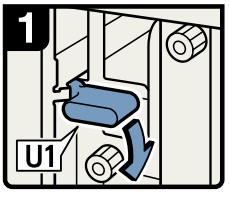
- Hold down lever Rt2.
- Remove any jammed paper.
- Return Rt2 lever to its original position.



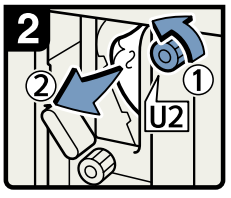
- Remove misfed paper from the trimmer tray.
- Close the front cover.

BSD015S

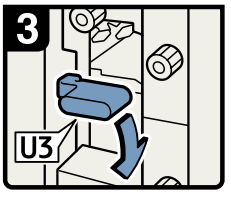
When U is Displayed (when the Large Capacity Tray is installed)



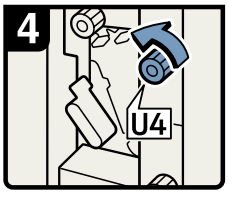
- Open the front cover of the Large Capacity Tray.
- Hold down lever U1.



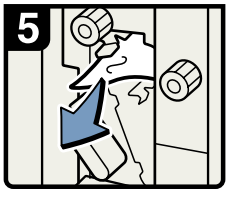
- Turn knob U2.
- Remove any jammed paper.
- Return lever U1 to its original position.



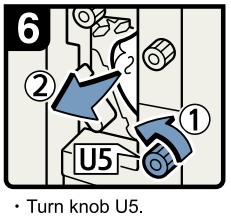
- Hold down lever U3.



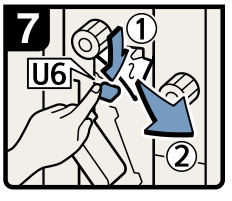
- Turn knob U4.



- Remove any jammed paper.



- Turn knob U5.
- Remove any jammed paper.

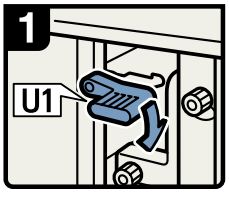


- Hold down lever U6.
- Remove any jammed paper.

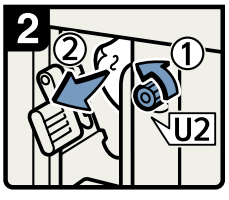
- Turn knob U7.
- Remove any jammed paper.
- Return lever U3 to its original position.
- Close the front cover.

BSD016S

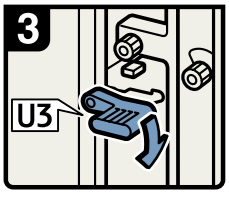
When U is Displayed (when the Wide Large Capacity Tray is installed)



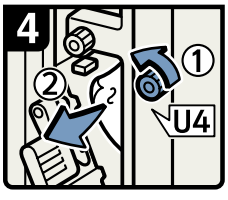
- Open the front cover of the Wide Large Capacity Tray.
- Hold down lever U1.



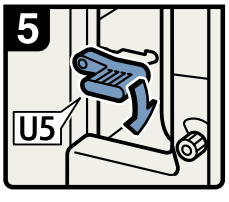
- Turn knob U2.
- Remove any jammed paper.
- Return lever U1 to its original position.



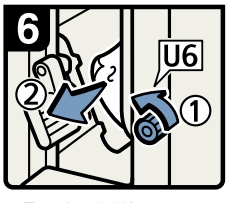
- Hold down lever U3.



- Turn knob U4.
- Remove any jammed paper.

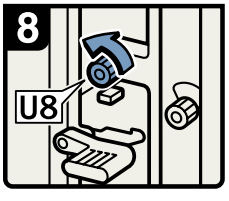


- Hold down lever U5.



- Turn knob U6.
- Remove any jammed paper.
- Return lever U5 to its original position.

- Hold down lever U7.
- Remove any jammed paper.



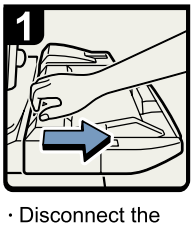
- Turn knob U8.
- Remove any jammed paper.
- Return lever U3 to its original position.
- Close the front cover.

