

Pro C7100_s/C7100_{sX}/C7110_s/C7110_{sX}

Operating Instructions
Troubleshooting

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1. Getting Started

This section describes the items to check when the machine does not work properly.

When the Machine Makes a Beeping Sound

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

Beep pattern	Meaning	Cause
Single short beep	Panel/screen input accepted.	A control panel or screen key was pressed.
Short, then long beep	Panel/screen input rejected.	An invalid key was pressed on the control panel or screen, or the entered password was incorrect.
Single long beep	Job completed successfully.	A Copier/Document Server Features job has finished.
2 long beeps	Machine has warmed up.	When the power is turned on or the machine exits Sleep mode, the machine has fully warmed up and is ready for use.
5 long beeps	Soft alert	An auto reset was performed through the simple screen of the Copier/Document Server function or the Scanner function.
5 long beeps repeated four times.	Soft alert	An original has been left on the exposure glass or paper tray is empty.
5 short beeps repeated five times.	Strong alert	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

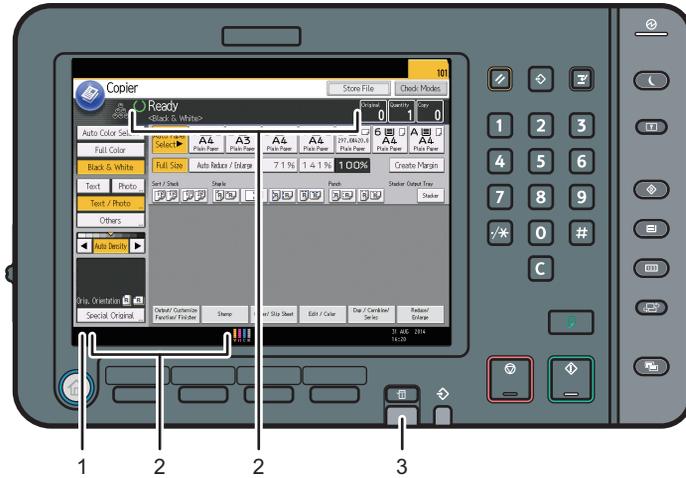
↓ Note

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

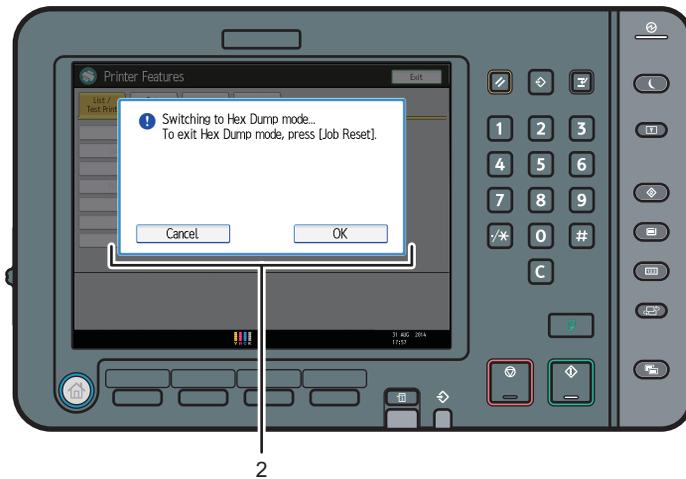
- You can enable or disable beep alerts. For details about Panel Key Sound, see "General Features", Connecting the Machine/ System Settings.

When You Check the Indicator Lamps, Status Icons, and Messages on the Control Panel

The status of the machine is indicated by the indicator lamps on the control panel, the status icons, and messages that appear. This section describes the location of the indicator lamp for the [Check Status] key and explains where the status icons and messages appear on the control panel.



DFG002



DFG003

1. Status icons

A status icon appears on the control panel if paper is added or paper jams are cleared. For details about the status icons that appear, see page 8 "When a Status Icon Is Displayed".

2. Messages

Messages appear on the control panel to indicate the status of the machine, such as error messages or status messages. For details about the problems that cause messages to appear and the corrective actions to be taken, see page 19 "When Messages Appear".

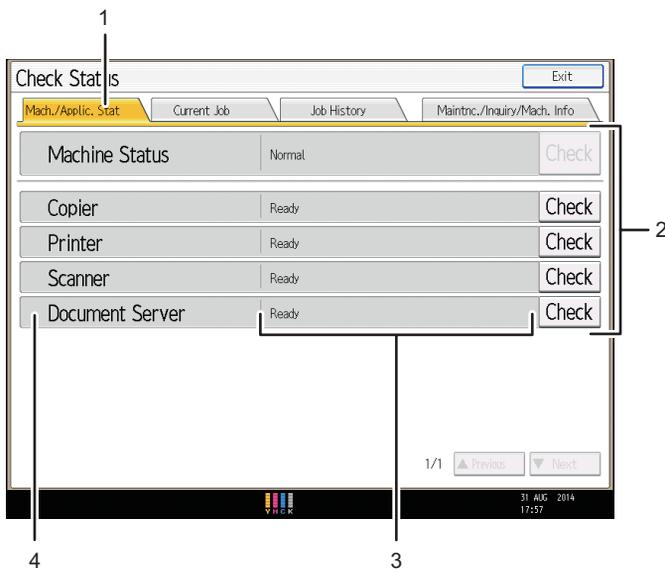
3. Indicator lamp for the [Check Status] key

A lamp lights up in red or flashes yellow if manual operations are required. For details about the [Check Status] screen, see page 6 "When the Indicator Lamp for the [Check Status] Key Is Lit or Flashing".

When the Indicator Lamp for the [Check Status] Key Is Lit or Flashing

If the indicator lamp for the [Check Status] key lights up or flashes, press the [Check Status] key to display the [Check Status] screen. Check the status of each function in the [Check Status] screen.

[Check Status] screen



DFG004

1. [Mach./Appl. Stat] tab

Indicates the status of the machine and each function.

2. [Check]

If an error occurs in the machine or a function, press [Check] to view details.

Pressing [Check] displays an error message or the corresponding function screen. Check the error message displayed on the function screen and take the appropriate action. For details about how to resolve the problems described in error messages, see page 19 "When Messages Appear".

3. Messages

Displays a message that indicates the status of the machine and each function.

4. Status icons

The status icons that can be displayed are described below:

: The function is performing a job.

: An error has occurred on the machine.

: The function cannot be used because an error has occurred in the function or machine. This icon may also appear if the toner is running low.

The following table explains problems that cause the indicator lamp for the [Check Status] key to light or flash.

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove the prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
An error has occurred.	A function which has the status "Error Occurred" in the [Check Status] screen is defective.	Press [Check] in the function which the error has occurred. Then read the displayed message, and take the appropriate action. For details about error messages and their solutions, see page 19 "When Messages Appear". You can use other functions normally.
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none"> • Check that the machine is correctly connected to the network and that the machine is correctly set. For details about how to connect the network, see "Interface Settings", Connecting the Machine/ System Settings. • For details about connecting to the network, contact your administrator. • If the indicator lamp is still lit even after you try to solve the problem as described here, contact your service representative.

When a Status Icon Is Displayed

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

Status Icon	Status
 : Paper Misfeed icon	Appears when a paper misfeed occurs. For details about removing jammed paper, see page 95 "Removing Jammed Paper".
 : Original Misfeed icon	Appears when an original misfeed occurs. For details about removing jammed paper, see page 95 "Removing Jammed Paper".
 : Load Paper icon	Appears when paper runs out. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
 : Add Toner icon	Appears when toner runs out. For details about adding toner, see "Adding Toner", Maintenance and Specifications.
 : Add Staple icon	Appears when staples run out. For details about adding staples, see "Adding Staples", Maintenance and Specifications.
 : Waste Toner Full icon	Appears when the waste toner bottle is full. Contact your service representative.
 : Hole Punch Receptacle Full icon	Appears when the hole punch receptacle is full. For details about removing punch waste, see page 117 "Removing Punch Waste".
 : Waste Staple Full icon	Appears when the waste staple receptacle is full. For details about removing staple waste, see page 118 "Removing Staple Waste".
 : Service Call icon	Appears when the machine is malfunctioning or requires maintenance.
 : Open Cover icon	Appears when one or more covers of the machine are open.

When You Have Problems Operating the Machine

Problem	Cause	Solution
The machine does not turn on.	The AC power switch has not been turned on.	Turn on the AC power switch. For details about the AC power switch, see "General Requirements", Maintenance and Specifications.
When the machine is turned on, the only icon that appears on the home screen is the [Copier] icon.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The indicator lamp remains lit and the machine does not enter Sleep mode even though the [Energy Saver] key was pressed.	In some cases, the machine does not enter Sleep mode when the [Energy Saver] key is pressed.	Before you press the [Energy Saver] key, check that Sleep mode can be enabled. For details about enabling Sleep mode, see "Saving Energy", Getting Started.
The display is turned off.	The machine is in Low Power mode.	Touch the display panel or press one of the keys on the control panel to cancel Low Power mode.
The display is turned off.	The machine is in Sleep mode.	Press the [Energy Saver] key or the [Check Status] key to exit Sleep mode.
Nothing happens when the [Check Status] key or the [Energy Saver] key is pressed.	The power is turned off.	Make sure the main power indicator is off, and then turn on the power.

Problem	Cause	Solution
The power turns off automatically.	The Weekly Timer setting is set to [Main Power Off].	Change the Weekly Timer setting. For details about the Weekly Timer setting, see "Timer Settings", Connecting the Machine/ System Settings.
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	For details about how to log in when User Code Authentication is enabled, see "When the Authentication Screen is Displayed", Getting Started.
The Authentication screen appears.	Basic Authentication, Windows Authentication, or LDAP Authentication is set.	Enter your login user name and user password. For details about the Authentication screen, see "When the Authentication Screen is Displayed", Getting Started.
An error message is still displayed, even if misfed paper is removed.	Paper is still jammed in the tray.	Remove the jammed paper by following the procedures displayed on the control panel. For details about removing jammed paper, see page 95 "Removing Jammed Paper".
An error message is still displayed, even if the indicated cover is closed.	One or more of the covers that are not indicated are still open.	Close all the covers of the machine.
Images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load the paper correctly. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Misfeeds occur frequently.	Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while staple or stack printing is performed.	<ul style="list-style-type: none"> • Flatten the paper with your hands to straighten out the curl. • Load the paper up side down so that the curled edges face downward. For details about recommended paper, see "Recommended Paper", Paper Specifications and Adding Paper. • Place the cut paper on a flat surface to prevent it from curling, and do not lean it against the wall. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	<ul style="list-style-type: none"> • Remove the misfed paper. For details about removing jammed paper, see page 95 "Removing Jammed Paper". • Check that the side or end fences are set properly. Also, check that the side fences are locked. For details about setting the side and end fences, see "Changing the Paper Size", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	<ul style="list-style-type: none"> Remove the misfed paper. For details about removing jammed paper, see page 95 "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 about specifying paper size using the control panel, see "Changing to a Size That Is Not Automatically Detected", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	There is a foreign object on the output tray.	<ul style="list-style-type: none"> Remove the misfed paper. For details about removing jammed paper, see page 95 "Removing Jammed Paper". Do not place anything on the output tray.
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. For details about how to add staples, see "Adding Staples", Maintenance and Specifications.
Misfeeds occur when printing to envelopes.	The envelopes are curled.	Make sure you fully flatten curled envelopes before you load them. Do not stack envelopes over the specified limit for the paper tray. If misfeeds still occur after the envelopes have been flattened, load envelopes on the tray one at a time and print them individually. For details about how to load envelopes, see "Envelopes", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Misfeeds occur when printing to envelopes.	You printed envelopes with a non-rectangular flap when [Skew Detection] was set to [On].	<ul style="list-style-type: none"> • Make sure you set [Skew Detection] to [Off] when printing envelopes with a non-rectangular flap. • For details about setting of skew detection, see "Adjustment Settings for Operators", Paper Settings.
When printing to envelopes, the envelopes may be fed in together, or the envelopes may not be fed.	The envelopes are curled.	Make sure you fully flatten curled envelopes before you load them. Do not stack envelopes over the specified limit for the paper tray. If misfeeds still occur after the envelopes have been flattened, load envelopes on the tray one at a time and print them individually. For details about how to load envelopes, see "Envelopes", Paper Specifications and Adding Paper.
Cannot print in duplex mode.	You have selected a paper tray that is not set for duplex printing.	Change the setting for "Apply Duplex" in "Tray Paper Settings" to enable duplex printing for the paper tray. For details about setting "Apply Duplex", see "Tray Paper Settings", Paper Settings.
Cannot print in duplex mode.	You have selected a paper type that cannot be used for duplex printing.	In "Tray Paper Settings", select a paper type that can be used for duplex printing. For details about setting "Paper Type", see "Tray Paper Settings", Paper Settings.
The machine does not turn off in 13 minutes after the main power is turned off.	The machine cannot perform the shutdown procedure.	Repeat the shutdown procedure. If the machine does not turn off, contact your service representative.

Problem	Cause	Solution
An error has occurred when the Address Book is changed from the display panel or Web Image Monitor.	The Address Book cannot be changed while you delete the multiple stored documents.	Wait a while, and then retry the operation.
Cannot use Web Image Monitor to print documents stored in Document Server.	When print volume limits are specified, users cannot print beyond their print volume limit. Print jobs selected by users who have reached their print volume limits will be canceled.	<ul style="list-style-type: none"> • For details about specifying print volume limits, see Security Guide. • To view the status of a print job, see [Print Job History]. In Web Image Monitor, click [Job] on the [Status/Information] menu. And then click [Print Job History] in "Document Server".
The function does not run or cannot be used.	If you cannot carry out your job, it may be that the machine is being used by another function.	<p>Wait until the current job is completed before trying again.</p> <p>For details about Function Compatibility, see page 16 "When Multiple Functions Cannot Be Executed Simultaneously".</p>
Paper is bent.	Paper may be bent when it is ejected from the finisher upper tray.	Change the output tray to the finisher shift tray.
The print image is not properly positioned on the paper.	<ul style="list-style-type: none"> • The machine has not detected the paper type and/or width correctly. • The print position is not aligned properly. 	Contact the machine administrator or your service representative.

Problem	Cause	Solution
Paper delivered to the high capacity stacker is curled, causing it to not align properly.	Paper is curled.	<ul style="list-style-type: none"> When the paper is curled downward, select [Adjust  Curl: Weak] or [Adjust  Curl: Strong] under [Adjust Paper Curl] in "Adjustment Settings for Operators". When the paper is curled upward, select [Adjust  Curl: Weak] or [Adjust  Curl: Strong] under [Adjust Paper Curl] in "Adjustment Settings for Operators". <p>For details about the Adjustment Settings for Operators, see "Adjustment Settings for Operators", Paper Settings.</p>
Output paper to the stacker tray does not align properly.	<ul style="list-style-type: none"> When using coated paper, the output paper to the stacker tray might fail to align properly. When the paper weight is 280.0 g/m² or more, and the paper size is A3, SRA3 or larger, the output paper to the stacker tray might fail to align properly. 	<p>Select [Adjust  Curl: Weak] or [Adjust  Curl: Strong] under [Adjust Paper Curl] in "Adjustment Settings for Operators".</p> <p>For details about the Adjustment Settings for Operators, see "Adjustment Settings for Operators", Paper Settings.</p>

Fold

Problems	Causes	Solutions
Wrinkling occurs when Gate Fold, Letter Fold-in, or Letter Fold-out is applied.	Wrinkling can occur if Gate Fold, Letter Fold-in, or Letter Fold-out is applied to B4 JIS (Japanese Industrial Standard)  , A3  , 8 1/2" × 14"  , 11" × 17"  , 12" × 18"  , 8K  , or larger sizes of paper.	When applying Gate Fold, Letter Fold-in, or Letter Fold-out to paper larger than A4, we recommend you enable image reduction and use paper no larger than A4  .

