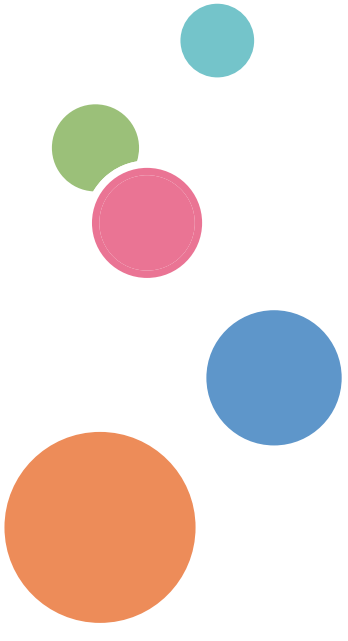
Operating Instructions

Troubleshooting: TCRU/ORU



For safe and correct use, be sure to read Safety Information before using the machine.

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Introduction

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

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

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

Note

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

Reference

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

[ ]

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

Disclaimer

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

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

Notes

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

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

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

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

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

Notes for TCRU/ORU Users

You can access the machine's manuals and maintenance information over the Internet. This section describes how to access the Web page.

1. **In the web browser's address bar, enter http://www.ricoh.com/support/.**
2. **Select your region form "Support" on the "Office Products" section.**
3. **Click [Knowledge Base].**
4. **Select [Pro C7200/X, Pro C7210/X] or [Pro C7200S/SX, Pro C7210S/SX] from [Production Print (Cutsheet)].**
5. **Click [TCRU/ORU Special Menu] at the upper right corner of the screen.**
6. **Enter the user name and password as follows:**
    - User name

      Enter "c7200"
    - Password

      Same as User name
7. **Click [Log in].**
8. **After viewing, click [Logout].**

Note

- This manual is currently only available in English.
- If you cannot view this web page, log out, and the log in again by entering the user name and password. You may not have logged in properly due to the data stored in cookies.
- If there is a problem, please contact your sales or service representative.

1. Before You Begin

About This Manual

If the machine will not print, does not print as expected, or exhibits any other problem, find the problem in this manual and troubleshoot accordingly.

⚠CAUTION

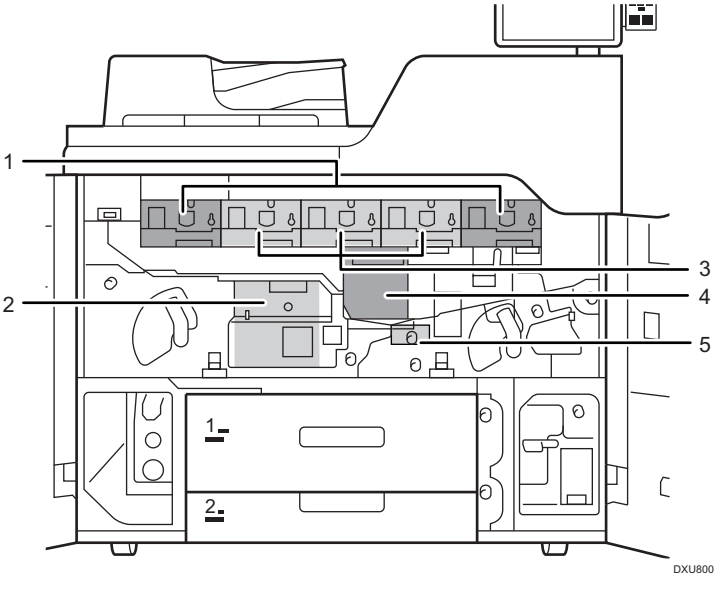
- Before you replace any unit:
  - To prevent electrical shock, turn off the color controller on the machine control panel, switch off the main power switch then the AC power switch, and then disconnect the machine from the power supply.
  - Allow the machine to cool for at least 30 minutes before replacing a part.

Names of Components

1

⚠WARNING

- Do not remove any covers or screws other than those explicitly mentioned in this manual. Inside this machine are high voltage components that are an electric shock hazard. Contact your sales or service representative if any of the machine's internal components require maintenance, adjustment, or repair.
- Do not attempt to disassemble or modify this machine. Doing so risks burns and electric shock.



1. **Development unit (Special Color or Black)**
2. **Fuser unit**
3. **Development unit (Yellow, Magenta, and Cyan)**
4. **Cleaning unit for intermediate transfer belt (ITB cleaning unit)**
5. **Paper transfer unit**

About the Display for Options

This machine displays all of the adjustment items in the Adjustment Settings for Operators menu and advanced settings for custom paper regardless of whether or not the items are for options. Note that any modifications to the option settings do not take effect unless the applicable options are installed on this machine.

Note

- For details about the options available for this machine, see "Guide to Functions of the Machine's Options", Preparation.

Before You Change a Setting

Important

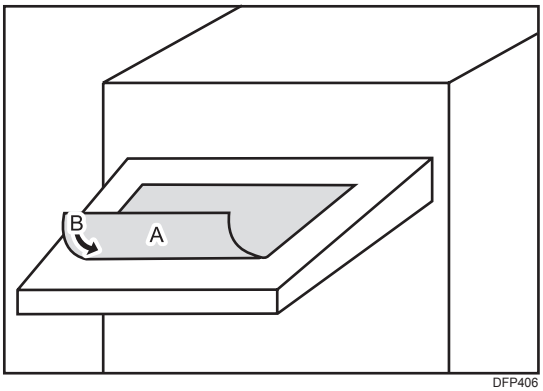
- If the problem persists despite the setting being changed, restore the value you made a note of.
- Operating the machine with the changed setting may cause problems such as reduced print quality.
- If the problem persists even though the setting has been changed, restore the value noted. Operating the machine with the changed setting may cause problems, such as inferior printed images.

About Printing Surfaces

Side 1 is the surface of the paper printed during one-sided printing, or the surface of the first print during duplex printing.

Side 2 is the surface of the paper printed after side 1 has been printed during duplex printing.

Single-sided printing: Printed side face down

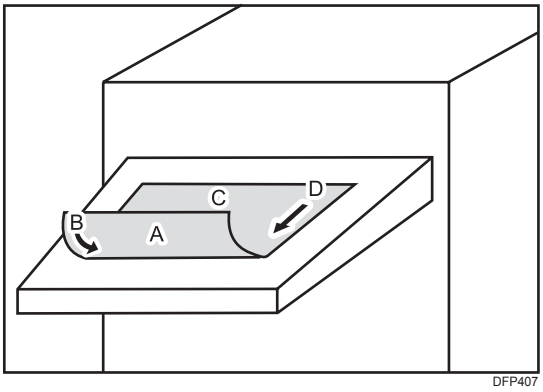


DFP406

A. Side 1

B. Paper feed direction of Side 1

Duplex printing: Printed side face down



DFP407

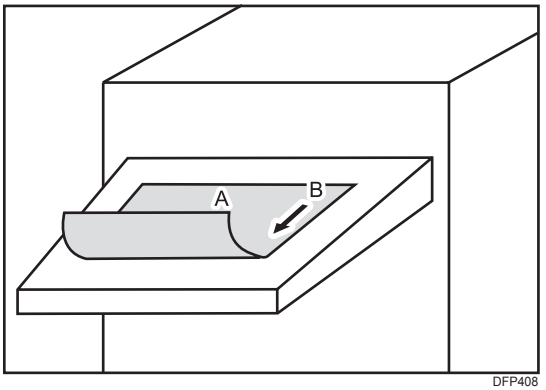
A. Side 1

B. Paper feed direction of Side 1

C. Side 2

D. Paper feed direction of Side 2

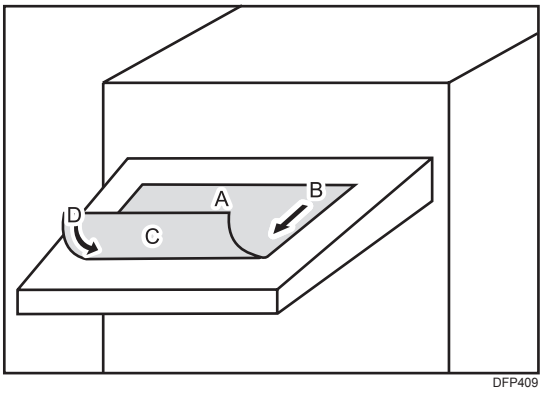
Single-sided printing: Printed side face up



A. Side 1

B. Paper feed direction of Side 1

Duplex printing: Printed side face up



A. Side 1

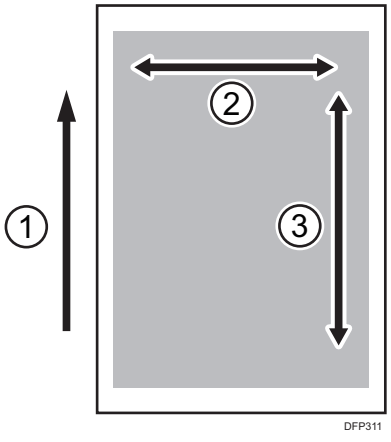
B. Paper feed direction of Side 1

C. Side 2

D. Paper feed direction of Side 2

Note about Vertical and Horizontal Directions

In this manual, with regard to the paper feed direction, the vertical and horizontal directions are as shown below:



1. **Paper feed direction**
2. **Horizontal**
3. **Vertical**

2. Troubleshooting Service Call Problems (SC Codes)

What Are SC Codes?