BSD017S

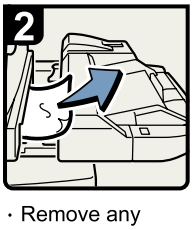
Note

- If coated paper frequently becomes jammed and causes "U" to appear, contact your representative.

When V is Displayed



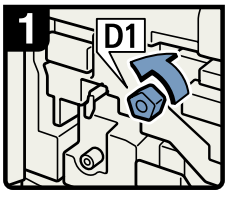
- Disconnect the bypass tray (Tray 7).



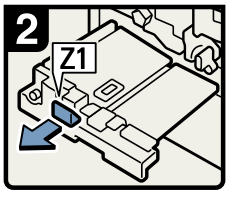
- Remove any jammed paper.
- Return the bypass tray (Tray 7) to its original position.

BQL039S

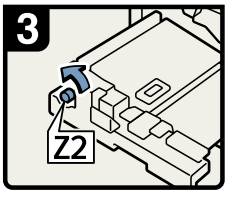
When Z1 is Displayed



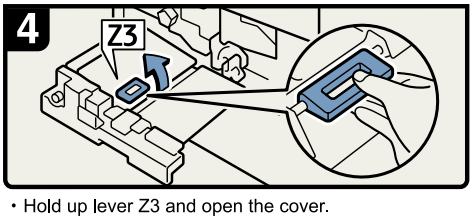
- Open the front cover of the machine.
- Turn knob D1 a few times.
- Remove any jammed paper.



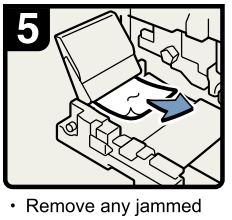
- Pull handle Z1 and pull the duplex unit fully out.



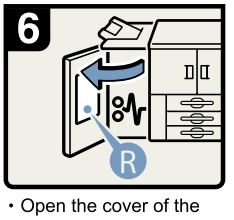
- Turn knob Z2.



- Hold up lever Z3 and open the cover.



- Remove any jammed paper.
- Close the Z3 cover.
- Push the duplex unit back in.
- Close the front cover.

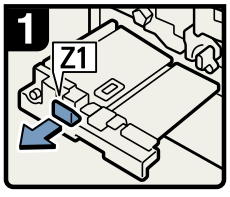


- Open the cover of the option attached to the machine's left side. *1
- Referring to the instructions on the back of the option cover, remove any jammed paper.

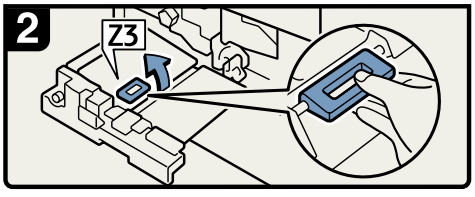
*1 Some options might differ in appearance to the options shown in these illustrations.

BSD021S

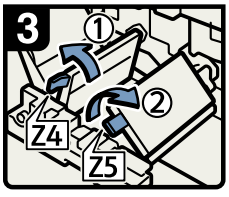
When Z4 is Displayed



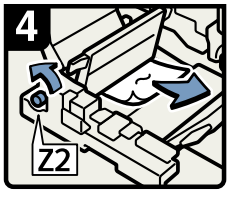
- Open the front cover of the machine.
- Pull handle Z1 and pull the duplex unit fully out.



- Raise lever Z3 and open the cover.



- Raise lever Z4.
- Raise lever Z5.



- Turn knob Z2.
- Remove any jammed paper.

- Return levers Z5, Z4, and Z3 to their original positions.
- Push the duplex unit back in.
- Close the front cover.

BSD018S

3

Removing Jammed Staples

This section describes how to remove jammed staples.

⚠ CAUTION

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

Important

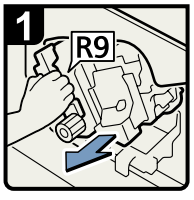
- **Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.**
- **When the finisher is installed, after removing jammed staples, staples will not be ejected the first few times you try to use the stapler.**

Note

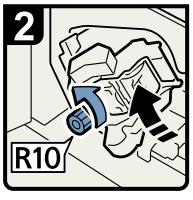
- Remove the jammed staples according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine.