Problems	Causes	Solutions
When you print Z-folded paper, the machine indicates that the output tray is full even though the amount of output paper on the tray is less than the stack capacity.	The Z-fold support tray is not set.	Set the Z-fold support tray for finisher or multi-folding unit. For details about how to add the Z-fold support tray, see "When using the Z-fold function", Getting Started.
The multi-folding unit outputs sheets with creased edges when Gate Fold is applied.	The paper is curled.	<ul style="list-style-type: none"> Remove the paper, and then reload it upside down. Remove the paper, and then reload it in the opposite direction.
The position of the fold is incorrect when Letter Fold-in is applied to a B5 JIS sheet.	Multi-sheet Fold has been specified when only one sheet is being printed.	<p>In [Output/Customize Function/Finisher] on the initial copier screen, under [Folding Unit], select [Letter Fold-in]. Press [Change], and then set "Multi-sheet Fold" to [Off]. For details about how to specify the Multi-sheet Fold function, see "Fold", Copy/ Document Server.</p> <p>When using the printer function, change the printer driver Letter Fold-in settings so that Multi-sheet Fold is not specified.</p>

↓ Note

- There are times when images might not turn out as you want because of paper type, paper size, or paper capacity problems, use the recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.

When Multiple Functions Cannot Be Executed Simultaneously

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

Wait until the current job is completed before trying again. In certain cases, you can carry out another job using a different function while the current job is being performed.

Function Compatibility (When using an external color controller)

The chart shows Function Compatibility when (Print Priority) is set to (Interleave).
 ▲: Simultaneous operations are possible.
 ●: Operation is enabled when the relevant function key is pressed and remote switching (of the scanner/external extension) is done.
 ○: Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.
 →: Operation is performed automatically once the preceding operation ends.
 X: The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.)
 □: This only applies when Flery is used.
 ■: Priority is given to scanning originals from the TWAIN scanner. Scanning does not start until an original is set.

Mode after you select		Copy			Interrupt Copying		External Printer		External Scanner		Standard Scanner		TWAIN		Document Server		Web Document Server		
		Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Data Reception	Printing	Stapling	Operations for Scanning	Scanning	Operations for Scanning	Scanning	External	Standard	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing
Copy	Operations for Copying	X	X	X	O	O	▲	▲	▲	●	●	●	●	●	●	●	●	●	▲
	Stapling	▲ ¹	→ ¹	→ ¹	O	O ⁴	▲	▲	→	●	● ²	●	● ²	● ²	●	● ²	▲ ³	▲ ³	▲
	Sort	▲ ¹	→ ¹	→ ¹	O	O	▲	▲	▲	●	● ²	●	● ²	● ²	●	● ²	▲ ³	▲ ³	▲
Interrupt Copying	Operations for Copying	O	O	X	X	X	▲	▲	X	X	X	X	X	X	X	X	X	X	▲
	Copying	O	O	X	X	X	▲	▲	→	X	X	X	X	X	X	X	X	X	→
External Printer	Data Reception	▲	▲	▲	▲	▲	→	→	→	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
	Printing	▲	▲	▲	O	O	▲	▲	→	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
External Scanner	Stapling	▲	→	▲	O ⁴	▲	→	→	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲ ³	▲ ³
	Operations for Scanning	●	●	●	O	O	▲	▲	X	X	X	■	■	■	■	■	■	■	□
Standard Scanner	Operations for Scanning	●	● ²	● ²	O ²	O ²	▲	▲	▲	X	X	●	● ²	X	X	■	■	■	□
	Scanning	●	● ²	● ²	O ²	O ²	▲	▲	▲	X	X	X	X	X	X	■	■	■	▲
External TWAIN	Scanning	X	X	X	X	X	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
Standard TWAIN	Scanning	X	X	X	X	X	▲	▲	▲	X	X	X	X	X	X	X	X	X	▲
Document Server	Operations for Document Server	●	●	●	O	O	▲	▲	▲	●	●	●	●	●	●	●	●	●	▲
	Scanning a Document to Store in Document Server	●	X	X	O	O	▲	▲	▲	●	X	X	X	X	X	X	X	X	▲
Web Document Server	Scanning	●	▲ ³	▲	O	O	▲	▲	▲	●	X	▲	●	▲	▲	▲ ⁵	▲	▲	▲
	Printing from Document Server	▲	▲ ³	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲

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

Note

- To print the Function Compatibility table for confirmation, specify "Landscape" as the original orientation.
- Stapling cannot be used at the same time for multiple functions.
- If the machine can perform multiple functions simultaneously, specify which function should have priority in "Print Priority". The default is "Display Mode". For details about Print Priority, see "General Features", Connecting the Machine/ System Settings.
- When the finisher is installed, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "General Features", Connecting the Machine/ System Settings.
- While printing is in progress, scanning a document using another function may take longer than usual.

2. When Messages Appear

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

When Messages Appear and the Machine Cannot Be Operated

2

Message	Cause	Solution
"Please wait."	This message appears when you press the [Energy Saver] key or the [Check Status] key.	Wait for a while. If the machine is not ready in 5 minutes, turn off the power and make sure the main power indicator turns off. Wait at least 10 seconds, and then turn on the power again. If the machine is still not ready in 5 minutes, contact your service representative.
"Please wait."	This message appears when the machine is warming up.	<ul style="list-style-type: none">• Wait for a while. If the machine is not ready in 5 minutes, turn off the power and make sure the main power indicator turns off. Wait at least 10 seconds, and then turn on the power again. If the machine is still not ready in 5 minutes, contact your service representative.• Wait until the message disappears. Do not turn off the power while the message is showing.
"Please wait."	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in 5 minutes, turn off the power and make sure the main power indicator turns off. Wait at least 10 seconds, and then turn on the power again. If the message remains displayed for more than 5 minutes, contact your service representative.

Message	Cause	Solution
<p>"Please wait."</p>	<p>The current environmental condition is outside the recommended temperature range for the machine.</p>	<ul style="list-style-type: none"> • Check the optimum environmental conditions for the machine and move it to a different location. • Leave the machine for a while and allow it to adapt to the environment. <p>For details about the optimum environmental conditions for the machine, see "Optimum Environmental Conditions After Moving the Machine", Maintenance and Specifications.</p>
<p>"Shutting down... Please wait. Main power will be turned off automatically. Maximum waiting time: 8 minute(s)"</p>	<p>The shut down procedure has begun because the power was turned off while the machine was in standby mode or performing an operation.</p>	<ul style="list-style-type: none"> • Follow the message that appears and wait until the machine has shut down. Do not turn on the power while this message is displayed. If the power has been turned on, follow the message that appears. For details about turning on and off the power, see "Turning On/Off the Power", Getting Started. • The shutdown time varies according to the options that are installed and the environmental conditions of the location where the machine is set up. If the main power indicator remains lit after 13 minutes have elapsed, contact your service representative.

Message	Cause	Solution
"The power cord(s) has been disconnected or the breaker switch is turned off. Turn the main power off, plug in the cord(s) to the wall outlet, and then turn the breaker switch on."	<ul style="list-style-type: none">• One of the two power cords is not plugged into the wall outlet.• The earth leakage breaker is in the Off position.	<ul style="list-style-type: none">• Securely plug the two power cords directly into the wall outlet. For details about the power connection, see "Where to Put Your Machine", Maintenance and Specifications.• For details about handling the earth leakage breaker, see "Checking the Earth Leakage Breakers", Maintenance and Specifications.

Messages Displayed When You Use the Copy/Document Server Function

★ Important

- If you cannot make copies as you want because of the paper type, paper size or paper capacity problems, use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.

Message	Cause	Solution
"Adjusting the temperature of the binding glue."	The binding glue is being heated.	Wait until the glue has reached the correct temperature for binding.
"Cannot delete the folder because it contains locked files. Please contact the file administrator."	The folder cannot be deleted because it contains a locked original.	Unlock the locked original to delete it. For details about locked files, see Security Guide.
"Cannot detect original size."	The original placed on the exposure glass is a non-standard size.	<ul style="list-style-type: none"> • Place the original on the exposure glass again. Face the original down. • If the machine cannot detect the size of the original, specify the size manually - do not use Auto Paper Select mode or the Auto Reduce/Enlarge function. For details about specifying the settings, see "Sizes Detectable with Auto Paper Select", Paper Specifications and Adding Paper.
"Cannot detect original size."	No original has been placed, or the original placed on the exposure glass is a nonstandard size.	<ul style="list-style-type: none"> • Place the original correctly. • Specify the original size. • When placing an original directly on the exposure glass, the lifting/lowering action of the Auto Document Feeder (ADF) triggers the automatic original size detection process. Lift the ADF 30 degrees or more.

Message	Cause	Solution
"Cannot display preview of this page."	The image data may have been corrupted.	Press [Exit] to display the preview screen without a thumbnail. If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page, and then a preview of the next page will appear.
"Cannot punch this paper size."	The Punch function cannot be used with paper size selected.	For details about paper sizes, see "Specifications for Punch Unit", Maintenance and Specifications.
"Cannot staple paper of this size."	The Staple function cannot be used with the paper size selected.	Select an appropriate paper size. For details about paper sizes, see "Specifications for Finisher SR5050" or "Specifications for Booklet Finisher SR5060", Maintenance and Specifications.
"Check paper size."	An irregular paper size is set.	If you press the [Start] key, the copy will start using the selected paper.
"Duplex is not available with this paper size."	A paper size not available in Duplex mode.	Select an appropriate paper size. For details about paper sizes, see "Specifications for the Main Unit", Maintenance and Specifications.
"Exceeded the maximum number of sheets that can be used. Copying will be stopped."	The number of pages the user is permitted to copy has been exceeded.	For details about how to check the number of copies available per user, see Security Guide.
"Exceeded the maximum number of multi-sheet fold. Printing will be cancelled."	A print job was canceled because more than the maximum number of Multi-sheet Fold was specified.	Specify fewer sheets for the Multi-sheet Fold function. For details about the maximum number of Multi-sheet Fold, see "Specifications for Multi-Folding Unit", Maintenance and Specifications.
"Exceeded max. No. of sheets possible for Ring Binding."	The number of sheets per set exceeds the limit for Ring Binding.	Check the maximum number of sheets that can be ring bound. For details about the limit for Ring Binding, see "Specifications for Ring Binder", Maintenance and Specifications.

Message	Cause	Solution
"File being stored exceeded max. number of pages per file. Copying will be stopped."	The scanned originals have too many pages to store as one document.	Press [Exit], and then store again with an appropriate number of pages.
"Magazine or Booklet mode is not available due to mixed image mode."	You selected the "Magazine" or "Booklet" function for originals scanned using different functions, such as copy and printer.	Make sure originals to which the "Magazine" or "Booklet" function is applied are scanned using the same function.
"Maximum number of sets is n." ("n" is replaced by a variable.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity from [Max. Copy Quantity] in [General Features] under [Copier / Document Server Features]. For details about Max. Copy Quantity, see "General Features", Copy/ Document Server.
"Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals." ("n" is replaced by a variable.)	The number of scanned originals exceed the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Clear Memory] to cancel the scanning data and not copy.
"Perfect Binding is not available for different paper sizes."	Mixed Sizes mode is specified.	Cancel Mixed Sizes mode, or specify the Auto Reduce / Enlarge function.
"Perfect Binding is not available with the settings."	Perfect Binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when Perfect Binding is specified, see "Perfect Binding", Copy/ Document Server.
"Perfect Binding is not available with this finishing size."	Perfect Binding cannot be used with the finishing size that you have specified.	Select a proper finishing size. For details about proper finishing sizes, see "Specifications for Perfect Binder", Maintenance and Specifications.

Message	Cause	Solution
"Perfect Binding is not available with this No. of sheets."	Perfect Binding is not possible with the number of sheets that you have specified.	<ul style="list-style-type: none"> • Check the number of sheets. • Specify the proper number of sheets. <p>For details about the proper number of sheets, see "Specifications for Perfect Binder", Maintenance and Specifications.</p>
"Contains incorrect setting(s) for Perfect Binding."	Perfect Binding cannot be used with the paper size that you have specified.	Select a proper paper size. For details about proper paper sizes, see "Specifications for Perfect Binder", Maintenance and Specifications.
"Press [Continue] to scan and copy remaining originals."	The machine checked if the remaining originals should be copied, after the scanned originals were printed.	Remove all copies, and then press [Continue] to continue copying. Press [Stop] to stop copying.
"Ring Binding is not available for different paper sizes."	Mixed Sizes mode is specified.	Cancel Mixed Sizes mode, or specify the Auto Reduce / Enlarge function.
"Ring Binding is not available with the selected position."	Ring Binding cannot be applied in the position that you have specified.	Select a proper binding position. For details about proper binding positions, see "Ring Binding", Copy/ Document Server.
"Ring Binding is not available with the settings."	Ring Binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when Ring Binding is specified, see "Ring Binding", Copy/ Document Server.
"Ring Binding is not available with this paper size."	Ring Binding cannot be used with the paper size that you have specified.	Select a proper paper size. For details about proper paper sizes, see "Specifications for Ring Binder", Maintenance and Specifications.

Message	Cause	Solution
"Stapling capacity exceeded."	The number of sheets per set is over the staple capacity.	Check the stapler capacity. For details about the stapler capacity, see "Specifications for Finisher SR5050" or "Specifications for Booklet Finisher SR5060", Maintenance and Specifications.
"The selected folder is locked. Please contact the file administrator."	An attempt was made to edit or use a locked folder.	For details about locked folders, see Security Guide.

Note

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

Messages Displayed When You Use the Printer Function

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

Messages Displayed on the Control Panel When You Use the Printer Function

★ Important

- Before turning off the power, see "Turning On/Off the Power", *Getting Started*.

Message	Cause	Solution
"Exceeded the maximum number of sheets possible for Ring Binding with the currently set binding ring combs. Printing will be stopped."	The ring combs currently loaded are too small for the number of sheets that need to be bound.	Change to ring combs that are big enough to bind the sheets.
"Exceeded max. No. of sheets possible for Ring Binding."	The number of sheets per set exceeds the limit for Ring Binding.	Check the maximum number of sheets that can be ring bound. For details about the limit for Ring Binding, see "Specifications for Ring Binder", <i>Maintenance and Specifications</i> .
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet interface.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: HDD"	An error has occurred in the hard disk.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"Hardware Problem: USB"	An error has occurred in the USB interface.	Turn off the power, and then back on again. If the message appears again, contact your service representative.

Message	Cause	Solution
<p>"Load following paper in n. To force print, select another tray and press [Continue]." ("n" is replaced by a variable.)</p>	<p>The printer driver settings are incorrect or the tray does not contain paper of the size selected in the printer driver.</p>	<p>Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper.</p>
<p>"Paper in staple tray. Open cover and remove paper."</p>	<p>If printing is stopped before it is finished, paper may remain in the finisher.</p>	<p>Remove the paper remaining in the finisher.</p>
<p>"Paper size and type are mismatched. Select another tray from the following and press [Continue]. To cancel job, press [Job Reset]. Paper size and type can also be changed in User Tools."</p>	<p>The printer driver settings are incorrect or the tray does not contain paper of the size or type selected in the printer driver.</p>	<ul style="list-style-type: none"> • Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", Paper Specifications and Adding Paper. • Select the tray manually to continue printing, or cancel a print job. For details about how to select the tray manually, or cancel a print job, see "If an Error Occurs with the Specified Paper Size and Type", Print.
<p>"Paper type of n is mismatched. Select another tray from the following and press [Continue]. Paper type can also be changed in User Tools." (A tray name is placed at n.)</p>	<p>The type of the paper in the tray does not match the paper type specified in the printer driver.</p>	<p>Select a tray containing paper that is the same type as the specified paper type.</p>

Message	Cause	Solution
"Perfect Binding is not available with this No. of sheets."	Perfect Binding is not possible with the number of sheets that you have specified.	<ul style="list-style-type: none"> • Check the number of sheets. • Specify the proper number of sheets. <p>For details about the proper number of sheets, see "Specifications for Perfect Binder", Maintenance and Specifications.</p>
"Contains incorrect setting(s) for Perfect Binding."	Perfect Binding cannot be used with the paper size that you have specified.	Select a proper paper size. For details about proper paper sizes, see "Specifications for Perfect Binder", Maintenance and Specifications.
"Printer font error."	An error has occurred in the font settings.	Contact your service representative.
"Cannot print because both the main and designation (chapter) sheets are set to the same paper tray. Press [Job Reset] to cancel the job. To print the job again specify different trays."	The tray selected for other pages is the same as the one for slip sheets.	Reset the job. Be sure the tray you select for slip sheets is not providing paper for other pages.