If an error occurs during operation, the machine displays an SC code ("SCnnn", where "nnn" is a three-digit number). The machine stops and cannot be used when an SC code is displayed.

If an SC Code Appears:

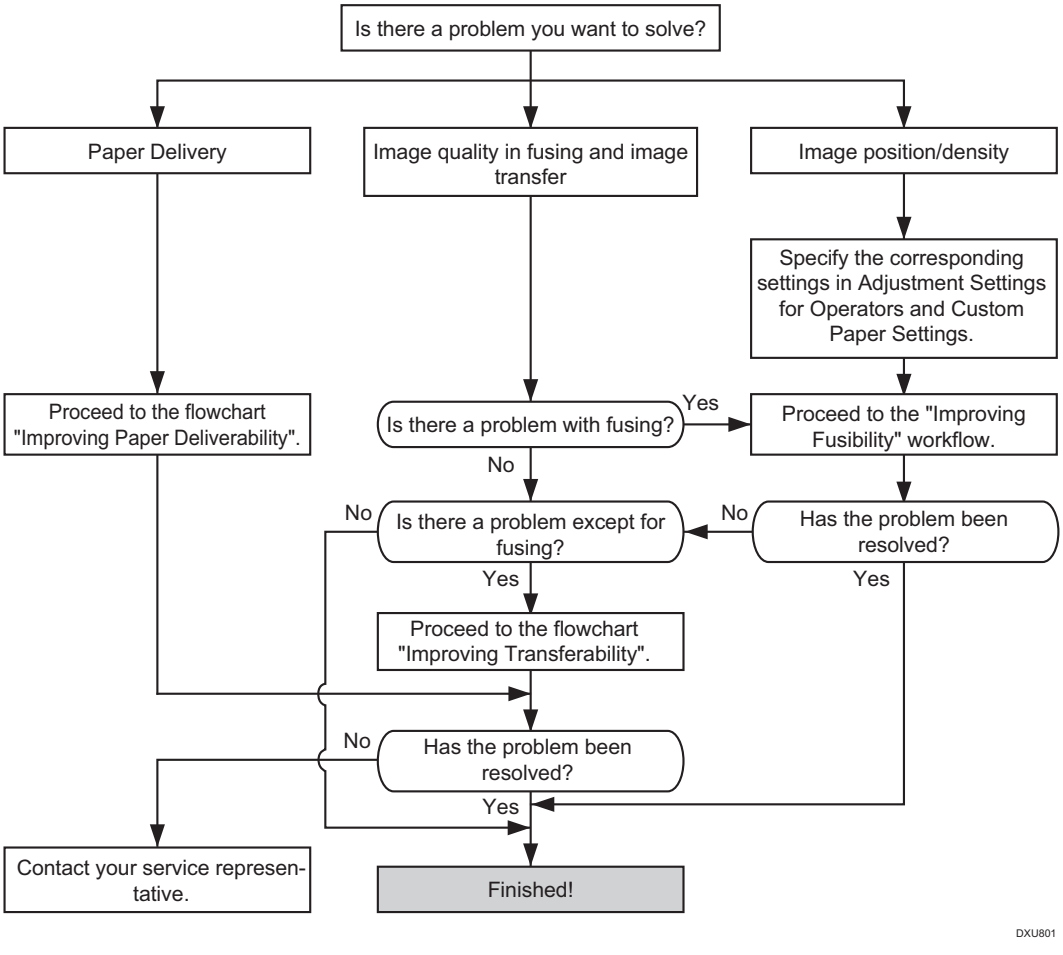
1. **Write down the SC number.**
2. **Turn off the main power switch.**
3. **Wait a few moments, then turn the machine on again.**

   In most cases, cycling the machine off and on will restore it to full operation.
4. **If the SC code reappears, contact your service representative.**

3. Specifying and Checking Paper Settings

Adjusting Paper Settings

Paper Setting Flowchart



Improving Fusibility

This section explains how to resolve the problem of insufficient toner fusing on printed copies.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

Procedure 1: Changing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then adjust the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print the image and check toner fusion. Has the problem been resolved?**

Yes	Finished!
No	Increase the temperature an additional 5°C.

3. **Repeat Step 2.**

   If the problem persists even if you increase the temperature to 190°C, perform Procedure 2, "Changing the print speed".

Procedure 2: Changing the print speed

This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced.

For details about "Print Speed setting", see "Details of Menu Items in Advanced Settings", Adjustment Item Menu Guide.

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one step.**
   If the present value is [High], select [Middle]. If it is [Middle], select [Low].
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]
     [Clear/Special], [White]
2. **Is 1231: [Print Speed] set to [Low]?**

Yes	Go to the next step.
No	Proceed to Step 4.

3. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then set the value in the following corresponding settings by 10.**
   - [BW/FC/FCS]
     [Corct Temp: Pre-Feed]
   - [FCS]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [Corct Temp: Pre-Feed]
   - [FCS: Fuser Setting HQ]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

- [S: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

4. **Print the image and check toner fusion. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

5. **Is 1231: [Print Speed] set to [Middle]?**

Yes	Set 1231: [Print Speed] to [Low].
No	If the problem persists, contact your service representative.

6. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then set the value in the following corresponding settings by 10.**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]
   - [FCS]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
7. **Print the image and check toner fusion. Has the problem been resolved?**

Yes	Finished!
No	If the problem persists, contact your service representative.

Note

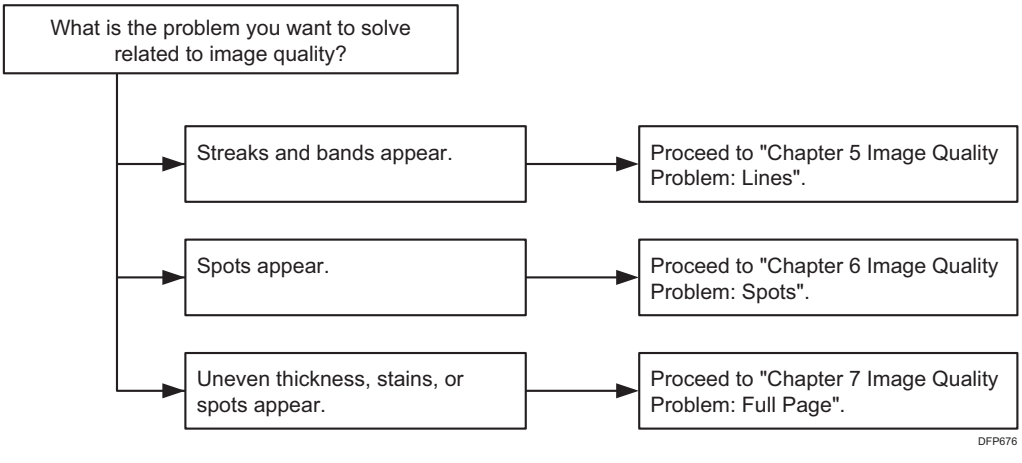
- If you change the value of 1231: [Print Speed] from [Low] to [High] or to [Middle], in 1232: [Fusing Temperature], reset the value of [Corct Temp: Pre-Feed] to its default value.
- Changing the fusing temperature or changing the process speed may produce one or more of the following side effects:

- Paper curling
- Paper misfeeding
- Blisters
- Glossy lines
- Change of gloss

- If one or more of the above side effects occurs, adjust the fusing temperature and process speed by decreasing the fusing temperature and increasing the process speed.
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Improving Transferability

To improve transferability, try the following solution:



Improving Paper Deliverability

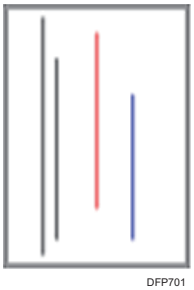
To improve paper deliverability, see page 211 "Troubleshooting Paper Delivery Problems".

4. Troubleshooting Image Quality Problems

Image Index

Large Classification: Lines/Streaks

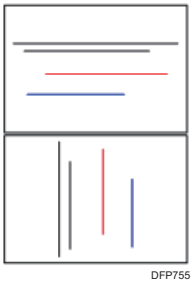
Line/streaks thinner than 1mm in width that appear either as a result of contamination or incomplete toner transfer.



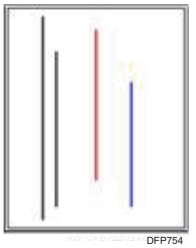
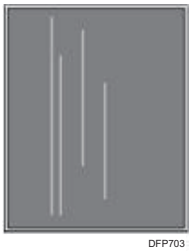
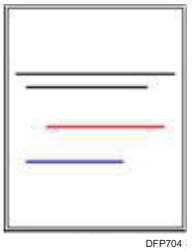
DFP701

Middle classification: Lines/Streaks

A smudge or a white area inside an image, in a linear shape with 1mm or smaller width.