Finisher

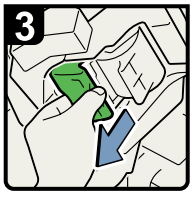
Use the following procedure to remove jammed staples from the Finisher.



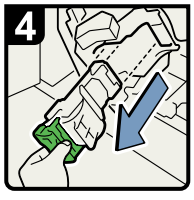
- Open the finisher's front cover.
- Pull out the staple unit.



- Turn knob R10 counterclockwise to rotate the staple unit.

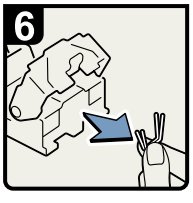


- Pull out the cartridge lever.

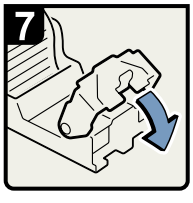


- Gently pull out the cartridge.

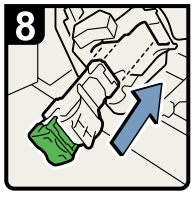
- Open the face plate of the cartridge.



- Remove any jammed staples.

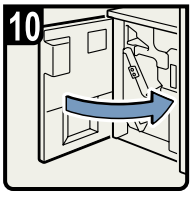


- Pull the face plate down until it clicks.



- Hold the lever and push in the cartridge.

- Push the cartridge down until it clicks.



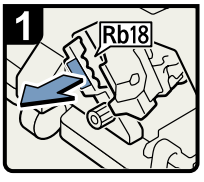
- Return the staple unit to its original position and close the finisher's front cover.

BQL062S

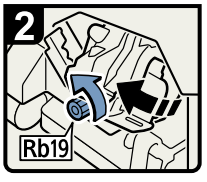
Booklet Finisher

Use the following procedure to remove jammed staples from the Booklet Finisher.

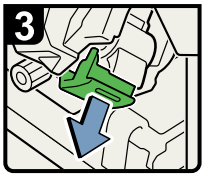
S1



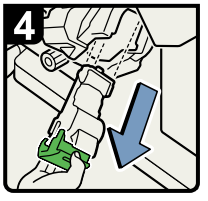
- Open the booklet finisher's front cover.
- Pull handle Rb18 and pull out staple unit.



- Turn knob Rb19 to rotate the staple unit.

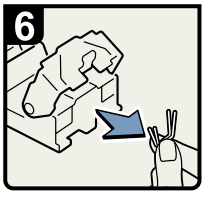


- Pull out the cartridge lever.

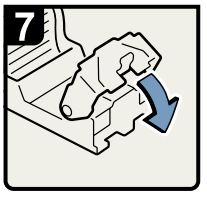


- Gently pull out the cartridge.

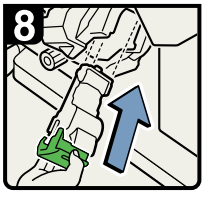
- Open the face plate of the cartridge.



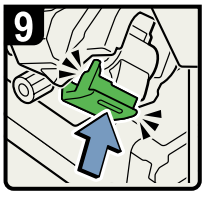
- Remove any jammed staples.



- Pull the face plate down until it clicks.



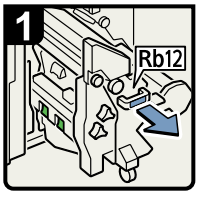
- Hold the lever and push in the cartridge.



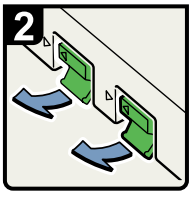
- Push the cartridge down until it clicks.
- Close the booklet finisher's front cover.

BQL037S

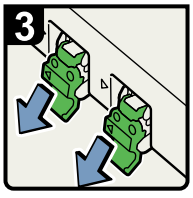
S2



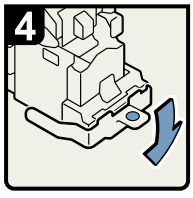
- Open the booklet finisher's front cover.
- Pull handle Rb12 and pull out the staple unit.



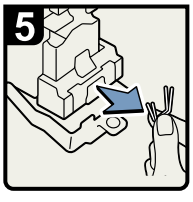
- Pull out the cartridge levers.



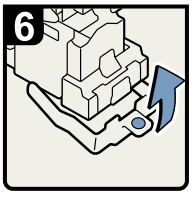
- Gently pull out the cartridge.