When using direct print from a memory storage device

Message	Cause	Solution
"Exceeded the limit value for total data size of the selected files. Cannot select more files."	<ul style="list-style-type: none"> • The size of the selected file exceeds 1 GB. • The total size of the selected files exceeds 1 GB. 	<p>Files or groups of files larger than 1 GB cannot be printed.</p> <ul style="list-style-type: none"> • When the total size of the multiple files that are selected exceeds 1 GB, select files separately. • When the size of the selected file exceeds 1 GB, print from a memory storage device using a function other than the Direct printing function. <p>You cannot select files of different formats at the same time.</p>
"Unable to access the specified memory storage device."	<ul style="list-style-type: none"> • An error occurred when the machine accessed the memory storage device or a file stored on the memory storage device. • An error occurred when the user used the Direct printing function to print from a memory storage device. 	<p>Save the file to a different memory storage device, and then print again.</p>

Messages Printed on the Error Logs or Reports When You Use the Printer Function

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

When print jobs are canceled

Message	Cause	Solution
"91: Error"	Printing was canceled by the auto job cancel function due to a command error.	Check that the data is valid.
"A function which cannot be used with Fold mode was set. The job has been cancelled."	A print job was canceled because a function(s) not available with Fold was selected.	Cancel the function(s) not available with Fold. For details about the functions not available with Fold, see "Fold", Print.
"A function which cannot be used with Perfect Binding was set. The job was cancelled."	A function not available with Perfect Binding has been selected.	For details about which functions are not available with Perfect Binding, see "Perfect Binding", Print.
"A function which cannot be used with Ring Binding was set. The job was cancelled."	A function not available with Ring Binding has been selected.	For details about which functions are not available with Ring Binding, see "Ring Binding", Print.
"A job via the network that was not printed exists because an error occurred. It was stored as a job not printed."	Jobs with errors were stored because an error occurred with a print job via the network while the error job storing function was enabled.	Contact your administrator to check whether the machine is connected correctly to the network. For details about how to check and print jobs stored when print configuration errors occur, see "Printing of Documents Stored When Print Configuration Errors Occur", Print.
"An error occurred with the interface box. The job has been cancelled."	There is a problem with the interface box.	Check the interface box settings.
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	You tried to store a file in the Document Server when the [Unauthorized Copy Prevention] was specified.	On the printer driver, select a job type other than [Document Server] in "Job Type:" or deselect [Unauthorized Copy Prevention].

Message	Cause	Solution
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	The [Enter User Text:] field on the [Unauthorized Copy Prevention for Pattern Details] screen is blank.	On the printer driver's [Detailed Settings] tab, click [Effects] in "Menu:". Select [Unauthorized Copy Prevention], and then click [Details...] to display [Unauthorized Copy Prevention for Pattern Details]. Enter text in [Enter User Text:].
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	The resolution is set to a value less than 600 dpi when [Unauthorized Copy Prevention] is specified.	On the printer driver, set the resolution to 600 dpi or higher, or cancel [Unauthorized Copy Prevention].
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	A color other than black was specified as the pattern color when a command was used to specify Unauthorized Copy Prevention for Pattern for a document and print it.	Specify black as the pattern color.
"Error occurred while processing an Unauthorized Copy Prevention job. Job cancelled."	In [Administrator Tools] under [System Settings], priority was specified to be given to Unauthorized Copy Prevention Printing set on this machine.	Cancel Unauthorized Copy Prevention Printing for the printer driver. For details about how to cancel the settings, see the printer driver Help.
"Collate Cancelled"	Collate was canceled.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"You reach the usage limit. This job has been cancelled."	The number of pages the user is permitted to print has been exceeded.	For details about print volume use limitation, see Security Guide.
"Exceeded the maximum number of multi-sheet fold. The job has been cancelled."	The maximum number of Multi-sheet Fold was exceeded.	Specify fewer sheets for the Multi-sheet Fold function. For details about the maximum number of Multi-sheet Fold, see "Specifications for Multi-Folding Unit", Maintenance and Specifications.

Message	Cause	Solution
"Fold is not available with the settings. The job has been cancelled."	Fold function is not available with the current settings.	Check the paper settings. For details about the limitations of the Fold function, see "Fold", Print.
"Receiving data failed."	Data reception was aborted.	Resend the data.
"Sending data failed."	The machine received a command to stop transmission from the printer driver.	Check if the computer is working correctly.
"The selected paper size is not supported. This job has been cancelled."	Job reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size, and then print the file again.
"The selected paper type is not supported. This job has been cancelled."	Job reset is automatically performed if the specified paper type is incorrect.	Specify the correct paper type, and then print the file again.
"Z-fold error."	Z-folding was canceled.	Check the tray, paper orientation, print orientation, and Z-fold settings again.

When there is a problem with the print settings

Message	Cause	Solution
"Booklet/Half Fold Error"	The job was canceled because you specified invalid settings for saddle stitching or half fold.	Check the settings for saddle stitching or half fold.
"Classification Code is incorrect."	The classification code has not been entered, or the classification code has been entered incorrectly.	Enter the correct classification code.
"Classification Code is incorrect."	The classification code is not supported with the printer driver.	Select [Optional] for classification code. For details about how to specify classification code settings, see "Configuring Classification Codes", Print.

Message	Cause	Solution
"Duplex Cancelled"	Duplex printing was canceled.	<ul style="list-style-type: none"> • Select an appropriate paper size for the duplex function. For details about paper, see "Specifications for the Main Unit", Maintenance and Specifications. • Change the setting for "Apply Duplex" in [Tray Paper Settings] to enable duplex printing for the paper tray. For details about setting "Apply Duplex", see "Tray Paper Settings", Paper Settings.
"Exceeded Max. Pages (Collate)"	The number of pages exceeds the maximum number of sheets that you can use Collate with.	Reduce the number of pages to print.
"Exceeded the maximum number of multi-sheet fold (Half Fold)."	The maximum number of multi-sheet folds (Half Fold) was exceeded.	For details about the maximum number of multi-sheet folds (Half Fold), see "Fold", Print.
"Output Tray Changed"	The output tray was changed because the paper size of the specified output tray is limited.	Specify the proper output tray.
"Perfect Binding is not available with the settings."	Perfect Binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when Perfect Binding is specified, see "Perfect Binding", Print.

Message	Cause	Solution
"Perfect Binding is not available with this number of sheets."	Perfect Binding is not possible with the number of sheets that you have specified.	<ul style="list-style-type: none"> • Check the number of sheets. • Specify the proper number of sheets. <p>For details about the proper number of sheets, see "Specifications for Perfect Binder", Maintenance and Specifications.</p>
"Print Overrun"	Images were discarded while printing.	Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.
"Punch Cancelled"	Punch printing was canceled.	Check the paper orientation, print orientation, and then punch position. Certain settings can produce print results that might not be as expected.
"Ring Binding is not available with the settings."	Ring Binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when Ring Binding is specified, see "Ring Binding", Print.
"Staple Cancelled"	Stapling printing was canceled.	Check the paper orientation, paper quantity, print orientation, and staple position. Certain settings can produce print results that might not be as expected.

When documents cannot be stored in the Document Server

Message	Cause	Solution
"Cannot store data of this size."	The paper size exceeded the capacity of the Document Server.	Reduce the paper size of the file that you want to send to a size that the Document Server can store. Custom size files can be sent but not stored afterward.
"Document Server is not available to use. Cannot store."	You cannot use the Document Server function.	For details about using Document Server function, contact your administrator. For details about how to set permissions, see Security Guide.
"Exceeded max. capacity of Document Server. Cannot store."	The hard disk became full after a file was stored.	Delete some of the files stored in the Document Server or reduce the size that you want to send.
"Exceeded max. number of files of Document Server. Cannot store."	The maximum file capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server.
"Exceeded max. number of files. (Auto)"	While you were using the error job store function to store Normal Print jobs as Hold Print files, the maximum file capacity for file storage or Hold Print file management (automatic) was exceeded.	Delete Hold Print files (automatic) or unneeded files stored on the machine.
"Exceeded max. number of pages of Document Server. Cannot store."	The maximum page capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server or reduce the number of pages that you want to send.
"Exceeded max. number of pages. (Auto)"	While you were using the error job store function to store Normal Print jobs as Hold Print files, the maximum page capacity was exceeded.	Delete unneeded files stored on the machine. Reduce the number of pages to print.

Message	Cause	Solution
"Job cancelled because capture file could not be stored: Exceeded max. memory."	The hard disk became full after a file was stored.	Delete the files stored in the Document Server or reduce the file size to be sent.
"Job cancelled because capture file could not be stored: Exceeded max. files."	The maximum file capacity of the Document Server was exceeded.	Delete the files stored in the Document Server.
"Job cancelled because capture file could not be stored: Exceeded max pages per file."	The maximum page capacity of the Document Server was exceeded.	Delete some of the files stored in the Document Server or reduce the number of pages that you want to send.
"The specified folder in Document Server is locked. Cannot store."	The specified folder is locked.	Unlock the folder or specify another folder number that can be used. For details about locked folders, see Security Guide.

When there is not enough free hard disk space

Message	Cause	Solution
"HDD Full"	When you were printing with the PostScript 3 printer driver, the hard disk capacity for fonts and forms was exceeded.	Delete unneeded forms or fonts registered on the machine.
"HDD Full"	The hard disk became full while you were printing a Sample Print, Locked Print, Hold Print, or Stored Print file.	Delete unneeded files stored on the machine. Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print, or Stored Print file.
"HDD is full. (Auto)"	The hard disk became full while you were using the error job store function to store Normal Print jobs as Hold Print files.	Delete unneeded files stored on the machine. Alternatively, reduce the data size of the Temporary Print file and/or the Stored Print file.

When there is not enough memory

Message	Cause	Solution
"84: Error"	There is no work area available for image processing.	Decrease the number of files sent to the machine.

When there is a problem with a parameter

Message	Cause	Solution
"86: Error"	Parameters of the control code are invalid.	Check the print settings.

When the user lacks privileges to perform an operation

Message	Cause	Solution
"No response from the server. Authentication has failed."	A timeout occurred while connection to the server was being established for LDAP authentication or Windows Authentication.	Check the status of the server.
"Printing privileges have not been set for this document."	You have no privileges to print the PDF document you tried to print.	Contact the owner of the document.
"You do not have a privilege to use this function. This job has been cancelled."	The entered login user name or login password is not correct.	Check that the user name and password are correct.
"You do not have a privilege to use this function. This job has been cancelled."	The logged in user is not allowed to use the selected function.	For details about how to set permissions, see Security Guide.
"You do not have a privilege to use this function. This operation has been cancelled."	The logged in user does not have the privileges to register programs or change the paper tray settings.	For details about how to set permissions, see Security Guide.

When a user cannot be registered

Message	Cause	Solution
"Auto-registration of user information has failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the Address Book is full.	For details about automatic registration of user information, see Security Guide.
"Information for user authentication is already registered for another user."	The user name for LDAP was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), and so on.	For details about user authentication, see Security Guide.

When other errors occur

Message	Cause	Solution
"85: Error"	The specified graphics library is unavailable.	Check that the data is valid.
"98: Error"	The machine could not access the hard disk correctly.	Turn off the power, and then back on again. If the message appears frequently, contact your service representative.
"99: Error"	This data cannot be printed. The specified data is either corrupt or it cannot be printed from a memory storage device using the Direct printing function.	Check that the data is valid. For details about the kinds of data that can be printed from a memory storage device using the Direct printing function, see "Direct Printing from a Memory Storage Device", Print.

Message	Cause	Solution
"Command Error"	An RPCS command error occurred.	<p>Check using the following procedure:</p> <ul style="list-style-type: none"> • Check if the communication between the computer and the machine is working correctly. • Check if the correct printer driver is being used. • Check if the machine's memory size is set correctly in the printer driver. • Check that the printer driver is the most up-to-date version available.
"Compressed Data Error."	The printer detected corrupt compressed data.	<ul style="list-style-type: none"> • Check the connection between the computer and the printer. • Check that the program you used to compress the data is functioning correctly.
"Data Storage Error"	You tried to print a Sample Print, Locked Print, Hold Print, or Stored Print file, or to store a file in the Document Server when the hard disk was malfunctioning.	Contact your service representative.
"Error has occurred."	A syntax error, etc., occurred.	Check that the PDF file is valid.
"Exceeded Max. Stored Files"	While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum file capacity was exceeded.	Delete unneeded files stored on the machine.
"Exceeded Max. Stored Pages"	While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum page capacity was exceeded.	<p>Delete unneeded files stored on the machine.</p> <p>Reduce the number of pages to print.</p>

Message	Cause	Solution
"Failed to obtain file system."	PDF direct printing could not be performed because the file system could not be obtained.	Turn off the power, and then back on again. If the message appears again, contact your service representative.
"File system is full."	PDF file does not print out because the capacity of the file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.
"Folding Unit Error."	There is a problem with the multi-folding unit.	Contact your service representative.
"I/O buffer overflow."	An input buffer overflow occurred.	<ul style="list-style-type: none"> • In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value. • Reduce the number of files being sent to the machine.
"Insufficient Memory"	A memory allocation error occurred.	PCL 6 On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list. In some cases, it will take a long time to complete a print job.
"Memory Retrieval Error"	A memory allocation error occurred.	Turn off the power and then back on again. If the message appears again, replace the RAM. For details about replacing the RAM, contact your service representative.
"Paper Type Error"	The specified paper type name is not set in the machine.	Re-obtain the latest paper type information set in the machine.

If printing does not start, contact your service representative.

Note

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

Messages Displayed When You Use the Scanner Function

Messages Displayed on the Control Panel When You Use the Scanner Function

2

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

Message	Cause	Solution
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.
"Cannot find the specified path. Please check the settings."	An antivirus program or a firewall is preventing the machine from connecting to your computer.	<ul style="list-style-type: none"> • Antivirus programs and firewalls can prevent client computers from establishing connection with this machine. • If you are using antivirus software, add the program to the exclusion list in the application settings. For details about how to add programs to the exclusion list, see the antivirus software Help. • To prevent a firewall from blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your operating system's Help.
"Entered user code is not correct. Please re-enter."	You have entered an incorrect user code.	Check the authentication settings, and then enter a correct user code.