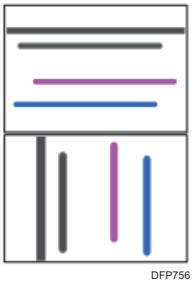
DFP755

Small classification	Sample image	Description
Vertical black (color) streaks Black (color) streaks appearing in the paper feed direction.	 DFP754	• See page 48 "Vertical Black Streaks". • See page 50 "Vertical Black (color) Streaks (1)". • See page 52 "Vertical Black (color) Streaks (2)". • See page 53 "Vertical Black (color) Streaks (3)".
Vertical white streaks Image missing in the shape of streaks in the paper feed direction	 DFP703	• See page 56 "Vertical White Streaks (1)". • See page 58 "Vertical White Streaks (2)".
Horizontal black (color) streaks Black (color) streaks appearing in the direction perpendicular to the paper feed direction.	 DFP704	• See page 45 "Horizontal Black Streaks (Image Edge)".
Horizontal white streaks Image missing in the shape of streaks in the direction perpendicular to the paper feed direction.	 DFP705	• See page 46 "Horizontal White Streaks". • See page 59 "Glossy Lines at the Edge of the Paper".

Small classification	Sample image	Description
Vertical glossy streaks Glossy streaks appearing in the paper feed direction.	 DFP706	
Horizontal white streaks Glossy streaks appearing in the direction perpendicular to the paper feed direction.	 DFP707	• See page 47 "Whiter at the Trailing Edge".
Image scratches Stains in the shape of vertical streaks which seem to result from being scratched by the guide plate ribs or other parts.	 DFP708	

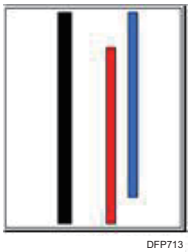
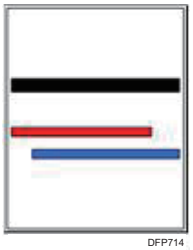
Middle classification: Bands

A smudge or a white area inside an image, in a linear shape with 1mm or larger width.



DFP756

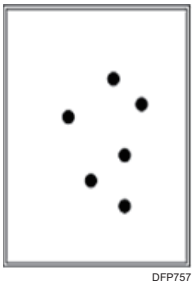
Small classification	Sample image	Description
Jitter Blurred area visible as bands in the direction perpendicular to the paper feed direction	 DFP709	
Banding Banding at regular intervals in the direction perpendicular to the paper feed direction. (Gear eyes: Color unevenness in the same interval as the pitch of the gear.)	 DFP710	
Vertical white bands White bands appearing in the paper feed direction.	 DFP711	• See page 64 "Banding: General".
Horizontal white bands White bands appearing in the direction perpendicular to the paper feed direction.	 DFP712	• See page 66 "Banding: 63 mm (2.4 inches) Intervals". • See page 68 "Banding: 189 mm (7.5 inches) Intervals".

Small classification	Sample image	Description
Vertical black (color) bands Black (color) bands appearing in the paper feed direction.	 DFP713	
Horizontal black (color) bands Black (color) bands appearing in the direction perpendicular to the paper feed direction.	 DFP714	
Fuzzy lines Blurred images in the shape of slightly winding bands in the paper feed direction.	 DFP715	
Roller tracks Stains on the transport rollers transferred to paper.	 DFP716	

Large classification: Spots

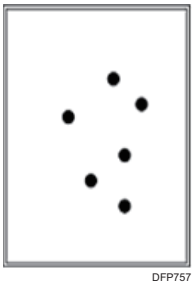
An image quality problem either exhibiting white spots on solid areas, or black spots on the background.

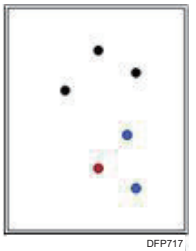
White spots and Fireflies are considered different issues as the former does not consist a core in the center of the unprinted spot.

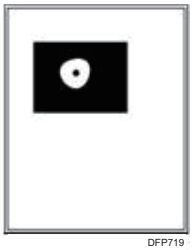

DFP757

Middle classification: Spot

White spots seen in solid image areas or black/color spots seen where there should be nothing printed. The description "white spots" excludes those with toner cores.


DFP757

Small classification	Sample image	Description
Black (color) spots Stains are visible as crisp black (color) spots.	 DFP717	• See page 83 "Black (color) Spots (1)". • See page 86 "Black (color) Spots (2)".

Small classification	Sample image	Description
White spots White spots are visible inside solid image or halftone image area because of missing toner.	 DFP718	• See page 91 "White Spots/ Toner Blasting". • See page 94 "Blister-like White Spots".
Spots with toner Toner aggregated inside the machine has been transferred to paper.	 DFP702	• See page 176 "Toner Scattering: Lines". • See page 180 "Toner Scattering: Trailing Edge". • See page 183 "Toner Scattering: Around a Solid Fill Image".
White spots with toner cores White spots with pieces of aggregated toner in the center visible in solid color area. Pieces of aggregated toner may be irremovable.	 DFP719	
Fish-shape stains Stains in the shape of small fish which appear to be swimming in the paper feed direction.	 DFP720	• See page 99 "Medaka (White Spots)".

Large classification: Full page

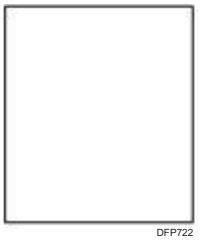
Images and text missing from the whole sheet.

DFP758

Middle classification: Full page

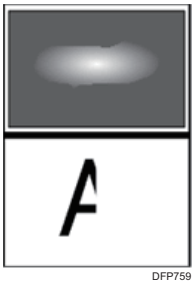
Image/text does not appear on the printout.

DFP721

Small classification	Sample image	Description
All black Copied paper is all black.	 DFP721	
Blank No image is reproduced.	 DFP722	

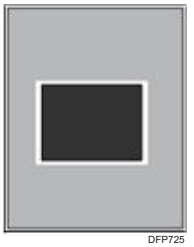
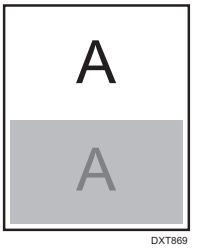
Middle classification: Unprinted

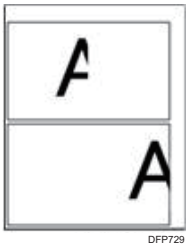
Parts of the developed images and letters are not reproduced.



DFP759

Small classification	Sample image	Description
White zone Part of a solid image or halftone is missing.	 DFP723	• See page 100 "Patch Unprinted Image". • See page 105 "Fainter Leading Edge". • See page 109 "Fainter Trailing Edge". • See page 112 "Unprinted: When Using a Transparent Film". • See page 113 "Unprinted: Around Clear-toner Images".
Wormholes The outline of a letter (or a line) is reproduced but the inside of it is missing.	 DFP724	• See page 117 "Worm Holes: Text or Edge of an Image". • See page 120 "Worm Holes: When Using the Clear Toner".

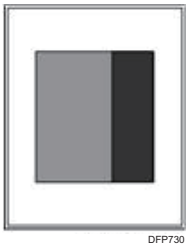
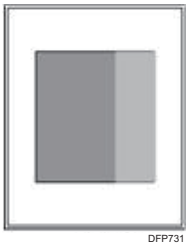
Small classification	Sample image	Description
Halo There is a white line around a solid object.	 DFP725	
Negative residual image Previously copied image pattern is reproduced (density difference in white) in the halftone part on the next page.	 DFP726	
Positive residual image Previously copied image pattern is reproduced (density difference in black) in the halftone part on the next page.	 DXT869	
Offset The same image is repeatedly transferred in the same interval.	 DFP728	

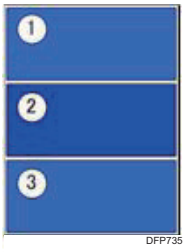
Small classification	Sample image	Description
Missing image Developed image slid in the subscan direction or missing.	 DFP729	

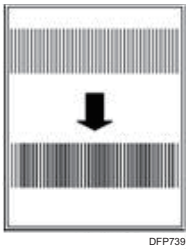
Middle classification: Unevenness

The density of the developed image is uneven.


DFP760

Small classification	Sample image	Description
High density Image density higher than configured.	 DFP730	
Low density Image density lower than configured.	 DFP731	• See page 124 "Low Image Density of Black Area".

Small classification	Sample image	Description
Uneven density Image density is uneven within the same page.	 DFP732	• See page 128 "Uneven Density: 189 mm (7.5 inches) Pitch". • See page 129 "Uneven Density within 90 mm (3.5 inches) of the Trailing Edge". • See page 132 "Uneven Density (Textured Paper)".
Unevenness in indefinite shape Image density unevenness in indefinite shapes.	 DFP733	
Uneven glossiness The glossiness is uneven inside a dark solid image. Check it by looking at the paper from different angles.	 DFP734	• See page 151 "Uneven Gloss". • See page 156 "Residual Gloss (Gloss Ghost): Multiple". • See page 158 "Uneven Gloss: Partly". • See page 158 "Uneven Gloss: Wavy". • See page 161 "Uneven Gloss: Side 2". • See page 166 "Uneven Gloss: Thick Paper".
Color changing During repeated printing, the color or the density changes from sheet to sheet.	 DFP735	

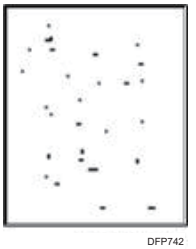
Small classification	Sample image	Description
Color difference The colors differ between the original (1) and the output (2).		
Rough image Color is uneven and small white spots are visible inside a solid image. With color copiers, white spots may not appear when two colors are overlapped.		• See page 140 "Mottling".
Earthworm shape White area in a shape similar to an earthworm.		• See page 145 "Worm Track".
Moire When superimposed regular pattern, it is a pattern of striped periodic possible by pixel to interfere with each other. Halftones may become mosaics.		