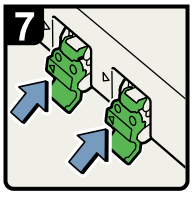
- Open the cartridge's face plate.



- Remove any jammed staples.



- Pull the face plate up until it clicks.



- Hold the levers and push in the cartridge.

- Push the cartridge down until it clicks.
- Push back the staple unit and then close the booklet finisher's front cover.

BQL038S

Removing Punch Waste

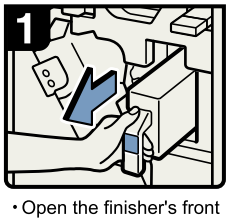
This section describes how to remove punch waste.

Note

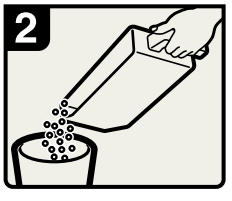
- While "Hole Punch Receptacle is full." is displayed, you cannot use the punch function.
- "Hole Punch Receptacle is full." is displayed until the punch waste box is reinstalled.
- If the message is still displayed, reinstall the punch waste box.
- If the message is still displayed, reinstall the receptacle.

Finisher

Use the following procedure to remove punch waste from the Finisher.



- Open the finisher's front cover.
- Pull out the punch waste box.

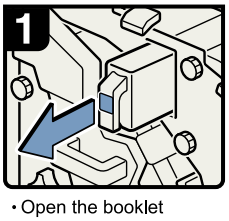


- Remove punch waste.
- Reinstall the punch waste box.
- Close the front cover.

BQL031S

Booklet Finisher

Use the following procedure to remove punch waste from the Booklet Finisher.



- Open the booklet finisher's front cover.
- Pull out the punch waste box.

- Remove punch waste.
- Reinstall the punch waste box.
- Close the front cover.

BQL035S

Removing Staple Waste

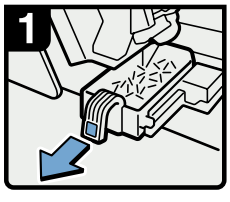
This section describes how to remove staple waste.

Note

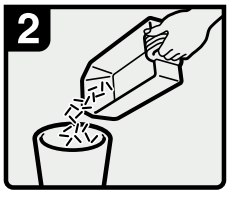
- While "Waste Staple Receptacle is full." is displayed, you cannot use the staple function.
- "Waste Staple Receptacle is full." is displayed until the waste staple box is reinstalled.
- If the message is still displayed, reinstall the waste staple box.

Finisher

Use the following procedure to remove staple waste from the Finisher.



- Open the finisher's front cover.
- Pull out the staple waste box.

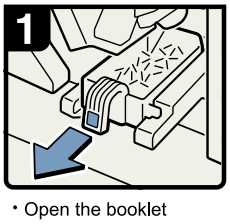


- Remove staple waste.
- Reinstall the staple waste box.
- Close the front cover.

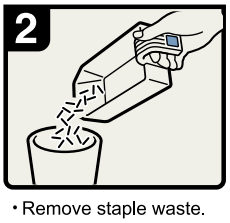
BQL032S

Booklet Finisher

Use the following procedure to remove staple waste from the Booklet Finisher.



- Open the booklet finisher's front cover.
- Pull out the staple waste box.



- Remove staple waste.
- Reinstall the staple waste box.
- Close the front cover.

BQL034S

Removing Waste Paper

This section describes how to remove the waste paper.

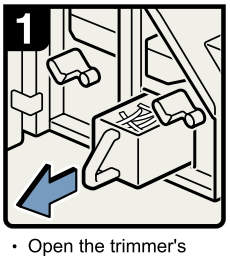
Note

- "The waste paper receptacle is full." is displayed until the receptacle is reinstalled.
- If the message is still displayed, reinstall the receptacle.

3

Trimmer

Use the following procedure to remove the waste paper produced by the trimmer.



- Open the trimmer's front cover.
- Pull out the waste paper receptacle.

- Remove waste paper.
- Reinstall the receptacle.
- Close the trimmer's front cover.