Message	Cause	Solution
"Exceeded max. number of alphanumeric characters for the path."	The maximum number of specifiable alphanumeric characters in a path has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. For details about the maximum enterable number of characters, see "Values of Various Set Items for Transmission/Storage Function", Scan.
"Exceeded max. number of alphanumeric characters."	The maximum enterable number of alphanumeric characters has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. For details about the maximum enterable number of characters, see "Values of Various Set Items for Transmission/Storage Function", Scan.
"Exceeded the maximum number of OCR jobs that can be on standby for storing, please wait. Try again after storing of the current job has completed."	The maximum allowable number of jobs on standby was exceeded because large quantities of documents were stored by the OCR function.	Up to 100 jobs can be placed on standby by the OCR function. Scan the next document after the current jobs have finished being stored.
"File types have been automatically set for some files because multiple files were selected."	If there are selected stored documents which cannot be converted to a specified file format, those documents are automatically converted to a convertible format before they are transmitted.	For details about the file formats used to transmit stored documents, see "Sending a Stored File", Scan.
"Programmed. Cannot program the destination(s) that is not programmed in the address book."	The destinations that were selected while registered to the program contain a folder destination for which one of the following destinations is set: manually entered destination, WSD destination, or DSM destination	WSD destinations and DSM destinations cannot be registered to the program because they cannot be registered in the address book. For manually entered destinations, register the destinations in the address book, and then try to register them to the program again.

Message	Cause	Solution
"Scanner journal is full. Please check Scanner Features."	"Print & Delete Scanner Journal" in [Scanner Features] is set to [Do not Print: Disable Send], and Scanner Journal is full.	Print or delete Scanner Journal. For details about Scanner Features, see "General Settings", Scan.
"The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. "0 to 9", "A to Z", "a to z", ". - _""	The file name contains a character that cannot be used.	Check the file name set at the time of scanning. For details about characters that can be used in file names, see "Specifying the File Name", Scan.
"The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. "0 to 9", "A to Z", "a to z", ". - _""	The file name contains a character that cannot be used.	Check the file name specified at the time of scanning. The file name specified in the Sending Scan Files to Folders function cannot contain the following characters: \ / : * ? " < > The file name cannot start or end with a period ".".
"The program is recalled. Cannot recall the destination(s) for which access privileges are required."	The currently logged-in user does not have permission to view the destination that was registered in the program.	For details about how to set permissions, see Security Guide.
"The program is recalled. Cannot recall the destination(s) that is deleted from the address book."	The destination stored in the program could not be recalled because it was deleted from the address book.	Enter the destination directly to send data separately.
"The program is recalled. Cannot recall the folder destination(s) with protection code(s)."	The folder destinations for which the protection code was set were registered in the program.	A destination for which the protection code is set cannot be recalled by the program. Cancel the protection code setting or send scanned files to the destination separately.

When documents cannot be scanned properly

Message	Cause	Solution
"All the pages are detected as blank. No file was created."	No PDF file was created because all the pages of the scanned original were detected as blank when [On] is specified for [Delete Blank Page] in [OCR Settings].	Check whether the original is set upside down. Change [OCR Scanned PDF: Blank Page Sensitivity] in [Scanner Features] to "Sensitivity Level 1".
"Check original's orientation."	Originals may sometimes not be scanned depending on a combination of items such as the specified scaling factor and document size.	Change the orientation of the original, and then scan the original again.
"Exceeded max. data capacity." "Check scanning resolution, then press Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. For details about the settings for the scanner function, see "Relationship between Resolution and Scan Size", Scan.
"Exceeded max. data capacity." "Check the scanning resolution, then reset n original(s)." ("n" in the message represents a variable.)	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. For details about the settings for the scanner function, see "Relationship between Resolution and Scan Size", Scan.
"Exceeded max. data capacity." "Check the resolution and the ratio and then press the Start key again."	The data being scanned is too large for the scale ratio specified in [Specify Size].	Reduce the resolution or [Specify Size] value, and then scan the original again.

Message	Cause	Solution
"Exceeded max. number of files which can be used in Document Server at the same time."	The maximum number of files that can be stored in the Document Server has been exceeded.	Check the files stored by the other functions, and then delete unneeded files. For details about how to delete files, see "Deleting Stored Documents", Copy/ Document Server.
"Not all of the image will be scanned." "Check the ratio and then press the Start key again."	If the scaling factor specified in "Specify Reproduction Ratio" is too large, part of the image may be lost.	Reduce the scaling factor in "Specify Reproduction Ratio", and then try to scan the original again. If displaying the entire image is not necessary, press the [Start] key to start scanning with the current scaling factor.
"Not all of the image will be scanned." "Check the ratio and then press the Start key again."	Using "Specify Reproduction Ratio" to scale down a large document may cause part of the image to be lost.	Specify a large size in [Specify Size], and then scan the original again. If displaying the entire image is not necessary, press the [Start] key to start scanning with the current scaling factor.
"The size of the scanned data is too small." "Check the resolution and the ratio and then press the Start key again."	The data being scanned is too small for the scale ratio specified in [Specify Size].	Specify a higher resolution or a large size in [Specify Size], and then scan the original again.

When documents cannot be scanned because the memory is full

Message	Cause	Solution
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	Try one of the following measures: <ul style="list-style-type: none"> • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. For details about changing scan area and scanning resolution, see "Scan Settings" of Various Scan Settings, Scan. • Delete unneeded stored files. For details about how to delete stored files, see "Deleting a Stored File", Scan.
"Memory is full. Do you want to store scanned file?"	Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.	Specify whether or not to use the data.
"Memory is full. Scanning has been cancelled. Press [Send] to send the scanned data, or press [Cancel] to delete."	Because there is not enough free hard disk space in the machine for sending by e-mail while data is being stored in the Document Server, only some of the pages could be scanned.	Specify whether or not to use the data.

When data transmission fails

Message	Cause	Solution
"Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]."	The entered user name or password was invalid.	<ul style="list-style-type: none"> • Check that the user name and password are correct. • Check that the ID and password for the destination folder are correct. • A password of 128 or more characters may not be recognized.
"Exceeded max. email size. Sending email has been cancelled. Check [Max. Email Size] in Scanner Features."	The file size per page has reached the maximum e-mail size specified in [Scanner Features].	<p>Change the scanner features settings as follows:</p> <ul style="list-style-type: none"> • Increase the e-mail size limit in [Max. Email Size]. • Change the [Divide & Send Email] setting to [Yes (per Page)] or [Yes (per Max. Size)]. For details about these settings, see "Send Settings", Scan.
"Sending the data has failed. The data will be resent later."	A network error has occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact your administrator.
"Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]."	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	If the same message appears again after scanning again, the cause could be a mixed network, or network settings were changed during WSD scanner transmission. For details about network error, contact your administrator.

When data cannot be sent because a currently used file is selected

Message	Cause	Solution
"Selected file is currently in use. File name cannot be changed."	You cannot change the name of a file whose status is "Waiting..."	Cancel transmission ("Waiting..." status cleared), and then change the file name.
"Selected file is currently in use. Password cannot be changed."	You cannot change the password of a file whose status is "Waiting..."	Cancel transmission ("Waiting..." status cleared), and then change the password.
"Selected file is currently in use. User name cannot be changed."	You cannot change the sender's name whose status is "Waiting..."	Cancel transmission ("Waiting..." status cleared), and then change the user name.
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed).	Cancel transmission ("Waiting..." status cleared), and then delete the file.

When data cannot be sent because there are too many documents or pages

Message	Cause	Solution
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The file being stored has exceeded the maximum number of pages for one file.	Specify whether to store the data or not. Scan the pages that were not scanned, and then store them as a new file. For details about storing files, see "Storing and Saving the Scanned Documents", Scan.
"Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."	Too many files are waiting to be sent.	Try again after they have been sent.
"Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete."	The number of scanned pages exceeded the maximum page capacity.	Specify whether to send the data that has already been scanned.

Message	Cause	Solution
"Exceeded maximum number of file to store. Delete all unnecessary files."	Too many files are waiting to be sent.	Try again after they have been sent.

When the WSD scanner function cannot be used

2

Message	Cause	Solution
"Cannot communicate with PC. Contact the administrator."	WSD (Device) protocol or WSD (Scanner) protocol is disabled.	For details about how to enable or disable the WSD protocol, see Security Guide.
"Cannot start scanning because communication was failed."	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to do this, see "Creating a New Scan Profile", Scan.
"Cannot start scanning because communication was failed."	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner properties, click the [Events] tab, and then select [Start this program] as the computer's response when it receives scan data. For details, see your operating system's Help.
"Cannot start scanning. Check the setting(s) on the PC."	The Scan Profile might be incorrectly configured.	Check the Scan Profile configuration.
"Could not send the data because the PC timed out before it was sent."	<p>A time out occurred when WSD Scanner was used. Time outs occur when too much time passes between scanning an original and sending its data. The followings are likely causes of time outs:</p> <ul style="list-style-type: none"> • Too many originals per set. • Misfed originals. • Transmission of other jobs. 	<ul style="list-style-type: none"> • Reduce the number of originals, and then scan again. • Remove any misfed original, and then scan again. • Use Scanner Journal to check there are no jobs awaiting transmission, and then scan again.

When documents cannot be stored on a memory storage device

Message	Cause	Solution
"Cannot write on the memory storage device because remaining free space is insufficient."	The memory storage device is full and scan data cannot be saved. Even if the memory storage device appears to have sufficient free space, data might not be saved if the maximum number of files that can be saved is exceeded.	<ul style="list-style-type: none"> • Replace the memory storage device. • If the document is scanned as single-page or divided into multiple pages, data already written to the memory storage device is saved as is. Replace the memory storage device, and then press [Retry] to save the remaining data, or press [Cancel] to redo the scan.
"Cannot write on the memory storage device because the device is write-protected."	The memory storage device is write-protected.	Unlock the write-protection on the memory storage device.
"Cannot write on the memory storage device. Check the memory storage device and machine settings."	The memory storage device is faulty, or the file name contains a character that cannot be used.	<ul style="list-style-type: none"> • Check to see if the memory storage device is defective. • Check the memory storage device. It might be unformatted, or its format might be incompatible with this machine. • Check the file name set at the time of scanning. For details about the characters that can be used in file names, see "Specifying the File Name", Scan.
"Exceeded max. page capacity per file. Press [Write] to write the scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during the scanned data was written to the memory storage device.	Reduce the number of documents to be written to the memory storage device, and then try again.

Message	Cause	Solution
"Memory is full. Press [Write] to write the current scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because there was insufficient hard disk memory when the scanned data was saved to the memory storage device.	Specify whether or not to save the scanned document to the memory storage device.

Messages Displayed on the Client Computer

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when you use the TWAIN driver. If a message not described here appears, follow the instruction.

Message	Cause	Solution
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The entered login user name, password, or driver encryption key was invalid.	Check your login user name, login password, or driver encryption key, and then enter them correctly. For details about login user name, login password, and driver encryption key, see Security Guide.
"Authentication succeeded. However, the access privileges for scanner function has been denied."	The logged in user name does not have permissions for scanner function.	For details about how to set permissions, see Security Guide.
"Cannot add any more scanning mode."	The maximum number of registrable scan modes has been exceeded.	The maximum number of modes that can be stored is 100. Delete unneeded modes.
"Cannot detect the paper size of the original. Specify the scanning size."	The set original was misaligned.	<ul style="list-style-type: none"> Place the original correctly. Specify the scan size. When placing an original directly on the exposure glass, the lifting/lowering action of the ADF triggers the automatic original size detection process. Lift the ADF 30 degrees or more.

Message	Cause	Solution
"Cannot specify any more scanning area."	The maximum number of registrable scan modes has been exceeded.	The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning areas.
"Clear Misfeed(s) in ADF."	A paper misfeed has occurred inside the ADF.	<ul style="list-style-type: none"> Remove the jammed originals, and then insert them again. For details about jammed paper, see page 95 "Removing Jammed Paper". When a misfeed occurs, replace the jammed originals. Check whether the originals are suitable to be scanned by the machine.
"Error has occurred in the scanner driver."	An error has occurred in the driver.	<ul style="list-style-type: none"> Check whether the network cable is connected correctly to the client computer. Check whether the Ethernet board of the client computer is recognized correctly by Windows. Check whether the client computer can use the TCP/IP protocol.
"Error has occurred in the scanner."	The application-specified scan conditions have exceeded the setting range of the machine.	Check whether the scanning settings made with the application exceed the setting range of the machine.
"Fatal error has occurred in the scanner."	An unrecoverable machine error has occurred.	An unrecoverable machine error has occurred. Contact your service representative.
"Insufficient memory. Close all other applications, then restart scanning."	Memory is insufficient.	<ul style="list-style-type: none"> Close all the unnecessary applications running on the client computer. Uninstall the TWAIN driver, and then reinstall it after restarting the computer.

Message	Cause	Solution
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	<ul style="list-style-type: none"> • Reset the scan size. • Lower the resolution. • Set with no compression. For details about the settings, see TWAIN driver Help. <p>The problem may be due to the following:</p> <ul style="list-style-type: none"> • Scanning cannot be performed if large values are set for brightness when halftone or high resolution is used. For details about the relationship between scan settings, see "Relationship between Resolution and Scan Size", Scan. • If a misfeed occurs, you might not scan an original. Remove the misfeed, and then scan the original again.
"Invalid Winsock version. Please use version 1.1 or higher."	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	<ul style="list-style-type: none"> • Check whether the machine or client computer is connected to the network correctly. • Disable the client computer's own firewall. For details about firewall, see Windows Help.
"No response from the scanner."	The network is crowded.	Wait for a while, and then connect to the network again.

Message	Cause	Solution
"Scanner is in use for other function. Please wait."	A function of the machine other than the Scanner function is being used such as the Copier function.	<ul style="list-style-type: none"> • Wait for a while, and then connect to the network again. • Cancel the job that is being processed. Press the [Stop] key. Follow the instructions in the message that appears and exit the function that is running.
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not ready. Check the scanner and the options."	The ADF cover is open.	Check whether the ADF cover is closed.
"The name is already in use. Check the registered names."	You tried to register a name that is already in use.	Use another name.

When there is a problem connecting to the scanner

Message	Cause	Solution
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is set.	For details about an access mask, contact your administrator.
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." (("XXX" and "YYY" indicate scanner names.)	The main power of the previously used scanner is not set to "On".	Check whether the main power of the scanner used for the previous scan is turned on.

Message	Cause	Solution
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The machine is not connected to the network correctly.	<ul style="list-style-type: none"> • Check that the previously used scanner is connected to the network correctly. • Cancel the personal firewall of the client computer. For details about firewall, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. For details about how to check this, see "Remote Maintenance Using telnet", Connecting the Machine/ System Settings. • Select the scanner used for the previous scan.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
"Scanner is not available. Check the scanner connection status."	The machine's power is off.	Turn on the power.
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	<ul style="list-style-type: none"> • Check whether the machine is connected to the network correctly. • Cancel the personal firewall function of the client computer. For details about firewall, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. For details about how to check this, see "Remote Maintenance Using telnet", Connecting the Machine/ System Settings.

Message	Cause	Solution
"Scanner is not available. Check the scanner connection status."	Network communication is not available because the machine's IP address could not be obtained from the host name. If only "IPv6" is set to [Active], the IPv6 address might not be obtained.	<ul style="list-style-type: none">• Check whether the machine's host name is specified in the Network Connection Tool. For the WIA driver, check the [Network Connection] tab in the properties.• Use Web Image Monitor to set "LLMNR" of "IPv6" to [Active].

When Other Messages Appear

Message	Cause	Solution
"Clean the scanning glass. (Located next to the exposure glass.)"	The scanning glass or guide plate of the ADF is dirty.	Clean the scanning glass or guide plate. See "Maintaining Your Machine", Maintenance and Specifications.
"Following output tray is full. Remove paper."	The output tray is full.	<ul style="list-style-type: none"> Remove paper from the output tray to resume printing. If paper is delivered to the finisher shift tray and you want to prevent paper from falling off the tray, press the [Stop] key to suspend printing, and then remove the paper. Press [Continue] on the display panel to resume printing. When using the multi-folding unit, the number of sheets per paper stack depends on the paper type and fold type.
"Internal cooling fan is active."	Large print runs will cause the machine's interior to heat up, triggering the cooling fan.	<p>The fan will emit noise, but this is normal and the machine will be operable while the fan is running.</p> <p>The amount of paper that can be printed and the total operation time until the fan starts running depends on the temperature of the location at which the machine is installed.</p>
"Self checking..."	The machine is performing image adjustment operations.	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to resume operation.