Small classification	Sample image	Description
Blur Image seemingly blurred in all directions.	 DFP740	• See page 149 "Blurred Image: Around a Clear Image".

Middle classification: Dirtied printouts

Non-image area is dirtied.

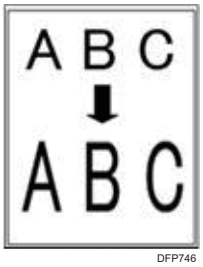
DFP743

Small classification	Sample image	Description
Background stains Granular stains are visible in unprinted areas of the paper.	 DFP741	
Backside stains Granular stains are visible on the backside of the paper.	 DFP742	• See page 173 "Dirty Background".

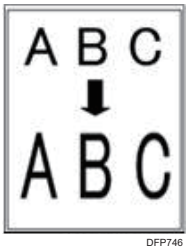
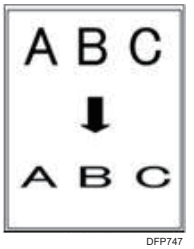
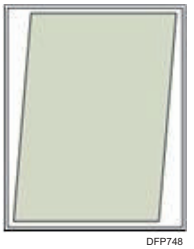
Small classification	Sample image	Description
Toner scattered Toner scattered around a letter.	 DFP743	• See page 176 "Toner Scattering: Lines". • See page 180 "Toner Scattering: Trailing Edge". • See page 183 "Toner Scattering: Around a Solid Fill Image".
Edge stains The side edges of paper are stained.	 DFP744	• See page 185 "Stained Paper Edges". • See page 185 "Stained Paper Edges (1)". • See page 186 "Stained Paper Edges (2)". • See page 186 "Stained Paper Edges (3)". • See page 187 "Stained Paper Edges (4)". • See page 188 "Stained Paper Edges (5)".

Middle classification: Disturbed image

Image/text are disturbed and do not replicate the original.

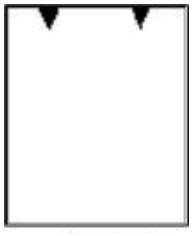


DFP746

Small classification	Sample image	Description
Irregularity Image becoming irregular in comparison with the original.	 DFP745	
Image expansion Image expanded abnormally in comparison with the original.	 DFP746	• See page 194 "Stretched Image".
Image contraction Image contracted abnormally in comparison with the original	 DFP747	• See page 194 "Shrunken Image".
Skew The corners of an image copied from a rectangle original are not square.	 DFP748	• See page 196 "Image Skew".

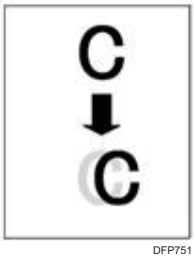
Middle classification: Scratches

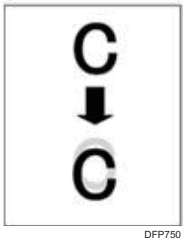
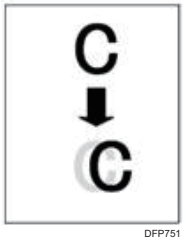
Stains in the shape of vertical streaks which seem to result from being scratched by the guide plate ribs or other parts.

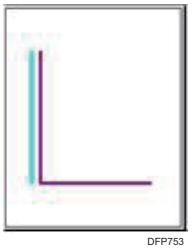
Small classification	Sample image	Description
Claw marks Stains of toner that got on the paper when it came into contact with drum/ fuser pawls.	 DFP749	

Middle classification: Shifted image

Registration shift causes the images to appear longer or wider than the original.


DFP751

Small classification	Sample image	Description
Vertical image shift Images and lines shifted in the paper feed direction.	 DFP750	
Horizontal image shift Images and lines shifted in the direction perpendicular to the paper feed direction.	 DFP751	

Small classification	Sample image	Description
Vertical color shift Color shifted in the paper feed direction where colors should be overlaid.	 DFP752	
Horizontal color shift Color shifted in the direction perpendicular to the paper feed direction where colors should be overlaid.	 DFP753	

Others

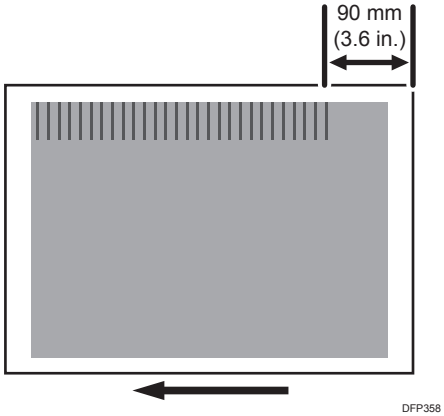
- For details see, page 197 "Insufficient Gloss: Clear Image".
- For details see, page 198 "Milky Transparency".

5. Image Quality Problem: Lines

Streaks

Horizontal Black Streaks (Image Edge)

The horizontal column density fluctuates at 11 mm (0.4 inches) intervals on the right edge perpendicular to the paper feed direction. This fluctuation does not occur in the area that is 90 mm (3.6 inches) or less from the trailing edge.



Cause:

The speed of the transfer timing roller is less than that of paper transfer.

This may occur if:

- Printing is done at low temperature or humidity
- Halftone images are printed

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Transfer Timing Roller]. Is it higher than 0.5%?**

Yes	No further improvement is likely. Contact your service representative.

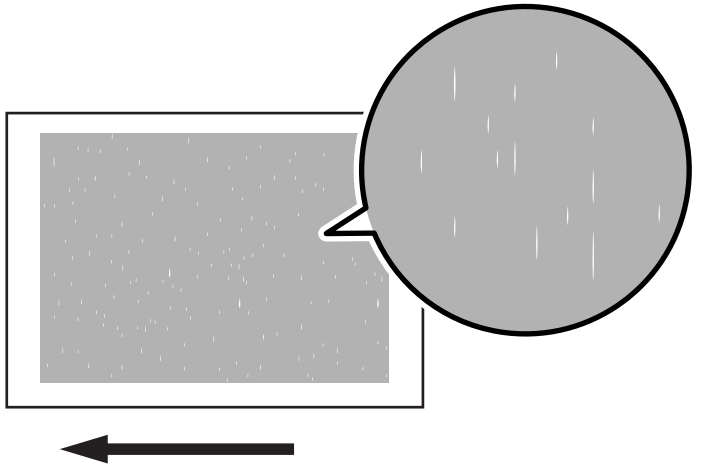
No	Increase the value in [Transfer Timing Roller] by 0.1%.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 and 2.

Horizontal White Streaks

White streaks of 1 to 8 mm (0.04 to 0.3 inches) long and perpendicular to the paper feed direction appear.



CEZ604

Cause:

One of the charge rollers is stained.

This may occur if:

- Printing is done at low temperature
- After printing approximately 20,000 sheets per day for approximately 15 consecutive days
- After printing approximately 30,000 sheets per day for approximately 8 consecutive days

Solution:

1. **To identify the affected color, print three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.**

2. **Detach the charge unit of the affected color and wipe the charge roller with a well-wrung-out damp cloth.**
3. **Wipe a dry, unused, lint-free cloth until no moisture remains.**
4. **Print the image. Has the problem been resolved?**

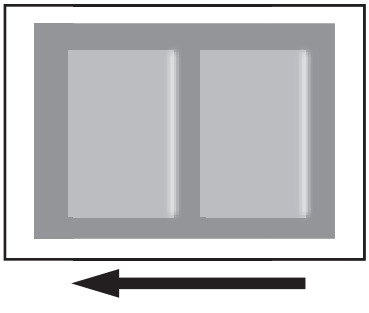
Yes	Finished!
No	Replace the charge unit.

Note

- If white streaks appear at 189 or 40 mm (7.5 or 1.6 inches) intervals, carry out the procedure in see page 83 "Black (color) Spots (1)".
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.

Whiter at the Trailing Edge

When using the white toner, the trailing edge of the image turns whiter than other areas.



DFP396

Cause:

This may occur if:

- When printing an image overlaying the white toner with the cyan, magenta, yellow, or black toner
- When using transparent paper
- When the cyan, magenta, yellow, or black toner overlaying with the white toner is thick
- When the cyan, magenta, yellow, or black toner is used at the trailing edge of an image using the white toner

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then decrease the value in [Clear/Special] by 1.**
2. **Print the image. Has the problem been resolved?**

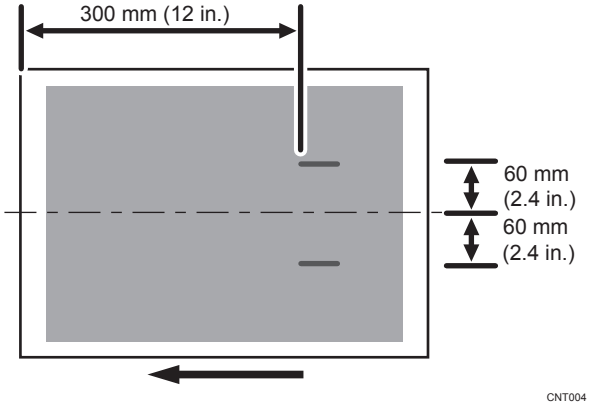
Yes	Finished!
No	Repeat Steps 1 to 2. If the problem persists even though you have increased the value to -5, contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Vertical Black Streaks

Short black streaks appear on a black halftone image.