BQL054S

4. Appendix

Maintenance

Adjusting the Image Position

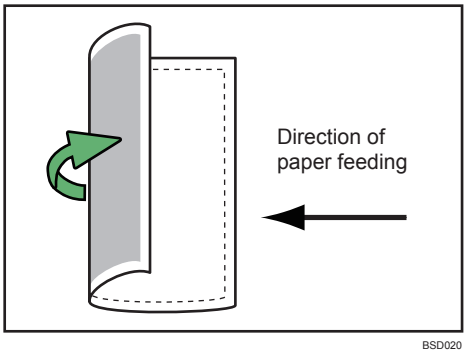
Use the following procedure to adjust the position of the image if it is out of alignment.

To adjust the image position, change the distance between the edges of the paper and the edges of the image. This procedure explains how to use [Frame Image] to adjust the image position.

1. **Press the [User Tools] key.**
2. **Press [Adjustment Settings for Operators].**
3. **Press [0106 Select Test Pattern for Image Position Adjustment].**
4. **Press [Test Pattern].**
5. **Select [Frame Image], and then press [OK].**
6. **Press [Back].**
7. **Press [To Print Screen].**

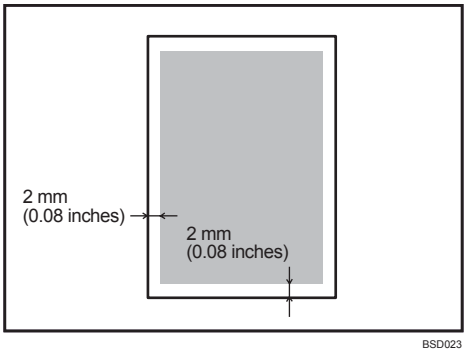
   The default screen appears.
8. **Press [Print Finishing Sample].**
9. **Select the paper tray whose alignment you want to check.**
10. **Select [Sample Output Tray] for [Output Tray], and then press [Start Printing].**

    The Frame Image for checking the alignment is printed.
11. **The Frame Image is printed on the back side of the sheet, so turn the sheet over.**



BSD020

12. **Measure the distance between the sheet's left and bottom sides and the Frame Image. The optimum aligned distance is 2 mm (0.08 inches). Use the following steps to adjust the print position according to the degree of misalignment.**



13. **Press [Back to Settings].**
14. **Press [0101 Adjust Image Position Across Feed Direction] or [0102 Adjust Image Position With Feed Direction].**

    [0101 Adjust Image Position Across Feed Direction]: Vertical alignment relative to paper feed direction.

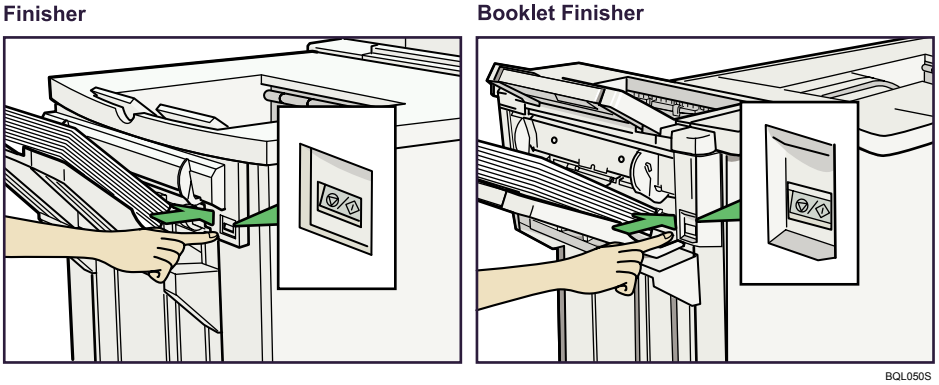
    [0102 Adjust Image Position With Feed Direction]: Horizontal alignment relative to paper feed direction.
15. **Select the paper tray you want to adjust, and then specify the value using the [+] and [−].**
16. **Press [OK], and then press [Back].**
17. **Repeat steps 7 to 16 until the distances between the paper sides and the Frame Image are between 1.5 and 2.5 mm (0.06 and 0.10 inches).**