When There Is a Problem Scanning or Storing Originals

Message	Cause	Solution
"Cannot detect original size. Select scan size."	The machine failed to detect the size of the original.	<ul style="list-style-type: none"> Place the original correctly. Specify the scan size, and then place the originals again. When placing an original directly on the exposure glass, the lifting/lowering action of the ADF triggers the automatic original size detection process. Lift the ADF 30 degrees or more.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The maximum number of pages per file has been exceeded.	Reduce the number of pages in the transmitted file, and then resend the file. For details about the maximum number of pages per file, see "Storage Function", Scan.
"Original(s) is being scanned for a different function."	Another function of the machine is being used.	Cancel the job in progress. Press [Exit], and then press the [Stop] key. Follow the instructions in the message that appears and exit the function that is running.

When the Home Screen Cannot Be Edited

Message	Cause	Solution
"The image data size is not valid. See the manual for required data."	The image data size is not valid.	For details about file size for shortcut image, see "Displaying an Image on the [Home] Screen", Convenient Functions.
"The format of the image data is not valid. See the manual for required data."	The file format of the shortcut image to be added is not supported.	The file format of shortcut images to be added must be PNG. Specify the image again.

When the Address Book Is Updated

Message	Cause	Solution
"Updating the destination list has failed. Try again?"	A network error has occurred.	<ul style="list-style-type: none"> • Check whether the server is connected. • Antivirus programs and firewalls can prevent client computers from establishing connection with this machine. • If you are using antivirus software, add the program to the exclusion list in the application settings. For details about how to add programs to the exclusion list, see the antivirus software Help. • To prevent a firewall from blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your operating system's Help.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using Web Image Monitor.	Wait until the message disappears. Do not turn off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before operation is resumed. Operation is not possible while this message is displayed.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.

When Data Cannot Be Sent Due to a Problem with the Destination

Message	Cause	Solution
"Some invalid destination(s) contained. Do you want to select only valid destination(s)?"	The specified group contains either an e-mail destination and/or folder destination that is not supported by the specified transmission method.	In the message that appears at each transmission, press [Select].
"SMTP authentication email address and administrator email address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	For details about how to set SMTP authentication, see "File Transfer", Connecting the Machine/ System Settings.

When the Machine Cannot Be Operated Due to a Problem with the User Certificate

Message	Cause	Solution
"The destination cannot be selected because its encryption certificate is not currently valid."	The user certificate (destination certificate) has expired.	A new user certificate must be installed. For details about the user certificate (destination certificate), see Security Guide.
"The group destination cannot be selected because it contains a destination with a encryption certificate that is not currently valid."	The user certificate (destination certificate) has expired.	A new user certificate must be installed. For details about the user certificate (destination certificate), see Security Guide.
"Transmission cannot be performed because the encryption certificate is not currently valid."	The user certificate (destination certificate) has expired.	A new user certificate must be installed. For details about the user certificate (destination certificate), see Security Guide.

Message	Cause	Solution
"XXX cannot be YYY because the device certificate used for the S/MIME signature is not currently valid." (XXX and YYY indicate the user action.)	The device certificate (S/MIME) has expired.	A new device certificate (S/MIME) must be installed. For details about how to install a device certificate (S/MIME), see Security Guide.
"XXX cannot be YYY because there is a problem with the device certificate used for the S/MIME signature. Check the device certificate." (XXX and YYY indicate the user action.)	There is no device certificate (S/MIME), or the certificate is invalid.	For details about the device certificate (S/MIME), see Security Guide.
"XXX cannot be YYY because the Digital Signature's device certificate is not currently valid." (XXX and YYY indicate the user action.)	The device certificate (PDF with digital signature or PDF/A with digital signature) has expired.	A new device certificate (PDF with digital signature or PDF/A with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature or PDF/A with digital signature), see Security Guide.
"XXX cannot be YYY because there is a problem with the Digital Signature's device certificate. Check the device certificate." (XXX and YYY indicate the user action.)	There is no device certificate (PDF with digital signature or PDF/A with digital signature), or the certificate is invalid.	A new device certificate (PDF with digital signature or PDF/A with digital signature) must be installed. For details about how to install a device certificate (PDF with digital signature or PDF/A with digital signature), see Security Guide.

 **Note**

- If an e-mail cannot be sent and a message appears which states that there is a problem with the device certificate or user certificate, a new certificate must be installed. For details about how to install a new certificate, see Security Guide.

When Problems Occur While Logging In

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	For details about the correct login user name and login password, see Security Guide.
"Authentication has failed."	The machine cannot perform authentication.	For details about authentication, see Security Guide.

When the User Lacks Privileges to Perform an Operation

Message	Cause	Solution
"You do not have the privileges to use this function."	The logged in user name does not have permissions for the selected function.	For details about how to set permissions, see Security Guide.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the permission to do so.	To check your access permission for stored documents, or to delete a document you do not have permission to delete, see Security Guide.

When the LDAP Server Cannot Be Used

Message	Cause	Solution
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	<p>Try the operation again. If the message is still displayed, the network may be busy.</p> <p>Check the settings for LDAP server in [System Settings]. For details about settings for LDAP server, see "Programming the LDAP server", Connecting the Machine/ System Settings.</p>

Message	Cause	Solution
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none">• Try the operation again. If the message is still displayed, the network may be busy.• Check that the correct settings for LDAP server are listed in [Administrator Tools] of [System Settings]. For details about LDAP server, see "Programming the LDAP server", Connecting the Machine/ System Settings.
"LDAP server authentication has failed. Check the settings."	A network error has occurred and connection has failed.	Configure settings correctly for the user name and the password for LDAP server authentication.

3. Troubleshooting When You Use the Copy/Document Server Function

This chapter describes likely causes of and possible solutions for Copier and Document Server function problems.

When You Cannot Make Clear Copies

Problem	Cause	Solution
Copies appear dirty.	Image density is too high.	Adjust the image density settings. For details about image density settings, see "Adjusting Copy Image Density", Copy/ Document Server.
Copies appear dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density settings. For details about image density settings, see "Adjusting Copy Image Density", Copy/ Document Server.
The reverse side of an original image is copied.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of an original image is copied.	The original is thin.	On the control panel, select [Auto Density], or adjust the image density settings. For details about image density settings, see "Adjusting Copy Image Density", Copy/ Document Server.
Shadow appears on copies if you use pasted originals.	Image density is too high.	<ul style="list-style-type: none"> Adjust the image density settings. For details about image density settings, see "Adjusting Copy Image Density", Copy/ Document Server. Change the orientation of the original. Use clear tape to fix down pasted parts of the original.

Problem	Cause	Solution
Identical blemishes appear in the same place on every copy.	The exposure glass, scanning glass, or guide plate of the ADF is dirty.	Clean the exposure glass, scanning glass, or guide plate of the ADF. For details about how to clean the machine, see "Maintaining Your Machine", Maintenance and Specifications.
Identical blemishes appear in the same place on every copy.	<ul style="list-style-type: none"> • The original that has already been printed is scanned. • Original Type is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded. 	On the control panel, press [Generation Copy] to start a copy job.
The shadow density of an area is different from that of the original.	If Original Type is set to [Text / Photo] for copying, the shadow density for each area may vary.	On the control panel, in the original types, press [Photo] or [Text], and then start copying.
Copies are too light.	Image density is too light.	Adjust the image density settings. For details about image density settings, see "Adjusting Copy Image Density", Copy/ Document Server.
Copies are too light.	A light copy may result when you use damp or rough grain paper.	<ul style="list-style-type: none"> • Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper. • Use paper that has been stored in the recommended temperature and humidity conditions. For details about how to store paper, see "Paper Storage", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Parts of images are not copied.	The original is not set correctly.	Set the original correctly. For details about how to set originals, see "Placing Originals on the Exposure Glass" and "Placing Originals in the Auto Document Feeder", Paper Specifications and Adding Paper.
Parts of images are not copied.	The correct paper size is not selected.	Select the correct paper size.
Parts of images are not copied.	Even if you place originals on the exposure glass or in the ADF correctly, margins of a few millimeters on all four sides of the original might not be copied.	Use "Create Margin" function to reduce the image of its original size. For details about image areas that cannot be copied, see "Create Margin", Copy/ Document Server.
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about how to store it, see "Paper Storage", Paper Specifications and Adding Paper.
Black lines appear.	The exposure glass, scanning glass, or guide plate of the ADF is dirty.	Clean the exposure glass, scanning glass, or guide plate of the ADF. For details about how to clean the machine, see "Maintaining Your Machine", Maintenance and Specifications.
Colored lines appear.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", Maintenance and Specifications.
White lines appear.	The exposure glass or scanning glass is dirty.	Clean the exposure glass or scanning glass. For details about how to clean the machine, see "Maintaining Your Machine", Maintenance and Specifications.

Problem	Cause	Solution
White lines appear.	When  is flashing, toner is beginning to run out.	Add toner. For details about adding toner, see "Adding Toner", Maintenance and Specifications.
Copies are blank.	The original is not set correctly.	Set the original correctly. For details about how to set originals, see "Placing Originals", Paper Specifications and Adding Paper.
<p>A moire pattern is produced on copies.</p> 	The original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	<ul style="list-style-type: none"> Place an OHP transparency on the exposure glass, and then place the print on the OHP transparency. Place the print on the exposure glass, and then place two or three sheets of white paper on it. Leave the ADF open when copying.
White stripes appear on the OHP transparency.	Fragments of paper are stuck to the OHP transparency.	Use a dry cloth to wipe any paper fragments off the back of the OHP transparency.
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	<ul style="list-style-type: none"> Do not install the machine in low-temperature areas. 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", Paper Specifications and Adding Paper.

When You Cannot Make Copies As Wanted

Basic

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray, the markings on the paper guides of the bypass tray, or the markings on the Large Capacity Tray (LCT). Fan the sheets thoroughly before loading them.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	The paper is too thick or thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded or creased.	<ul style="list-style-type: none"> • Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper. • Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.
You want to check print quality before making a large print run.	You can print a single copy without specifying the setting again.	Check the print quality by using the sample copy function to print out only the first set. See "Finishing", Copy/Document Server.
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions, and then make the settings again. For details about combination of functions, see "Function Compatibility", Copy/Document Server.
When sorting, pages are divided into two blocks.	The memory became full while pages were sorted so that they were delivered in two blocks.	Change the setting for [Memory Full Auto Scan Restart] in [Copier / Document Server Features]. For details about setting "Memory Full Auto Scan Restart", see "Input / Output", Copy/Document Server.

Problem	Cause	Solution
A text pattern appears in the background of the copy.	You have copied a copyguarded document protected from unauthorized copying.	Check the document. For details about how to prevent unauthorized copying of the document, see "Printing Documents that Are Not Authorized for Duplication", Print.
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", Paper Specifications and Adding Paper.
Images are skewed.	The paper is fed in at a slant.	Load the paper correctly. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
Images are skewed.	The original guide of the ADF is not set properly.	Make sure the original guide is set properly. For details about how to set the original guide, see "Placing Originals in the Auto Document Feeder", Paper Specifications and Adding Paper.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.
Sheets are fed in together, resulting in paper jams.	Sheets are sticking together.	Fan the sheets to flatten the paper before loading it. Alternatively, feed a sheet of paper at a time.

Problem	Cause	Solution
"Add Staples" message appears and the Staple function cannot be used.	The staple cartridge is not set properly.	Make sure the staple cartridge is set properly.

Edit

Problem	Cause	Solution
In "Double Copies" mode, parts of the original image are not copied.	Combination of original and copy paper is not correct.	Specify the paper size again. For example, select A3 for A4 originals. For details about the settings for double copies, see "Double Copies", Copy/ Document Server.
In "Erase Border", "Erase Center", or "Erase Center / Border" mode, parts of the original image are not copied.	You have entered a wide erased margin.	Make the margin width narrower.
In "Erase Border", "Erase Center", or "Erase Center / Border" mode, parts of the original image are not copied.	Originals are not scanned correctly.	Place the originals correctly.
In "Margin Adjustment" mode, parts of the original image are not copied.	<ul style="list-style-type: none"> You set a wide erased margin. There is a lack of margin space on the opposite side of the binding position. 	Set a narrower margin with User Tools.
In "Image Repeat" mode, the original image is not copied repeatedly.	You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio.	Select copy paper larger than the originals or specify the proper reproduction ratio.

Stamp

Problem	Cause	Solution
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when duplex copying is performed.	The back side stamp position is incorrect for the paper size.	Reset the back side stamp position. For details about Adj. Back Side Stamp Position, see "Copier/ Document Server Features", Copy/ Document Server.

3

Combine

Problem	Cause	Solution
Copies made with the "Booklet" or "Magazine" function cannot be folded into a book correctly.	You have selected a setting ("Open to Left" or "Open to Right") that does not match the orientation of originals.	Change the setting for [Orientation: Booklet, Magazine] in [Copier / Document Server Features]. For details about the setting of [Orientation: Booklet, Magazine], see "Edit", Copy/ Document Server.
When "Combine" is used, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of the originals and copy paper.	When you specify a reproduction ratio using Manual Paper Select mode, make sure the ratio matches the originals and the copy paper. Select the correct reproduction ratio before using Combine mode. For details about Combine mode, see "One-Sided Combine", "Two-Sided Combine", or "Auto Reduce / Enlarge", Copy/ Document Server.
Copies are not in correct order.	You placed the originals in the incorrect order.	When you place a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.

Duplex

Problem	Cause	Solution
Cannot print in duplex mode.	You have loaded paper that is too thick or thin.	Change the paper. For details about paper weight that can be used for duplex printing, see "Specifications for the Main Unit", Maintenance and Specifications.
Cannot print in duplex mode.	You have selected a paper tray that is not set for duplex printing.	Change the setting for "Apply Duplex" in [Tray Paper Settings] to enable duplex printing for the paper tray. For details about setting "Apply Duplex", see "Tray Paper Settings", Paper Settings.
Cannot print in duplex mode.	You have selected a paper type that cannot be used for duplex printing.	In [Tray Paper Settings], select a paper type that can be used for duplex printing. For details about setting "Paper Type", see "Tray Paper Settings", Paper Settings.
Copies are not in correct order.	You placed the originals in the incorrect order.	When you place a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.
When "Duplex" is used, copy is made top to bottom even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. For details about original orientations for duplex copy, see "Duplex Copying", Copy/ Document Server.

Document Server

Problem	Cause	Solution
Cannot access file.	<ul style="list-style-type: none"> The file is password-protected. The entered password is not correct. 	For details about password-protected files, see Security Guide.

Problem	Cause	Solution
You cannot find out what is stored in a file.	You may not be able to check the contents of a file simply from the file name.	<p>You can switch the Select File screen between the [List] and [Thumbnails] display to check the file information.</p> <ul style="list-style-type: none"> • List display The file name, date of storage, and user name are shown. • Thumbnails display An image of the stored file appears. <p>For details about the Select File screen, see "Checking the Details of a Stored Document", Copy/ Document Server.</p>
Memory frequently becomes full.	The Document Server memory is full.	<p>Delete unnecessary files. On the file selection display, select unnecessary files, and then press [Delete File]. If this does not increase available memory space, do the following:</p> <ul style="list-style-type: none"> • Switch to the scanner screen, and then delete unnecessary files stored under the scanner function. • Switch to the printer screen, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print.

Finishing

Problem	Cause	Solution
Copies are not stapled.	There are jammed staples in the stapler.	Remove the jammed staples. For details about removing jammed staples, see page 112 "Removing Jammed Staples".