Cause:

A sheet is bent at the entrance to the fusing unit and comes into contact with the edge of the paper delivery tank, where static electricity builds up on the sheet through friction. This causes scattering of unfixed toner on the paper surface.

This may occur if:

- Printing is done at low temperature or humidity
- Halftone images are printed in black and white

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Adjusting the value in Trans-Fusing Transfer Belt

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Trans-Fusing Transfer Belt]. Is it lower than -5.0%?**

Yes	Proceed to "(b) Adjusting the value in Fusing Belt ".
No	Go to the next step.

2. **Decrease the value in [Trans-Fusing Transfer Belt] by 0.5%.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 3.

(b) Adjusting the value in Fusing Belt

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Fusing Belt]. Is it higher than 2.5%?**

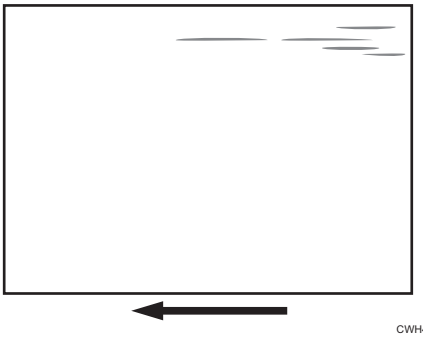
Yes	No further improvement is likely. Contact your service representative.
No	Go to the next step.

2. **Increase the value in [Fusing Belt] by 0.5%.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 3.

Vertical Black (color) Streaks (1)

Black (color) streaks parallel to the paper feed direction appear.



CWH400

Cause:

This may occur if:

- The charge roller is stained.
- The PCU cleaning unit has worn out.
- The drum surface is scratched.
- If the rollers, ribs, or tabs in the paper path are stained with toner

Solution:

(a) Checking the charge roller

1. **Print a full-page, solid-fill A3 or SRA3 sheet for white with the "Independent Pattern 2dot" setting.**
2. **Do streaks appear?**

Yes	Finished!
No	Go to the next step.

3. **Check the charge roller. Is there a stain on the surface of the charge roller that corresponds to the position of the streaks that appeared on the paper?**

Yes	Go to the next step.
No	Proceed to "(b) Checking the Photoconductor unit".

4. **Wipe the charge roller with a well-wrung-out damp cloth.**

5. **Wipe a dry, unused, lint-free cloth until no moisture remains.**
6. **Is the charge roller clean?**

Yes	Go to the next step.
No	Skip to step 8.

7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Checking the Photoconductor unit".

8. **Replace the charger unit.**
9. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Checking the Photoconductor unit".

(b) Checking the photoconductor unit

1. **Check the photoconductor drum. Is there a stained line on the surface?**

Yes	Go to the next step.
No	Skip to step 4.

2. **Replace the PCU cleaning unit.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **Check the photoconductor drum. Are there scratches on the surface?**

Yes	Go to the next step.
No	Contact your service representative.

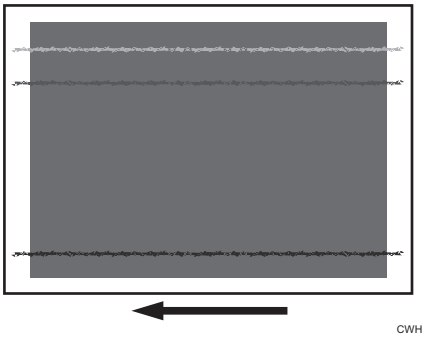
5. **Replace the PCU cleaning unit and the photoconductor unit.**

Note

- For details about replacing the charger unit, PCU cleaning unit and photoconductor unit, see Replacement Guide.
- After replacing parts, it is recommended to perform the color calibration of the external controller.

Vertical Black (color) Streaks (2)

Extended, blurred black (color) streaks parallel to the paper feed direction appear. The streaks also appear randomly in the margins.



CWH401

Cause:

If the temperature or humidity is low, remaining toner might be missed by the cleaning blade of the ITB cleaning unit or paper transfer unit, causing streaks to appear sporadically.

Solution:

1. **To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black.**
2. **Check whether the problem occurs at the front or back of the paper.**

   <If the problem affects single color at the front of the paper>

   Proceed to the solutions in page 50 "Vertical Black (color) Streaks (1)".

   <If the problem affects multiple colors at the front of the paper>

   If the problem persists even if you replace the ITB cleaning unit, contact your service representative.

   <If the problem occurs at the back of the paper>

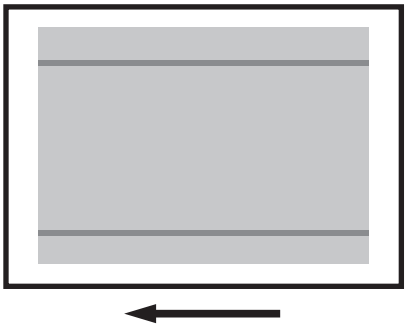
   Replace the paper transfer unit. If the problem persists, contact your service representative.

Note

- For details about replacing the paper transfer unit or ITB cleaning unit, see Replacement Guide.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

Vertical Black (color) Streaks (3)

A streak appears in parallel to the paper feed direction. This may occur on half-tone images.



DFP486

Cause:

There is a trace (streak) of the paper edge on the fusing belt.

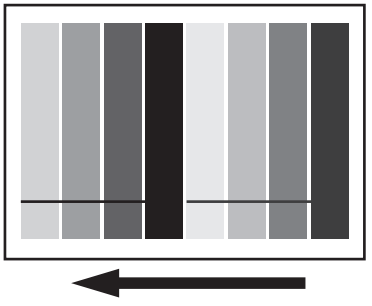
Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0508: [Manually Smooth Fusing Belt], and then execute [Belt Scratches].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 2. If the problem persists, contact your service representative.

Vertical Black Streaks Occur after [Density Difference Printing: Across Feed] is Executed

Black streaks appear on executing 10: [Density Difference Printing: Across Feed] in [Adjustment Settings for Operators].



DXT833

Cause:

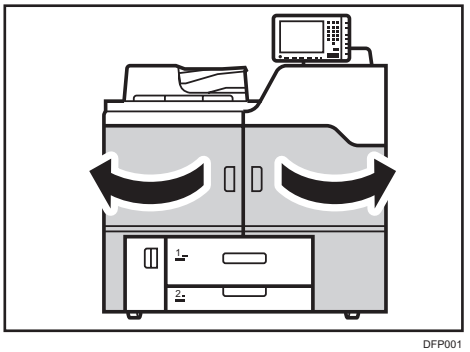
This may occur if you execute 10: [Density Difference Printing: Across Feed] with any fragments on the exposure glass or reference white board in the paper path inside the left drawer.

Solution:

1. **Turn off the main power.**

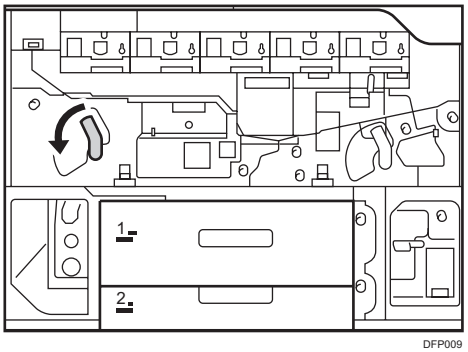
   For details about how to turn off the main power, see "Turning Off/On the Power", Replacement Guide.

2. **Open the front covers.**



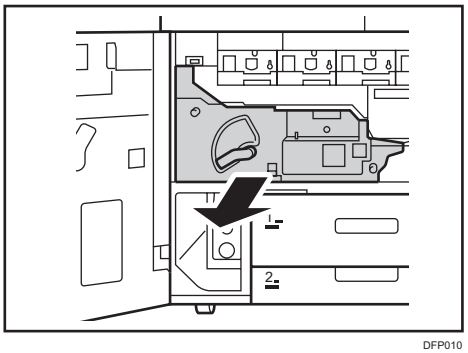
DFP001

3. **Pull down the lever C1.**



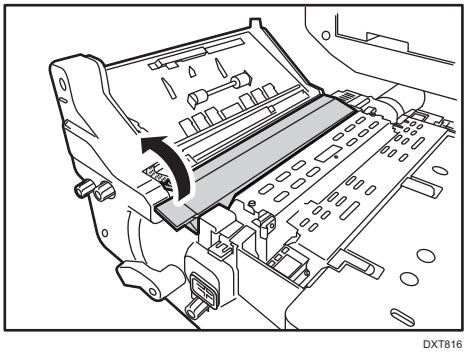
DFP009

4. **Pull the drawer out completely until it stops.**



DFP010

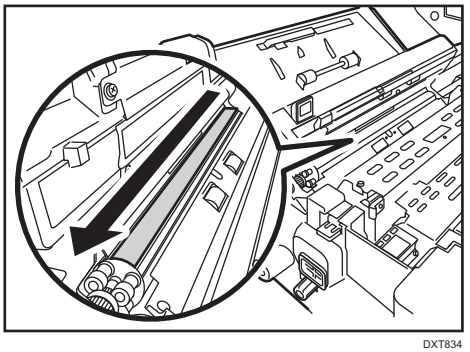
5. **Pull up and open the cover D3.**



DXT816

6. **Clean the shading plate.**

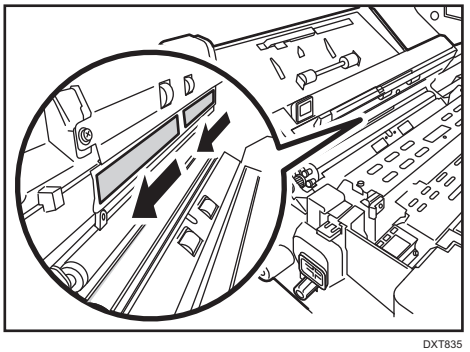
   Using the dry cloth for cleaning the contact glass, wipe from the rear to front part to remove any fragments.