Pausing Printing When Using the Finisher or the Booklet Finisher

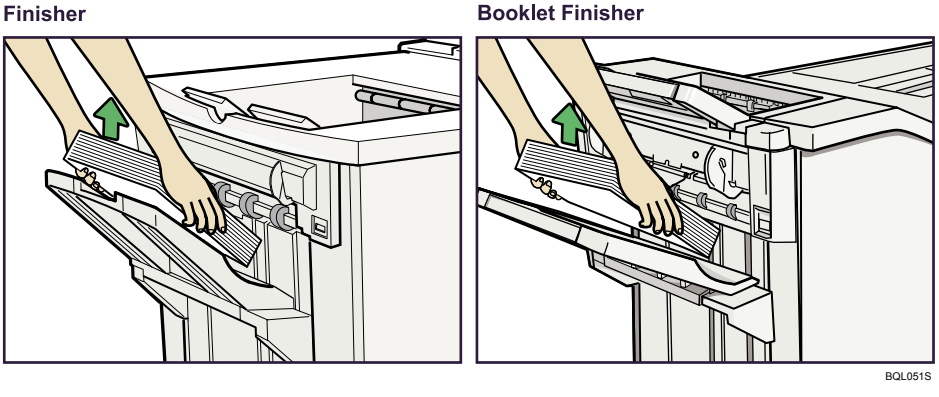
Use the following procedure to temporarily interrupt a long print run when using the Finisher or the Booklet Finisher.

1. **Press the [Suspend/Resume] key.**

   The key lights and printing stops.



2. **Remove the stack of paper from the Finisher Shift Tray.**



3. **Press the [Suspend/Resume] key.**

   The key's light turns off. To restart printing, press [Online] on the machine's control panel.

Note

- You can suspend printing only if the output tray is specified as the Finisher Shift Tray.
- Depending on the print image, the prints might not be stacked properly. In such a case, pause printing, remove the prints, and then resume printing.

When Z-folded Paper Is Not Properly Aligned

Install the auxiliary Z-fold support tray if Z-folded prints are not output tidily.

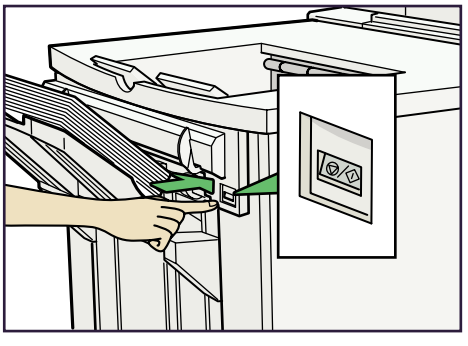
When Using the Finisher Shift Tray

Use the following procedure to attach the Z-fold support tray for Finisher to the Finisher Shift Tray.

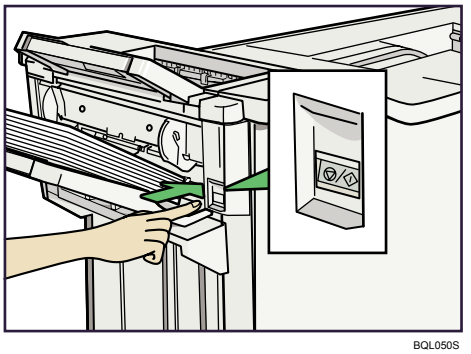
1. **Press the [Suspend/Resume] key.**

   The key lights and printing stops.

Finisher



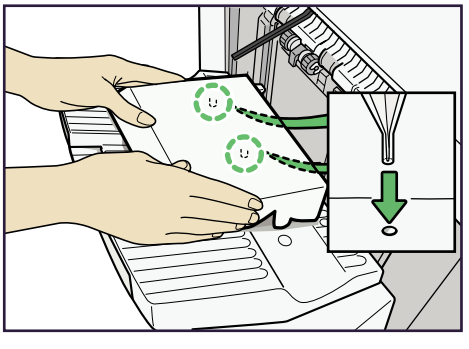
Booklet Finisher



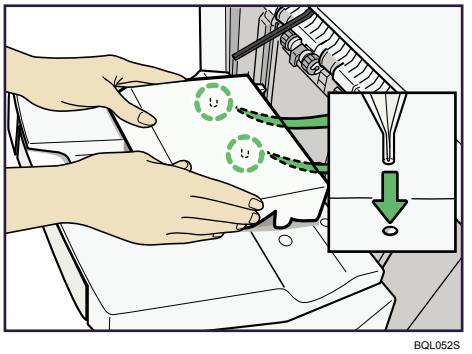
BQL050S

2. **Remove the prints.**
3. **Attach the Z-fold support tray to the Finisher Shift Tray.**