Problem	Cause	Solution
Copies are not stapled.	Copy paper is curled.	<ul style="list-style-type: none"> • Turn the copy paper over in the tray. • Straighten the curled sheets using [Adjustment Settings for Operators]. For details about the settings for [Adjust Paper Curl], see "Adjustment Settings for Operators", Paper Settings.
Copies are not stapled.	The number of copies is too large for the stapler to staple the copies as a single batch.	For details about the stapler capacity, see "Specifications for Finisher SR5050" or "Specifications for Booklet Finisher SR5060", Maintenance and Specifications.
Saddle-stitched documents come apart and do not stack properly.	Certain types of paper are resistant to folding and open out after being folded and stitched.	For details about the recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.
Staples are wrongly positioned.	Originals are not set correctly.	For details about how to place the originals with stapling, see "Staple", Copy/ Document Server.
Stapled sheets of paper are not output during printing.	When you stop printing while using the staple function, paper not stapled during printing may be left in the staple unit.	Press the [Reset] key, and then cancel copy settings, including stapling.

4. Troubleshooting When You Use the Printer Function

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

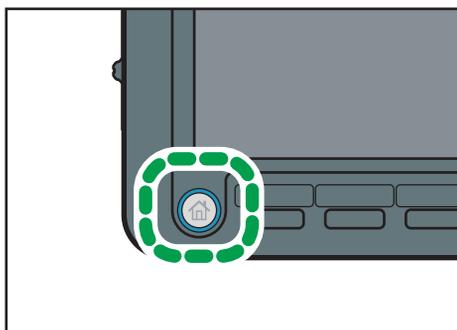
Checking the Error Log

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

★ Important

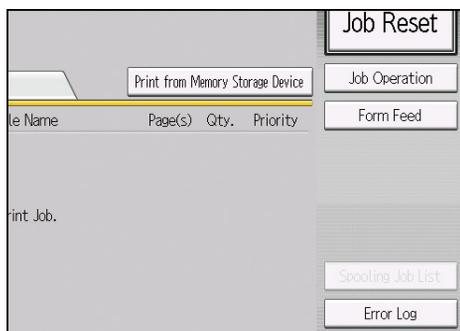
- The most recent 50 errors are recorded in the error log. If a new error is added when there are 50 errors already recorded, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is recorded separately until 30 errors are recorded.
- If the power is turned off, the log is deleted.
- You cannot view [Error Log] on the simple screen.

1. Press the [Home] key on the control panel, and press the [Printer] icon on the screen.



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2. Press [Error Log].



3. Select the error log you want to check, and then press [Details].

When You Cannot Print

Cause	Solution
The power is off.	For details about how to turn on the power, see "Turning On/Off the Power", Getting Started.
The cause is displayed on the screen of the control panel.	Check the error message or warning status on the display panel, and then take the required action. For details about solutions, see page 27 "Messages Displayed When You Use the Printer Function".
The interface cable is not connected correctly.	For details about how to connect interface cables correctly, see "Connecting to the Interface", Connecting the Machine/ System Settings.
The correct interface cable is not being used.	The type of interface cable you use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. For details about the interface cable, see "Connecting to the Interface", Connecting the Machine/ System Settings.
The interface cable was connected after the power was turned on.	Connect the interface cable before turning on the power.
The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
Advanced encryption has been set using the extended security function.	Check the extended security function settings. For details about extended security function settings, see Security Guide.
A mechanical error might have occurred.	Contact your service representative.
When the Data In indicator does not light up or flash after a print job starts, data is not being sent to the machine.	<ul style="list-style-type: none"> When a cable is used to connect the computer directly to the machine, check whether the print ports are configured correctly. When the computer is connected to the network, ask your administrator about the computer's network connection.

If printing does not start, contact your service representative.

Other Printing Problems

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

When you cannot print clearly

Problem	Cause	Solution
The printed image is smudged.	Settings for thick paper have not been made for printing on thick paper in the bypass tray.	On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select [Bypass Tray] in the "Input Tray:" list. Then in the "Paper Type:" list, select a proper paper type.
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 conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
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. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.
The printed image is faded over the entire page.	If the [Toner Saving] is selected in the printer driver settings, the entire page will be faded when printed.	<p>Only when using PostScript 3</p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Off] in the "Toner Saving:" list.</p>

Problem	Cause	Solution
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select a proper paper type in the "Paper Type:" list.
The printed image is different from the image on the computer's display.	Printing will be performed by the machine's graphic processing function.	<p>Only when using PCL 6</p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list.</p>
When graphics are printed, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. For details about settings for printer driver, see the printer driver Help.
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Select the correct printer driver, and then print the file again.
Images are cut off, or margins are printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. For details about reduction function, see the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	Use the application's settings or printer driver's settings to specify a higher resolution. For details about printer driver's settings, see the printer driver Help.

Problem	Cause	Solution
A solid line is printed as a dashed line or appears blurred.	Dither patterns do not match.	<p>Only when using PostScript 3</p> <p>Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.</p>
Fine or inconsistently thick lines appear, or fine lines do not appear.	Extremely fine lines have been specified, or a color that is too light has been specified for the lines.	<p>Only when using PostScript 3</p> <p>Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.</p> <p>If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the thickness of the lines.</p>
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	<ul style="list-style-type: none"> • Do not install the machine in low-temperature areas. • Use paper that has been stored where temperature and humidity conditions meet the conditions we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.

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 applied to the display panel.	On the Printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select the input tray you want to use in the "Input Tray:" list.
Images are printed at a slant.	The tray's side fences might not be locked.	Check that the side fences are locked. For details about how to set the side fences, see "Changing the Paper Size", Paper Specifications and Adding Paper.
Images are printed at a slant.	The paper is fed in at a slant.	Load the paper correctly. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray, the markings on the paper guides of the bypass tray, or the markings on the LCT.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset them.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	The paper is too thick or thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Misfeeds occur frequently.	The paper is wrinkled or has been folded or creased.	<ul style="list-style-type: none"> • Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper. • Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Sheets are fed 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 conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
Paper becomes creased.	The paper is too thin.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the paper storage conditions we recommend, see "Paper Storage", Paper Specifications and Adding Paper.
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.
Duplex printing cannot be applied.	You have loaded paper that is too thick or thin.	Change the paper. For details about paper weight that can be used for duplex printing, see "Specifications for the Main Unit", Maintenance and Specifications.
Duplex printing cannot be applied.	You have selected a paper tray that is not set for duplex printing.	Change the setting for "Apply Duplex" in [Tray Paper Settings] to enable duplex printing for the paper tray. For details about setting "Apply Duplex", see "Tray Paper Settings", Paper Settings.
Duplex printing cannot be applied.	You have selected a paper type that cannot be used for duplex printing.	In [Tray Paper Settings], select a paper type that can be used for duplex printing. For details about setting "Paper Type", see "Tray Paper Settings", Paper Settings.
White stripes appear on the OHP transparency.	Fragments of paper are stuck to the OHP transparency.	Use a dry cloth to wipe any paper fragments off the back of the OHP transparency.

Other printing problems

Problem	Cause	Solution
It takes a long time to complete a print job.	Sleep mode or Fusing Unit Off mode might be set.	The machine requires time to warm up if it has been in Sleep mode or Fusing Unit Off mode. For details about Sleep mode and Fusing Unit Off mode, see "Saving Energy", Getting Started.
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. Wait until printing is complete.	If the Data In indicator is flashing, the printer has received data. Wait for a moment. Specifying a lower resolution with the printer driver may help speed up printing. For details about how to change the resolution setting, see the printer driver Help.
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 be different.	Make sure the machine's feed orientation and the printer driver's feed orientation match. For details about printer driver settings, see the printer driver Help.
Optional components connected to the machine are not recognized.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. For details about how to set up optional devices, see the printer driver Help.
Combined printing, booklet printing, or Auto Reduce/Enlarge printing does not work as expected.	The correct application or printer driver settings are not configured.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	For details about user authentication, see Security Guide.
Images are not printed in the specified colors.	The correct printer driver settings are not made.	If it is only one particular color that does not print, turn off the main power switch, and back on again. If the problem persists, contact your service representative.

Problem	Cause	Solution
Color images are printed in black and white.	No color print settings are made on the printer driver.	Change the "Color/ Black and White:" setting on the printer driver. For details about how to change the "Color/ Black and White:" setting, see the printer driver Help.
PDF files cannot print or PDF direct printing cannot be performed.	PDF files are password-protected.	To print password-protected PDF files, enter the password in the [PDF Menu] or on Web Image Monitor. For details about printing PDF files, see "PDF Menu", Print, or Web Image Monitor Help.
PDF files cannot print or PDF direct printing cannot be performed.	PDF files cannot print if they are print-disabled in PDF file security setting.	Change the PDF file security setting.
PDF direct print produces garbled characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print, and then print.
Printing did not start even though the specified print time passed.	[Jobs Not Printed As Machn. Was Off] was set to [Do not Print] in [Printer Features], but when the specified print time arrived, the power was turned off.	Set [Jobs Not Printed As Machn. Was Off] to [Print When Machine On] in [Printer Features].
Printing did not start even though the specified print time passed.	The time set on the machine or computer is incorrect.	Set the correct time on the machine or computer.

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

5. Troubleshooting When You Use the Scanner Function

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

When You Cannot Send Scanned Files

When Stored Files Cannot Be Accessed

Problem	Cause	Solution
The stored file is locked and is not accessible.	The password-protected file is locked because the password was incorrectly entered ten times.	For details about locked files, see Security Guide.

5

When Stored Files Cannot Be Edited

Problem	Cause	Solution
Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be delivered repeatedly.	Operational restrictions have been imposed using the available extended security function.	For details about the extended security function, see Security Guide.

When You Cannot Browse the Network to Send a Scan File

Problem	Cause	Solution
Browsing through the network is not possible when specifying a destination folder.	The following machine settings may not be correct: <ul style="list-style-type: none">• IP address• Subnet Mask	Check the settings. For details about IP address or Subnet Mask settings, see "Interface Settings", Connecting the Machine/ System Settings.

When the TWAIN Driver Cannot Be Started

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

When E-mails Are Not Sent As Expected

Problem	Cause	Solution
The original file cannot be restored because a split e-mail cannot be recovered at the destination.	The file size exceeds the maximum e-mail size specified in [Max. Email Size]. Because [Yes (per Max. Size)] is specified for [Divide & Send Email], the file is divided halfway down the page and sent.	<p>To send an e-mail without splitting it, perform the following:</p> <ul style="list-style-type: none"> Specify a resolution so that the file size does not exceed the maximum size set in [Max. Email Size]. Specify a larger value for [Max. Email Size] in [Scanner Features]. Make sure the larger maximum e-mail size does not exceed the allowable size range set on the SMTP server. Specify [No] for [Divide & Send Email] in [Scanner Features]. <p>For details about these settings, see "Send Settings", Scan.</p>
The original file cannot be restored because a split e-mail cannot be recovered at the destination.	The file size exceeds the maximum e-mail size specified in [Max. Email Size]. Because [Yes (per Max. Size)] is specified for [Divide & Send Email], the file is divided halfway down the page and sent.	Specify [Yes (per Page)] for [Divide & Send Email] in [Scanner Features]. The file is divided per page and sent. For details about these settings, see "Send Settings", Scan.

When S/MIME Cannot Be Used

Problem	Cause	Solution
If several destinations are selected for a broadcasting sequence, data is sent over twice.	Encrypted e-mails are sent to the destinations for which S/MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separated from plain text destinations. To encrypt e-mails, a user certificate must be installed in Address Book. For details about destination settings, see Security Guide.
To put a signature on an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator appears in the "From" field, and the sender appears in the "Reply-to" field.	For details about applying S/MIME, see Security Guide.

Note

- The size of S/MIME e-mails is larger than that of e-mails without using S/MIME.

When You Cannot Send Scan Files Using WSD

Problem	Cause	Solution
The WSD scanner function cannot be used.	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to specify Scan Profile, see "Creating a New Scan Profile", Scan.
The WSD scanner function cannot be used.	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner Properties, click the [Events] tab, and then select [Start this program] when the computer receives scan data. For details, see your operating system's Help.

When Scanning Is Not Performed As Expected

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass, scanning glass, or guide plate of the ADF is dirty.	Clean the exposure glass, scanning glass, or guide plate of the ADF. For details about how to clean the machine, see "Maintaining Your Machine", Maintenance and Specifications.
The image is distorted or not correctly placed.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or not correctly placed.	The original was not pressed flat against the exposure glass.	Make sure the original is pressed flat against the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. For details about how to place originals, see "Setting of Original Feed Type", Scan.
No scanned image is available.	The original was placed with the front and back reversed.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is placed in the ADF, the side to be scanned must face up.
Scanned images are rotated.	If you set the original with its top edge backward and save full color/gray scale images as a TIFF or JPEG file, scanned images are rotated.	When placing an original directly on the exposure glass, align its top edge flush against the left side of the exposure glass. When placing originals in the ADF, place them from its top edge. For details about placing originals, see "Setting of Original Feed Type", Scan.

Problem	Cause	Solution
The scanned image contains white spaces.	<ul style="list-style-type: none"> If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides. If the file format converter (optional) is installed, the margins may become wider. 	Scanning at a higher resolution may reduce the margins.
A text pattern appears in the background.	You have scanned a document protected from unauthorized copying.	Check the document. For details about how to prevent unauthorized copying of documents, see "Printing Documents that Are Not Authorized for Duplication", Print.
The shadow density of the scanned image is different from that of the original.	If High Compression PDF is selected as the save format when the original is scanned, the shadow density may vary.	Press [Send File Type / Name] on the initial scanner screen, and then specify [PDF/A] for "PDF File Setting". For details about PDF file settings, see "Specifying the File Type and File Name", Scan.
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent scanned data from being sent to wrong destinations, this machine has a function to cancel the settings after scanned data is sent.	Contact your service representative for details about how to prevent the settings from being automatically reset after scanned data is sent.

6. Clearing Misfeeds

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

Removing Jammed Paper

CAUTION

- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface." Otherwise, an injury might occur.
- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.
- Keep your hands clear of the booklet finisher tray when removing misfed paper, pulling out or pushing in the finisher's staple unit. You can trap and injure your fingers if you do not.
- When removing jammed paper, make sure not to trap or injure your fingers.
- Keep your hands clear of the inside of the ring binder and the space under the ring binder tray. You can trap your fingers if you do not.

Important

- When removing paper misfeeds, do not turn off the power. If you do, the configured functions and values will be lost.
- To prevent paper misfeeds, do not leave any torn scraps of paper inside the machine.
- If paper jams continue to occur, see page 9 "When You Have Problems Operating the Machine", page 71 "When You Cannot Make Copies As Wanted", and page 81 "Other Printing Problems" for details about how to resolve the problem. If the actions recommended in this manual cannot resolve the problem, contact your service representative.
- When removing jammed paper, you can touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.
- To remove paper that has not been fed into the fixing section correctly, remove the jammed paper through the underside of the fusing unit. If the jammed paper cannot be removed through the underside of the fusing unit, remove it from the top.

Note

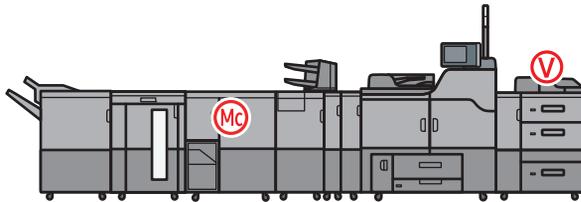
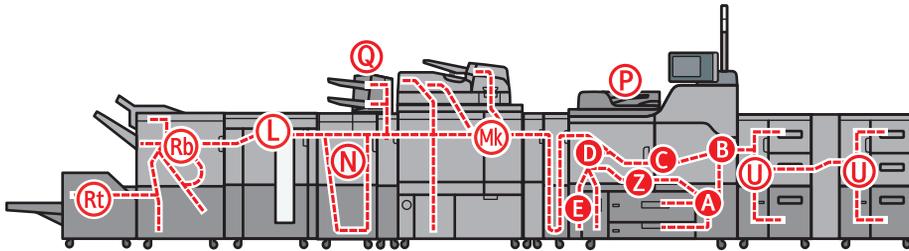
- Inside the finisher, or inside the front cover, there are stickers or sheets explaining how to remove misfed paper.
- If a detailed removal instruction appears on the right of the screen, follow it.