DXT834

7. **Clean the sheet-through exposure glasses.**

   Using the dry cloth for cleaning the contact glass, wipe from the rear to front part to remove any fragments.

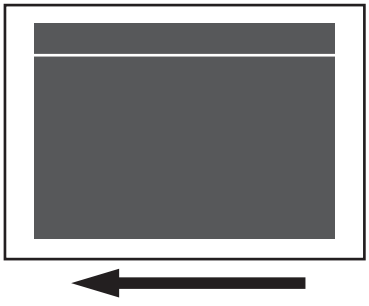


DXT835

8. **Close the cover D3.**
9. **Push the left drawer slowly into the machine until it stops.**
10. **Pull up the lever C1.**
11. **Close the front covers.**
12. **Turn on the main power.**
13. **In the [Adjustment Settings for Operators] menu, execute 10: [Density Difference Printing: Across Feed].**

Vertical White Streaks (1)

A white streak appears from the leading edge to trailing edge of the paper in parallel to the paper feed direction.



bzs415

Cause:

The photoconductor unit is stained.

Solution:

1. **To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, magenta, black, and green and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.**

   Because it is difficult to identify white spots on yellow, green is used instead of yellow.

2. **Detach the photoconductor unit of the affected color and check the drum surface. Is the surface stained?**

Yes	Wipe the photoconductor unit with a dry cloth to remove the stain. In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0504: [Execute Cleaning Initial Setting for PCU] for the specified color.
No	Replace the photoconductor unit.

3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Replaced the PCU cleaning unit and the photoconductor unit.

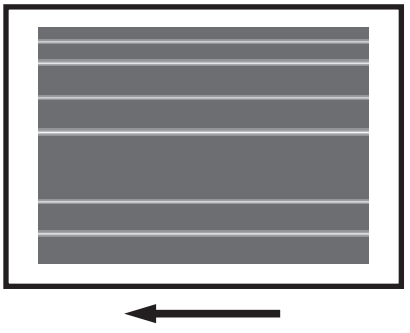
4. **If the problem persists, contact your service representative.**

Note

- For details about replacing the PCU cleaning unit and the photoconductor unit, see Replacement Guide.

Vertical White Streaks (2)

A white streak appears in parallel to the paper feed direction.



DFP420

Cause:

There is a trace remaining after polishing the fusing belt by the fusing belt smoothing roller.

This may occur when using paper with Paper Weight 7 to 8.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then increase the value in the following corresponding settings by 5°C.**

   The maximum value for each setting varies depending on the 1231: [Print Speed] setting.

   When the value is set to [High] or [Middle]: maximum 185°C

   When the value is set to [Low]: maximum 200°C

   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

[Heat Roller Temp]

- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print the image. Has the problem been resolved?**

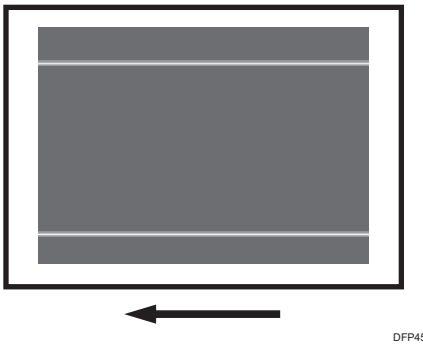
Yes	Finished!
No	Repeat Steps 1 and 2. If the problem persists even though the value has been increased to the upper limit, contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Glossy Lines at the Edge of the Paper

A glossy line appears in parallel to the paper feed direction. This may occur on solid-fill images.



DFP455

Cause:

There is a trace (streak) of the paper edge on the fusing belt.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0508: [Manually Smooth Fusing Belt], and then execute [Belt Scratches].**
2. **Print the image. Has the problem been resolved?**

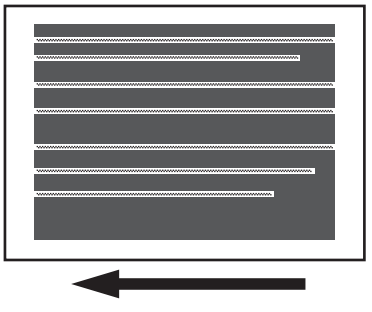
Yes	Go to the next step.
No	Repeat Steps 1 and 2. If the problem persists even after executing [Belt Scratches] 5 times, contact your service representative.

3. **In [Advanced Settings] for the custom paper you are using, select 1243: [Fusing Belt Smoothing], and then check the present value in [For Belt Scratches]. Is it [Off (Do not Execute)]?**

Yes	Finished!
No	Increase the value in [For Belt Scratches] by 1 level.

Vertical Glossy Line: Uneven Glossiness due to Wax Stain

Toner wax in the shape of the fuser belt smoothing roller stains the image.



DXT830

Cause:

This may occur due to uneven wax adherence to the fuser belt.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Executing Fusing Belt Manual Smoothing Adjustment

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0508: [Manually Smooth Fusing Belt], and then execute [Uneven Gloss: Short Time].**
2. **Print the image. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 and 2.

3. **To prevent this problem, adjust the values in print speed and fusing temperature. This will decrease the throughput, but is it OK?**

Yes	Proceed to "(b) Adjusting the values in Print Speed and Fusing Temperature".
No	Finished! If the problem recurs, try this solution again.

(b) Adjusting the values in Print Speed and Fusing Temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]
     [Clear/Special], [White]
2. **Select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]
     [Heat Roller Temp]

- [FCS]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [S]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [BW/FC/FCS: Fuser Setting HQ]

  [Heat Roller Temp]
- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 0°C.**
   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]
   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
4. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 5°C.**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]
   - [FCS]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Feed]

- [FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

- [S: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

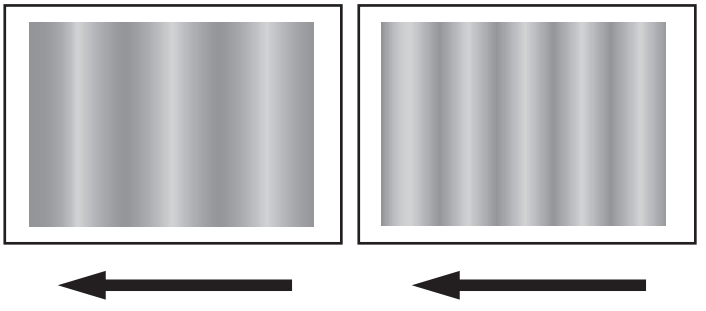
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Bands

Banding: General

Density fluctuation occurs periodically in the vertical direction to the paper feed direction.



CWH407

Cause:

Density fluctuation occurs when the pitch phase between the charge roller, developing roller, paper transfer roller, and photoreceptor is different.

Solution:

The solution depends on the length of intervals whereby the density fluctuation occurs.

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0501: [Execute Process Adjustment].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0506: [Execute Developer Refreshing] of the specified color.

3. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Go to the next step.

4. **Print a full-page, half-tone A3 sheet for each of cyan, magenta, yellow, and black, and then measure by a ruler, etc., the intervals between the spots affected by density fluctuation.**
5. **Perform the following solution. If the applicable interval is not listed, contact your service representative.**

Interval	Affected unit	Solution
40 mm	Charge roller's pitch circle	1. Clean the charge roller. 2. In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0501: [Execute Process Adjustment]. 3. In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment] and execute [Adjust Image Density].
50 mm/26 mm	Development roller's pitch circle	In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment] and execute [Adjust Image Density].
63 mm	Paper transfer roller's pitch circle	See page 66 "Banding: 63 mm (2.4 inches) Intervals".
189 mm	Photoconductor's pitch circle	See page 68 "Banding: 189 mm (7.5 inches) Intervals".