Finisher



Booklet Finisher



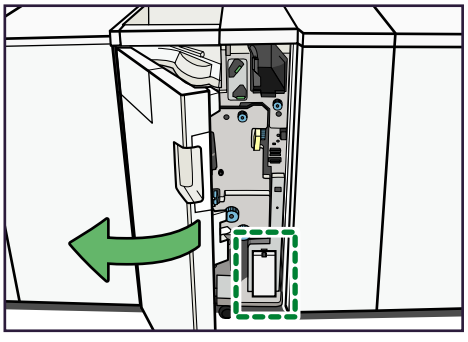
BQL052S

When Using the Folding Unit Tray

Use the following procedure to attach the large Z-fold support tray for Folding Unit to the Folding Unit Tray.

If the paper fed to the output tray is still not aligned even with the large Z-fold support tray for Folding Unit attached, attach the small Z-fold support tray for Folding Unit as well.

1. **Open the front cover of the Folding Unit and remove the large Z-fold support tray (located at the bottom of the Folding Unit).**



BQL071S

2. **Position the large Z-fold support tray flush against the end fence in the slope of the Folding Unit Tray.**

BQL072S

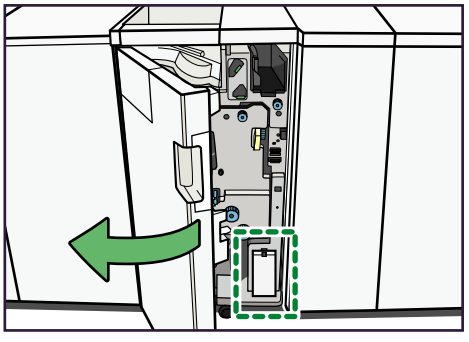
Note

- When you have finished with the large Z-fold support tray, open the front cover of the Folding Unit and hang it back up on the stowage hook.

If the Paper Fed to the Output Tray Is Still Not Aligned

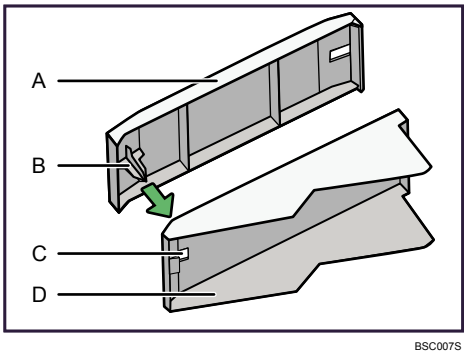
If Z-folded sheets are not output in proper alignment even when the Z-fold support tray for the Folding Unit (Large) is attached, attach the Z-fold support tray for the Folding Unit (Small) as well.

1. **Open the front cover of the Folding Unit and remove both Z-fold support trays (located at the bottom of the Folding Unit).**



BQL071S

2. **Insert the projecting part of the small Z-fold support tray into the rectangular hole of the large Z-fold support tray.**



BSC007S

A) Z-fold support tray for the Folding Unit (Small)

B) Projecting part

C) Rectangular hole

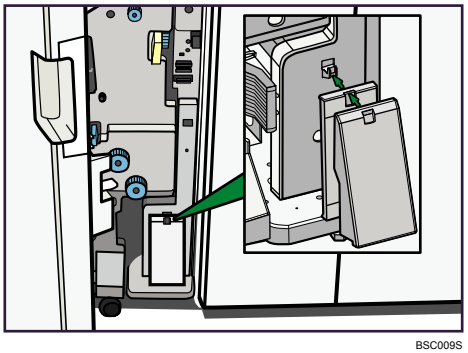
D) Z-fold support tray for the Folding Unit (Large)

3. **Position both Z-fold support trays flush against the end fence in the slope of the Folding Unit Tray.**

BSC008S

Note

- When you have finished with the Z-fold support trays, open the front cover of the Folding Unit and hang them back up on the stowage hook.
- Be sure to put the Z-fold support tray for the Folding Unit (Small) on the hook first.