- You can also use the procedure indicated in the [Check Status] screen to remove jammed paper.

Locating Jammed Paper

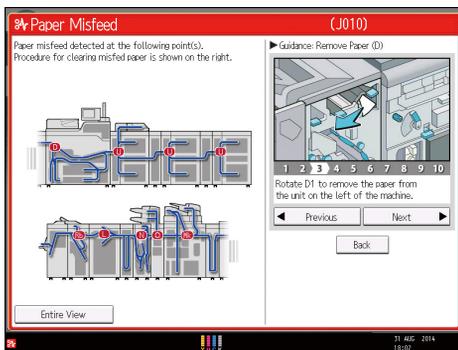
If a misfeed occurs, remove the jammed paper by following the procedures indicated in the animation that appears on the screen and the sticker or sheet inside the front cover.

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



DFG005

- Remove the jammed paper by following the procedures that are displayed on the screen.



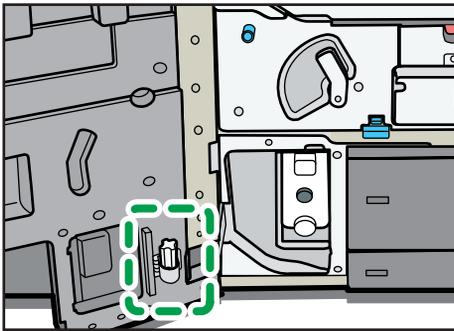
- When [Next] or [Previous] is displayed on the screen.
After each step is complete, press [Next]. To go back to the previous step, press [Previous].

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

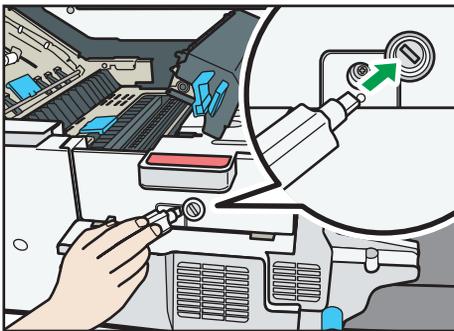
↓ Note

- Multiple paper misfeed locations may be indicated at the same time. When this happens, check all the areas indicated.
- If there is no misfed paper in the area you check first, see the other areas that are indicated.
- If coated paper frequently becomes jammed and causes "U" to appear, contact your service representative.
- If a paper misfeed occurs in Rb1 - Rb5, check whether any paper has been output on top of the paper press of the finisher shift tray. If there is paper on top of the paper press, remove the paper, and then remove the misfed paper from inside the finisher.
- If "D" is displayed and you cannot remove the misfed paper from the right side of the fusing unit, use the knob located on the inside of the left front cover.

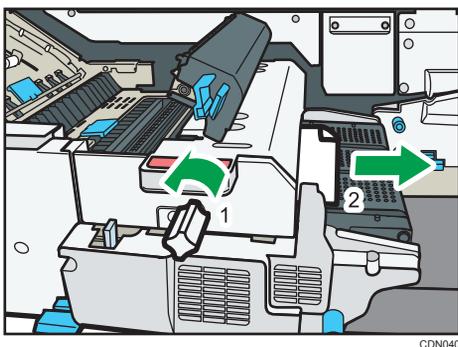
1. Pull out the knob located on the inside of the left front cover.



2. Align the knob with the slot on the fusing unit, and then insert it.



3. Turn the knob counterclockwise until the misfed paper comes out from the right side of the fusing unit, and then remove it.



4. Return the knob to its original position.

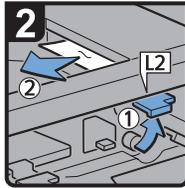
Removing Jammed Paper When the Procedure Is Not Displayed on the Control Panel

This section describes how to remove jammed paper if the procedure is not displayed on the screen.

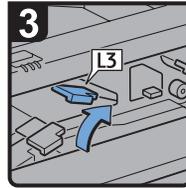
When L is displayed



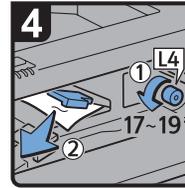
- Open the stacker upper cover.
- Raise lever L1, and then remove misfed paper.
- Return lever L1 to its original position.



- Raise lever L2, and then remove misfed paper.
- Return lever L2 to its original position.



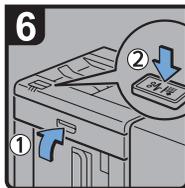
- Raise lever L3.



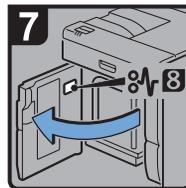
- Turn knob L4 17 to 19 times counterclockwise, and then remove misfed paper.
- Return lever L3 to its original position.



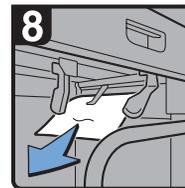
- Raise lever L5, and then remove misfed paper.
- Return lever L5 to its original position.



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



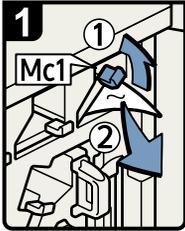
- Open the stacker front cover.



- Remove misfed paper, and then close the stacker front cover.

CEQ007

When Mc1 – Mc4 is displayed



- Open the front right and front left covers of the ring binder.
- Raise lever Mc1 and then remove misfed paper.
- Return lever Mc1 to its original position.



- Raise lever Mc2 and then remove any jammed paper.
- Return lever Mc2 to its original position.



- Raise lever Mc3 and then remove any jammed paper.
- Return lever Mc3 to its original position.



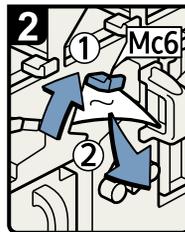
- Raise lever Mc4 and then remove any jammed paper.
- Return lever Mc4 to its original position.
- Close the front right and front left covers of the ring binder.

BQL010S

When Mc5 or Mc6 is displayed



- Open the front right and front left covers of the ring binder.
- Pull down lever Mc5 and then remove any jammed paper.
- Return lever Mc5 to its original position.



- Raise lever Mc6 and then remove any jammed paper.
- Return lever Mc6 to its original position.
- Close the front right and front left covers of the ring binder.

BQL011S

When Mc7 or Mc8 is displayed



- Open the front right cover of the ring binder.
- Pull down lever Mc7.



- Fully remove the unit by pulling on handle Mc8.



- Remove any jammed paper.
- Return the unit to its original position.
- Return lever Mc7 to its original position.



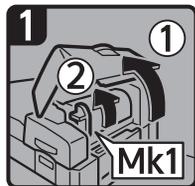
- Remove any bound booklets that are inside the machine.
- Close the front right cover of the ring binder.



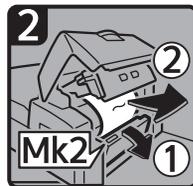
- Remove any jammed bound booklets from the paper exit.

DFG007

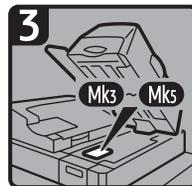
When Mk1 or Mk2 is displayed



- Open the interposer and Mk1 covers.



- Open the Mk2 cover, and then remove misfed paper.



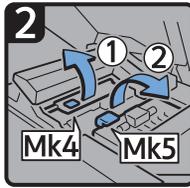
- Close the Mk2, Mk1, and interposer covers.
- Remove paper if the display reports a paper jam in Mk3 - Mk5.

CXG010

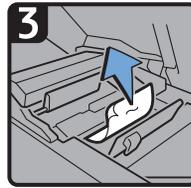
When Mk3 – Mk5 is displayed



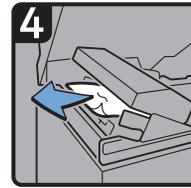
- Raise the interposer unit.
- Open the upper left cover (Mk3).



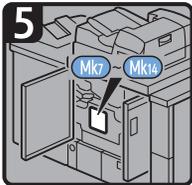
- Raise levers Mk4 and Mk5.



- Remove misfed paper.



- Remove misfed paper.
- Return levers Mk4 and Mk5 to their original positions.
- Return the upper left cover (Mk3) and interposer unit to their original positions.



- Check that the LED on the front right cover of the perfect binder is unlit.
- Remove paper if the display reports a paper jam in Mk7 - Mk14.

CXG011

When Mk6 is displayed



- Open the front cover of the bridge unit (to the right of the perfect binder).
- Raise lever Mk6, and then remove misfed paper.
- Return lever Mk6 to its original position.
- Close the front cover of the bridge unit.

CXG012

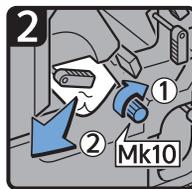
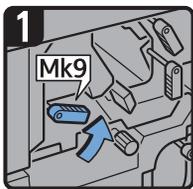
When Mk7 or Mk8 is displayed



- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk7, and then remove misfed paper.
- Return lever Mk7 to its original position.
- Raise lever Mk8, and then remove misfed paper.
- Return lever Mk8 to its original position.
- Close the front left and front right covers of the perfect binder.

CXG013

When Mk9 – Mk11 is displayed



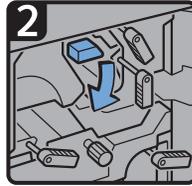
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk9.
- Turn knob Mk10, and then remove misfed paper.
- Return lever Mk9 to its original position.
- Lower lever Mk11.
- Remove misfed paper.
- Return lever Mk11 to its original position.
- Close the front left and front right covers of the perfect binder.

CXG014

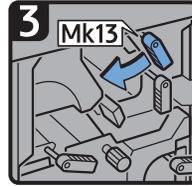
When Mk12 – Mk14 is displayed



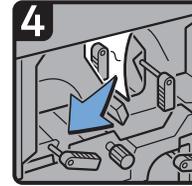
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk12, and then remove misfed paper.



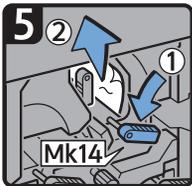
- Return lever Mk12 to its original position.



- Turn lever Mk13 to the left.



- Remove misfed paper.



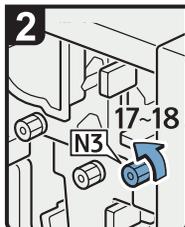
- Lower lever Mk14, and then remove misfed paper.
- Return levers Mk14 and Mk13 to their original positions.
- Close the front left and front right covers of the perfect binder.

CXG015

When N1 – N5 is displayed



- Open the multi-folding unit front cover.
- Raise lever N1.
- Remove misfed paper.
- Return levers N1 and N2 to their original positions.



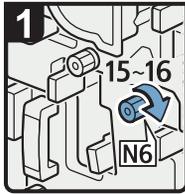
- Turn knob N3 17 to 18 times counterclockwise.



- Raise lever N4.
- Turn knob N5 15 to 16 times counterclockwise.
- Remove misfed paper.
- Return lever N4 to its original position.
- Close the multi-folding unit front cover.

CDN025

When N6 – N22 is displayed



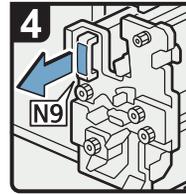
- Open the multi-folding unit front cover.
- Turn knob N6 15 to 16 times clockwise.



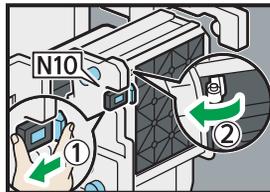
- Turn knob N5 15 to 16 times clockwise.
- Pull lever N7 to the right.
- Remove misfed paper.



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



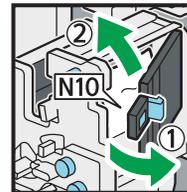
- Pull handle N9 and pull the unit fully out.



- Pull lever N10 towards you, and then check the lock is released.

Note

- Pull lever N10 towards you and hold it to release the lock, and then pull the lever to the right to open cover N10 as shown in the illustration below.



- Leave cover N10 in its open position.
- Remove misfed paper from inside.
- Close cover N10.

DFG008



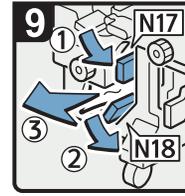
- Turn knob N11 counterclockwise.
- Open cover N12.
- Remove misfed paper.
- Close cover N12.



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



- Open cover N15.
- Turn knob N16 clockwise 7 to 8 times.
- Remove misfed paper.
- Close cover N15.
- Return levers N13 and N14 to their original positions.



- Lower lever N17 to the right.
- Pull lever N18 to the right.
- Remove misfed paper.
- Return levers N17 and N18 to their original positions.



- Turn knob N19 clockwise 8 to 9 times.
- Open cover N20.
- Remove misfed paper.

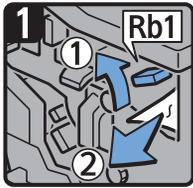


- Raise lever N21.
- Remove misfed paper.
- Return lever N21 to its original position.

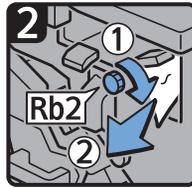


- Open cover N22.
- Turn knob N8 clockwise 21 to 22 times.
- Remove misfed paper.
- Close cover N22.
- Return the unit to its original position.
- Close the multi-folding unit front cover.

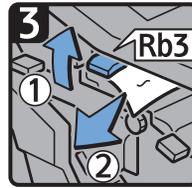
When Rb1 – Rb5 is displayed (when Finisher SR5050 is installed)



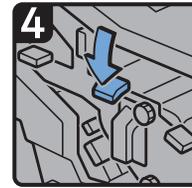
- Open the finisher front cover.
- Raise lever Rb1, and then remove misfed paper.



- Turn knob Rb2, and then remove misfed paper.
- Return lever Rb1 to its original position.



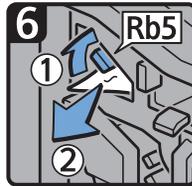
- Raise lever Rb3, and then remove misfed paper.



- Return lever Rb3 to its original position.

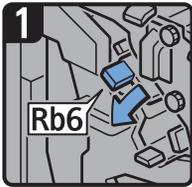


- Turn lever Rb4 to the right, and then remove misfed paper.
- Return lever Rb4 to its original position.

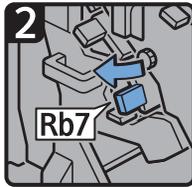


- Raise lever Rb5 to the right, and then remove misfed paper.
- Return lever Rb5 to its original position.
- Close the finisher front cover.

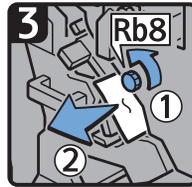
When Rb6 – Rb9 is displayed (when Finisher SR5050 is installed)



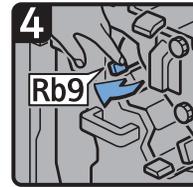
- Open the finisher front cover.
- Lower lever Rb6.



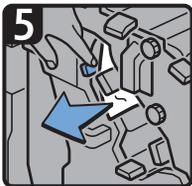
- Pull lever Rb7 to the left.



- Turn knob Rb8, and then remove misfed paper.
- Return levers Rb6 and Rb7 to their original positions.



- Pull lever Rb9 to the left.

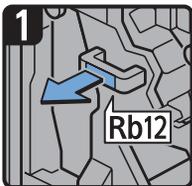


- Remove misfed paper.
- Close the finisher front cover.