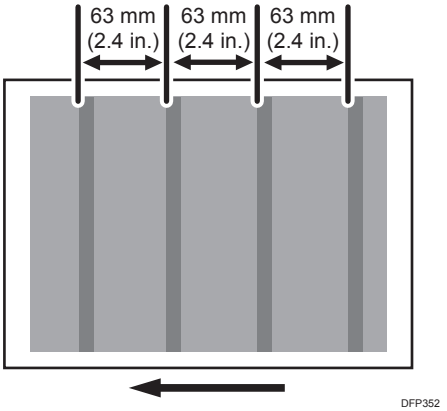
6. **If the problem persists or the applicable interval is not listed, contact the service representative.**

Note

- Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

Banding: 63 mm (2.4 inches) Intervals

Density fluctuation occurs at intervals of 63 mm (2.4 inches).



Cause:

Caused by difference in roller speed

The speed of the paper transfer is higher than that of transfer timing roller.

This may occur if:

- Printing is done at low temperature or humidity
- Halftone images are printed using black toner

Caused by paper transfer bias

This may occur if:

- Printing is done at low temperature or humidity
- Thick paper is used
- Printing solid fills

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

(a) Caused by difference in roller speed

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Paper Transfer Roller].**

2. **Is it lower than -0.5%?**

Yes	Contact your service representative.
No	Decrease the value in [Paper Transfer Roller] by 0.1%.

3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Step 1 to 3. If the problem persists even if you lower the value to -0.5, contact your service representative.

(b) Caused by paper transfer bias

1. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then increase the value in the following corresponding settings by one step.**
   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [FCS]

     [Side 1], [Side 2]
   - [S]

     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]
2. **Print the image. Has the problem been resolved?**

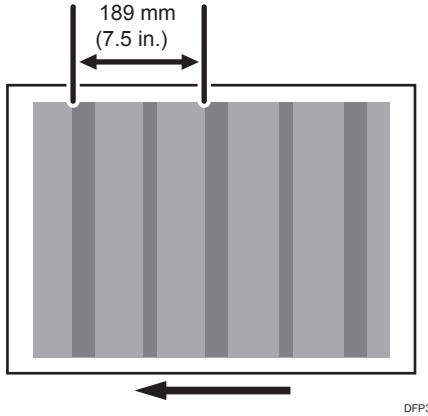
Yes	Finished!
No	Repeat Step 1 to 2. If the image density becomes lower or white spots appear, contact your service representative.

Note

- If the value of Paper Transfer Roller is decreased, horizontal black streaks or uneven density might occur in 90 mm of the paper trailing edge. If the horizontal black streaks or uneven density appears after performing the Banding 63 mm intervals solution, restore the original Paper Transfer Roller value.

Banding: 189 mm (7.5 inches) Intervals

Density fluctuation occurs at intervals of 189 mm (7.5 inches).



Cause:

This may occur if:

- When the environment changes from high temperature or humidity to low temperature or humidity
- Halftone images are printed

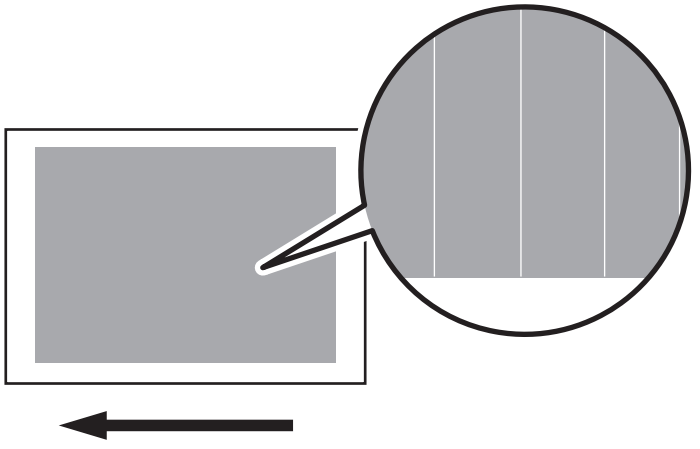
Solutions:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0501: [Execute Process Adjustment].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 2. If the problem persists even if you repeat this solution 3 times, perform the solution specified in page 64 "Banding: General".

Banding: Horizontal White Bands (Printing using Special Color Only)

Horizontal white streaks at intervals of 6 mm.



DXT813

Cause:

Transfer blur occurs due to speed fluctuation of the intermediate transfer belt.

This may occur if printing using special color only.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

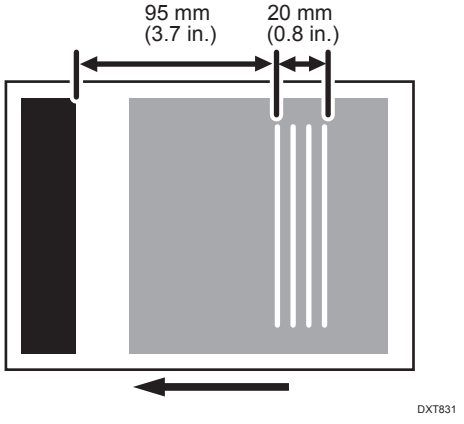
Solutions:

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then increase the value in [Clear/Special] and [White] of [S] by one step.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Banding: Short Pitch

When printing an image including solid-fill parts, jitters appear in the area from the solid-fill parts to a point 95 mm away from the trailing edge of the paper, extending approximately 20 mm at intervals of 3 mm.



Cause:

This may occur if:

- When printing an image including solid-fill parts
- When printing an image with half-tone images in the area from the solid-fill parts to the point 95 mm away from the trailing edge of the paper

Note

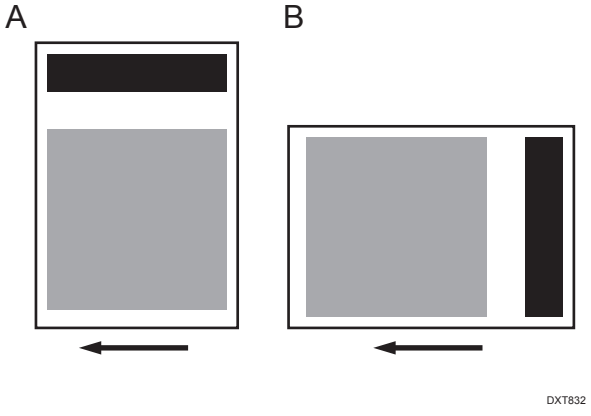
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

According to the type of image to be printed, perform the procedure in "(a) If printing an original including both solid-fill and half-tone parts on the same page" or "(b) If printing an original that has solid-fill images at the trailing edge of a page and half-tone images at the leading edge of the next page".

(a) If printing an original including both solid-fill and half-tone parts on the same page

1. **Can you rotate the original by 90 or 180 degrees?**



- A: Rotation by 90 degrees
- B: Rotation by 180 degrees

Yes	Rotate the original by 90 or 180 degrees.
No	Proceed to Step 3.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set the value in the following corresponding settings to [Middle].**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

[Clear/Special], [White]

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

5. **Select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

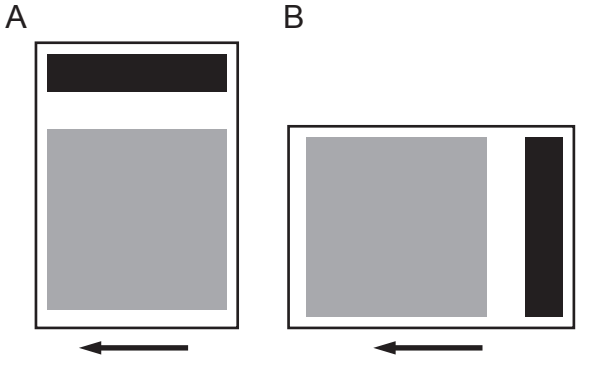
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
6. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

(b) If printing an original that has solid-fill images at the trailing edge of a page and half-tone images at the leading edge of the next page

1. **Can you rotate the original by 90 or 180 degrees?**



- A: Rotation by 90 degrees
- B: Rotation by 180 degrees

Yes	Rotate the original by 90 or 180 degrees.
No	Proceed to Step 3.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **In [Advanced Settings] for the custom paper you are using, select 1237: [Print Speed (Sheet Interval Adj)], and then adjust the value in the following corresponding settings.**

   Increase the gap between the pages to move the location of the jitters away from the half-tone part.

   Increase the value by 1% to move the image toward the leading edge of the paper by approximately 5 mm.

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS/S]

     [Clear/Special], [White]

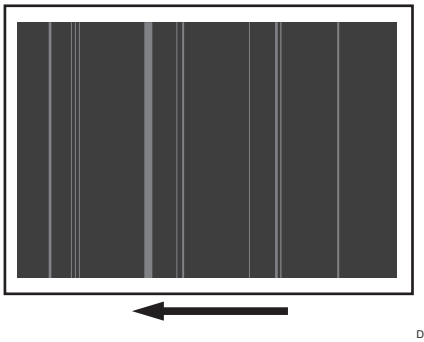
4. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Contact your service representative.

Banding: Metallic Paper (Random Pitch)

When printing on metallic paper, white streaks 5 to 40 mm long appear all over the paper perpendicular to the paper feed direction.