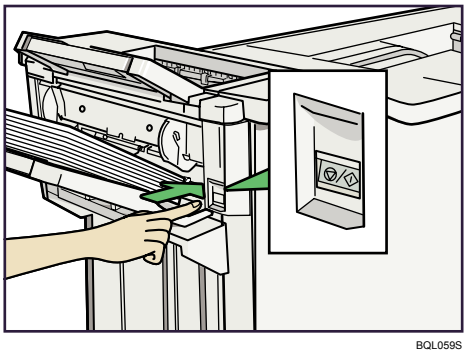
BSC009S

When Large Size Paper is Not Properly Aligned

Use the following procedure if a large sheet (B4, $8^1/_2$" × 14", or larger) becomes misaligned or falls from the booklet finisher.

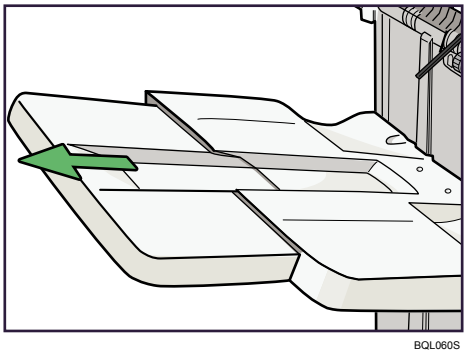
1. **Press the [Suspend/Resume] key.**

   The key lights and printing stops.



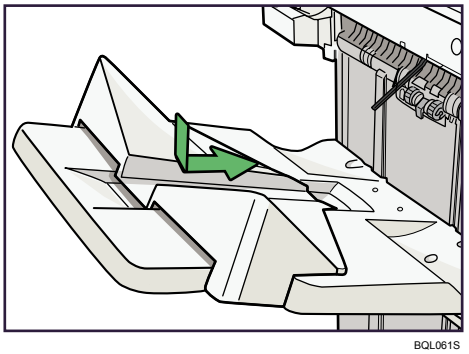
BQL059S

2. **Remove the prints.**
3. **Pull out the Finisher Shift Tray's extension.**



BQL060S

4. **Set the auxiliary coated paper tray for the Finisher Shift Tray.**



BQL061S

Note

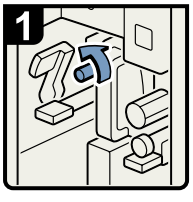
- When you have finished using the auxiliary coated paper tray, put it in the manual holder.

If the Sheets Delivered to the Stacker Are Not Aligned

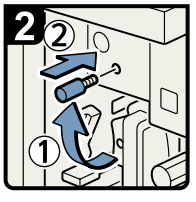
Curling can cause sheets to be delivered unaligned to the stacker. If this happens, turn the decurler's roller unit the other way round.

Note

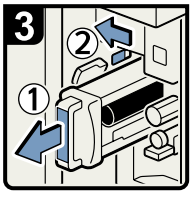
- If the sheets curl downward, attach the roller unit so the soft roller is underneath.
- If the sheets curl upward, attach the roller unit so the soft roller is on top.



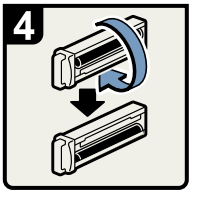
- Open the decurler cover.
- Turn lever K2 to the left to release lever K3.
- Remove the screw securing the roller unit.



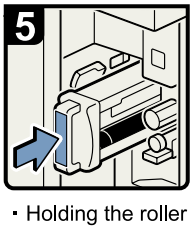
- To keep the screw safe, screw it into the upper hole.



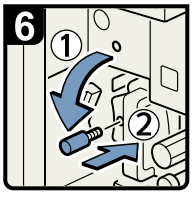
- Holding the roller unit grip, pull the roller unit out.
- Release the stopper, and then pull the roller unit all the way out.



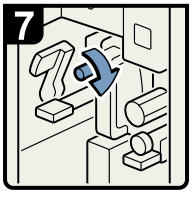
- Turn the roller unit upside down.



- Holding the roller unit grip, carefully push the roller unit all the way in.



- Remove the screw from the upper hole.



- Secure the roller unit with the screw.
- Return lever K3 to its original position.
- Close the decurler cover.

BQL057S

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Operating Instructions Troubleshooting

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