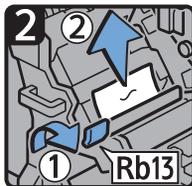
6

CXG021

When Rb12 – Rb13 is displayed (when Finisher SR5050 is installed)



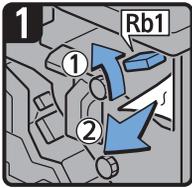
- Open the finisher front cover.
- Pull handle Rb12, and then pull out the staple unit.



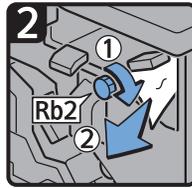
- Raise lever Rb13, and then remove misfed paper.
- Return lever Rb13 to its original position.
- Return the staple unit to its original position, and then close the finisher front cover.

CXG033

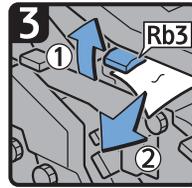
When Rb1 – Rb5 is displayed (when Booklet Finisher SR5060 is installed)



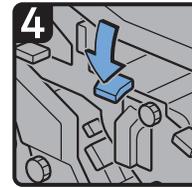
- Open the finisher front cover.
- Raise lever Rb1, and then remove misfed paper.



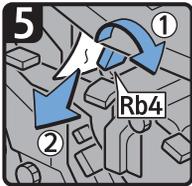
- Turn knob Rb2, and then remove misfed paper.
- Return lever Rb1 to its original position.



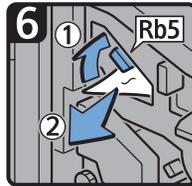
- Raise lever Rb3, and then remove misfed paper.



- Return lever Rb3 to its original position.

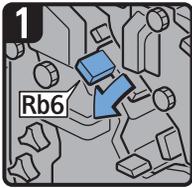


- Turn lever Rb4 to the right, and then remove misfed paper.
- Return lever Rb4 to its original position.

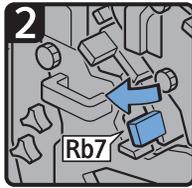


- Raise lever Rb5 to the right, and then remove misfed paper.
- Return lever Rb5 to its original position.
- Close the finisher front cover.

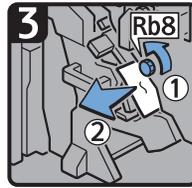
When Rb6 – Rb9 is displayed (when Booklet Finisher SR5060 is installed)



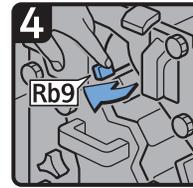
- Open the finisher front cover.
- Lower lever Rb6.



- Pull lever Rb7 to the left.



- Turn knob Rb8, and then remove misfed paper.
- Return levers Rb6 and Rb7 to their original positions.

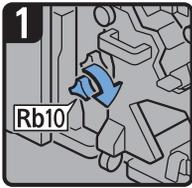


- Pull lever Rb9 to the left.

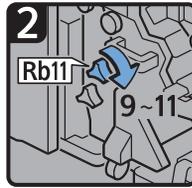


- Remove misfed paper.
- Close the finisher front cover.

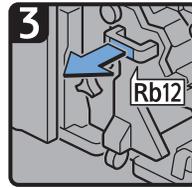
When Rb10 – Rb17 is displayed (when Booklet Finisher SR5060 is installed)



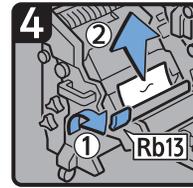
- Open the finisher front cover.
- Turn knob Rb10.



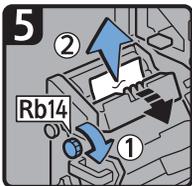
- Turn knob Rb11 9 to 11 times.



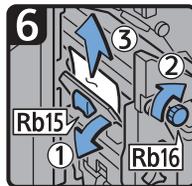
- Pull handle Rb12, and then pull out the staple unit.



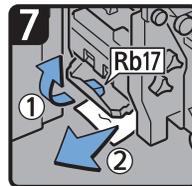
- Raise lever Rb13, and then remove misfed paper.
- Return lever Rb13 to its original position.



- Turn knob Rb14, and then remove misfed paper.



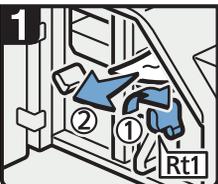
- Lower lever Rb15, and then turn knob Rb16.
- Remove misfed paper.



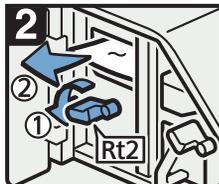
- Raise lever Rb17, and then remove misfed paper.
- Return lever Rb17 to its original position.
- Return the staple unit to its original position, and then close the finisher front cover.

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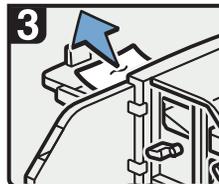
When Rt1 or Rt2 is displayed



- Open the trimmer front cover.
- Turn lever Rt1 to the right, and then remove misfed paper.
- Return lever Rt1 to its original position.



- Hold down lever Rt2 and remove misfed paper.



- Remove misfed paper from the trimmer tray.
- Return lever Rt2 to its original position.
- Close the trimmer front cover.

DFG010

Removing Jammed Staples

If a staple jam occurs, remove the jammed staple by following the procedures indicated in the animation that appears on the screen. This section describes how to remove jammed staples when the procedure is not displayed on the screen.

CAUTION

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

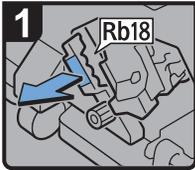
Important

- Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.
- When the finisher is installed, after jammed staples are removed, staples will not be ejected the first few times when you use the stapler. If a staple jam occurs on the saddle stitch, the stapler will not staple after the jammed staples are removed.

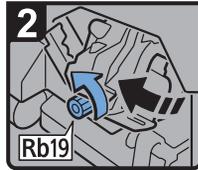
Note

- The sheet which lists the procedure for removing jammed staples is on the inside of the front cover of the finisher.
- Remove the jammed staples according to the finisher type. Check the type if you are unsure of the finisher type. For details about type of finisher, see "Guide to Functions of the Machine's Options", Getting Started.

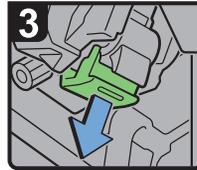
Finisher SR5050



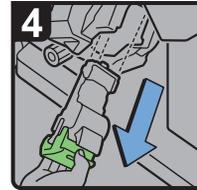
- Open the finisher front cover.
- Pull handle Rb18, and then pull out staple unit.



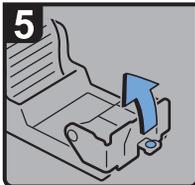
- Turn knob Rb19 counterclockwise to rotate the staple unit.



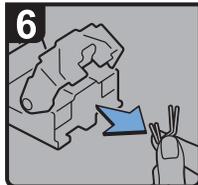
- Pull out the cartridge lever.



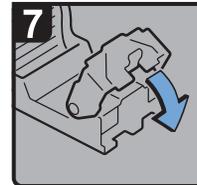
- Pull out the cartridge gently.



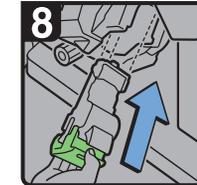
- Open the face plate of the cartridge.



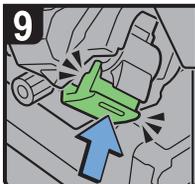
- Remove jammed staples.



- Pull down the face plate until it clicks.

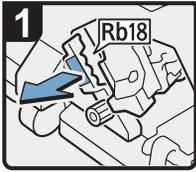


- Hold the lever, and then push in the cartridge.

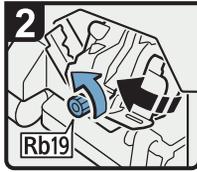


- Push the cartridge until it clicks.
- Return the staple unit to its original position.
- Close the finisher front cover.

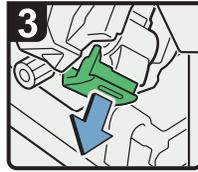
Booklet Finisher SR5060



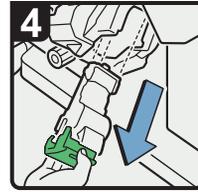
- Open the finisher front cover.
- Pull handle Rb18, and then pull out staple unit.



- Turn knob Rb19 counterclockwise to rotate the staple unit.



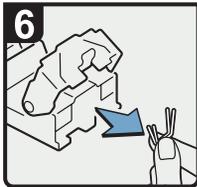
- Pull out the cartridge lever.



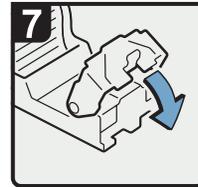
- Pull out the cartridge gently.



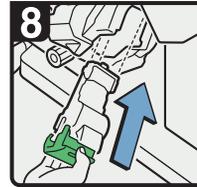
- Open the face plate of the cartridge.



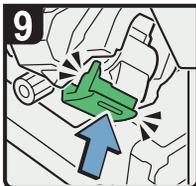
- Remove jammed staples.



- Pull down the face plate until it clicks.



- Hold the lever, and then push in the cartridge.

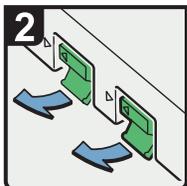


- Push the cartridge until it clicks.
- Return the staple unit to its original position.
- Close the finisher front cover.

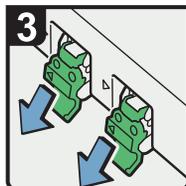
Booklet Finisher SR5060 (Saddle Stitch)



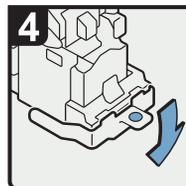
- Open the finisher front cover.
- Pull handle Rb12, and then pull out the staple unit.



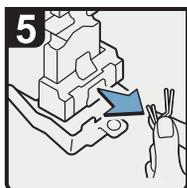
- Pull out the cartridge levers.



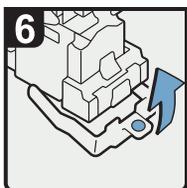
- Pull out the cartridge gently.



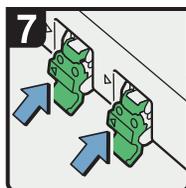
- Open the face plate of the cartridge.



- Remove jammed staples.



- Pull up the face plate of the cartridge until it clicks.



- Hold the levers, and then push in the cartridge.



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

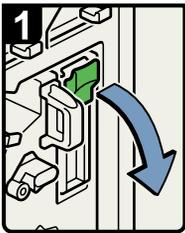
CDN027

Removing Jammed Ring Combs

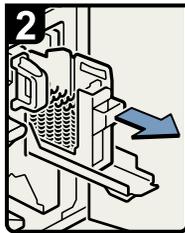
If ring combs become jammed, a message appears on the display panel. Follow the message's instructions to remove the jammed ring combs. This section describes how to remove jammed ring combs when the procedure is not displayed on the screen.

⚠ CAUTION

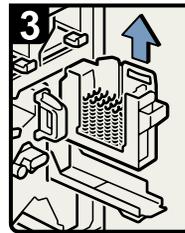
- Keep your hands clear of the inside of the ring binder and the space under the ring binder tray. You can trap your fingers if you do not.



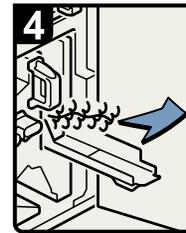
- Open the front right cover of the ring binder.
- Open the cartridge cover.



- Pull out the ring comb cartridge.



- Lift out the cartridge.



- Remove the jammed ring combs from the ring binder.



- To remove jammed ring combs from the bottom of the cartridge, While pushing down on the blue buttons ① at the bottom of the cartridge, carefully pull out the jammed ring combs ②.
- Push in the cartridge and then close the cartridge cover.
- Close the front right cover of the ring binder.

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↓ Note

- The ring combs set in the ring comb cartridge might move or become slanted when you remove the jammed ring combs from the ring comb cartridge. Before replacing the cartridge, check that all the ring combs are straight and properly aligned.

Removing Punch Waste

If the punch receptacle is full, remove punch waste by following the procedures indicated in the animation that appears on the screen.

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 installed again.
- If the message is still displayed, install the punch waste box again.

Removing Staple Waste

If the staple waste box is full, remove staple waste by following the procedures stated in the animation that appears on the screen.

Note

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

Removing Waste Paper

If the waste paper receptacle is full, remove waste paper by following the procedures stated in the animation that appears on the screen.

Note

- While "Waste Paper Receptacle is full." is displayed, you cannot use the perfect binding.
- "Waste Paper Receptacle is full." is displayed until the receptacle is reinstalled.
- If the message is still displayed, reinstall the receptacle.

7. When Adjusting the Color Registration Shift or Printed Color

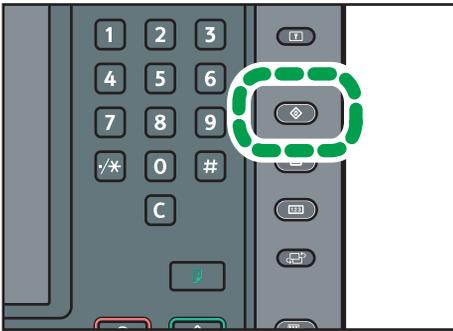
This chapter describes how to adjust the color registration shift or printed color.

When the Color Registration Shifts

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

Adjusting the Color Registration

1. Press the [User Tools] key.



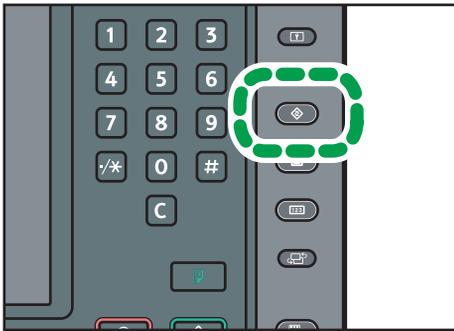
2. Press [Maintenance].
3. Press [Color Registration].
4. Press [OK].
Auto color registration takes about 20 seconds.
5. Press [Exit].
6. Press the [User Tools] key.

When the Printed Color Differs From the Original Color

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

Auto Color Calibration

1. Press the [User Tools] key.



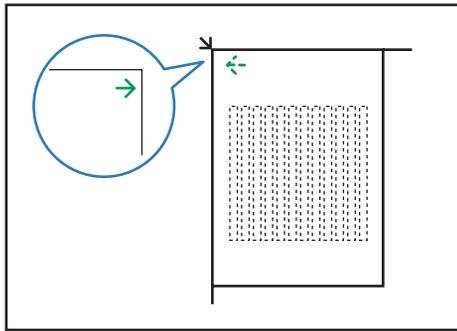
2. Press [Maintenance].
3. Press [Auto Color Calibration].
4. Press [Start].

To perform auto color calibration using the copy function, press [Start] in Copier Function. To perform auto color calibration using the printer function, press [Start] in Printer Function.

5. Press [Start Printing].
6. Place the test pattern on the exposure glass, and then press [Start Scanning].

↓ Note

- The test pattern will not be read if it is set into the ADF.
- The test pattern will be printed on an A4, 8¹/₂ × 11 size page. If these sheets are not available, A3 or B4 JIS (Japanese Industrial Standard) will be used. Make sure to check the paper set into the paper tray.
- Set the test pattern in the following way:



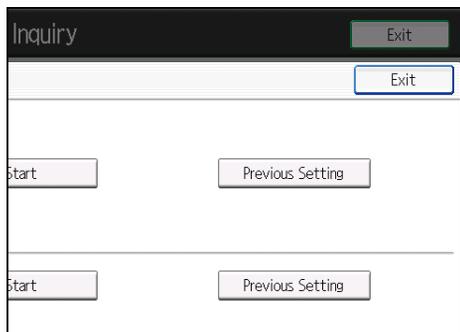
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- Make sure to set the test pattern on the exposure glass, and then two or three white sheets, same size as the test pattern, above the test pattern.

Returning to the Previous Setting

1. Press [Previous Setting].

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



2. Press [Yes].

MEMO