DXT840

Cause:

This may occur when printing on metallic paper.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then adjust the values in the following settings in steps of ±1 according to the mode in use.**
   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [FCS]

     [Side 1], [Side 2]
   - [S]

     [Side 1: Clear/Special], [Side 1: White]

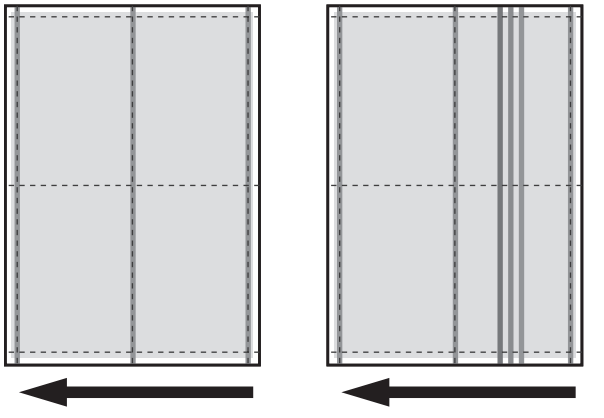
[Side 2: Clear/Special], [Side 2: White]

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Step 1 to 2. If the density becomes too low or white spots appear, contact your service representative.

Jitter: Jitter during Paper Transfer (Perforated Paper)

When printing on perforated paper, such as for business card printing, one or more color bands appear perpendicular to the paper feed direction.



DXT836

Cause:

The perforated uneven surface may cause fluctuation in the transfer due to the intermediate transfer belt vibration produced by the jitter during paper transfer.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **Load the paper rotated by 90 degrees.**
2. **Print the image. Has the problem been resolved?**

   Adjust the print settings according to the orientation of the loaded paper.

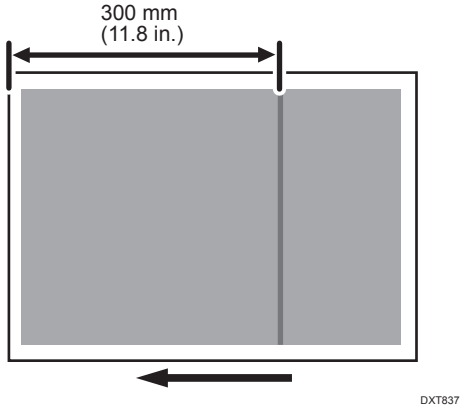
Yes	Finished!
No	Go to the next step.

3. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set the value in the following corresponding settings to [Middle].**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]
     [Clear/Special], [White]
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Jitter: When Using Very Stiff Paper

When printing on very stiff paper, a streak appears in the area 280-300 mm from the leading edge of the paper.



Cause:

Transfer fluctuation has occurred due to the jitter produced when the leading edge of the stiff paper is fed through the paper transfer roller.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **Load the paper with its grain direction perpendicular to the paper feed direction.**
2. **Print the image. Has the problem been resolved?**

   Adjust the print settings according to the orientation of the loaded paper.

Yes	Finished!
No	Go to the next step.

3. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Paper Transfer Roller]. Is it lower than 0.5%?**

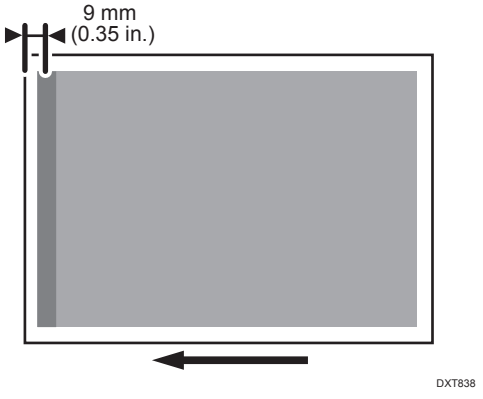
Yes	Increase the value in [Paper Transfer Roller] by 0.1%.
No	No further improvement is likely. Contact your service representative.

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 3 to 4.

Horizontal Black Banding: Leading Edge of Paper (9 mm)

Black banding perpendicular to the paper feed direction appears in the area approximately 9 mm from the leading edge of the paper.



Cause:

This may occur when printing on coated paper.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **In [Advanced Settings] for the custom paper you are using, check the present value in 1222: [Paper Transfer Nip Operation Mode].**

[Off] **or** [Mode 1]	Set 1222: [Paper Transfer Nip Operation Mode] to [Mode 2].
[Mode 2] **or** [Mode 3]	Set 1222: [Paper Transfer Nip Operation Mode] to [Mode 4].
[Mode 4]	Proceed to Step 3.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Repeat Steps 1 and 2.

3. **In [Advanced Settings] for the custom paper you are using, select 1223: [Paper Transfer Nip], and then decrease the value in [Adjust Gap] by "20".**
4. **Print the image. Has the problem been resolved?**

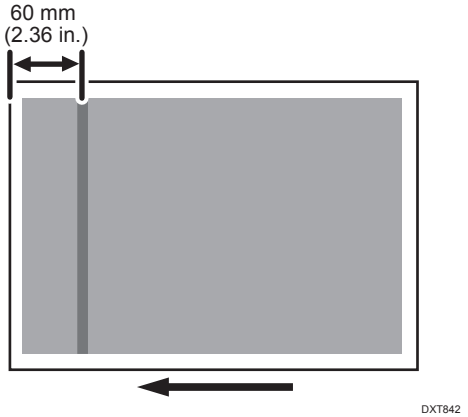
Yes	Finished!
No	Go to the next step.

5. **Set the value in [Adjust Gap] to "12".**
6. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	No further improvement is likely. Contact your service representative.

Horizontal Black Banding: Leading Edge of Paper (60 mm)

Black banding perpendicular to the paper feed direction appears in the area approximately 60 mm from the leading edge of the paper.



Cause:

This may occur when printing half-tone images on metallic paper.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Paper Transfer Roller]. Is it lower than 0.5%?**

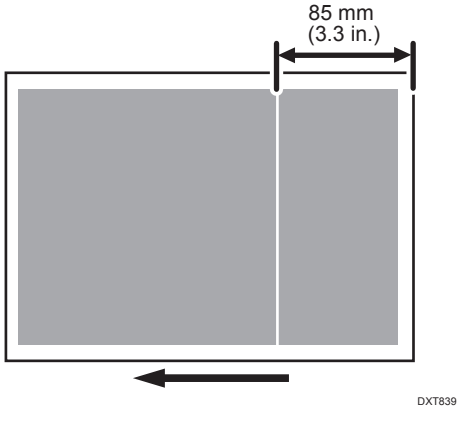
Yes	Increase the value in [Paper Transfer Roller] by 0.1%.
No	No further improvement is likely. Contact your service representative.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1and 2.

Horizontal Streaky Density Fluctuation: Trailing Edge of Paper (85 mm)

When printing on metallic or black paper, white streaks appear in the area approximately 85 mm from the trailing edge of the paper.



Cause:

This may occur when printing on low-resistance metallic or black paper.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then adjust the values in the following settings in steps of ±1 according to the mode in use.**
   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [FCS]

     [Side 1], [Side 2]
   - [S]

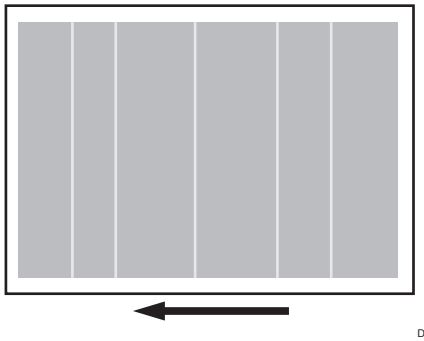
     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Step 1 to 2. If the density becomes too low or white spots appear, contact your service representative.

Horizontal Streaks: Synthetic Paper

When printing on synthetic paper, multiple white streaks appear perpendicular to the paper feed direction.



DXT841

Cause:

This may occur when printing on high-resistance synthetic paper.

This may occur if:

- Printing is done at low temperature or humidity
- Halftone images are printed

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then adjust the values in the following settings in steps of ±1 according to the mode in use.**
   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [FCS]

     [Side 1], [Side 2]
   - [S]

     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]
2. **Print the image. Has the problem been resolved?**

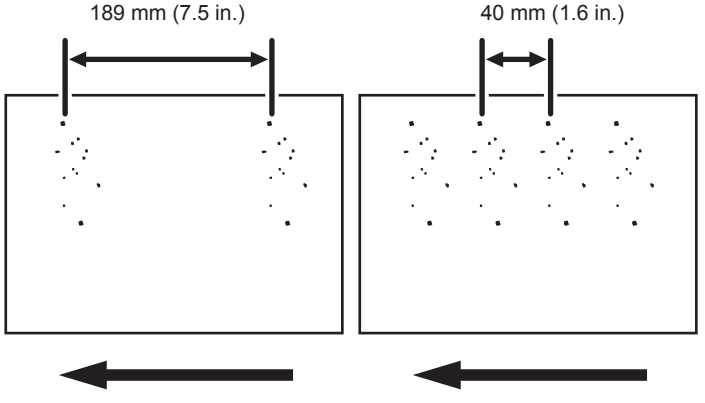
Yes	Finished!
No	Repeat Step 1 to 2. If the density becomes too low or white spots appear, contact your service representative.

6. Image Quality Problem: Spots

Spots

Black (color) Spots (1)

Colored spots appear at 189 mm or 40 mm (7.5 inches or 1.6 inches) intervals.



Cause:

(a) Colored spots appear at 189 mm (7.5 inches) intervals

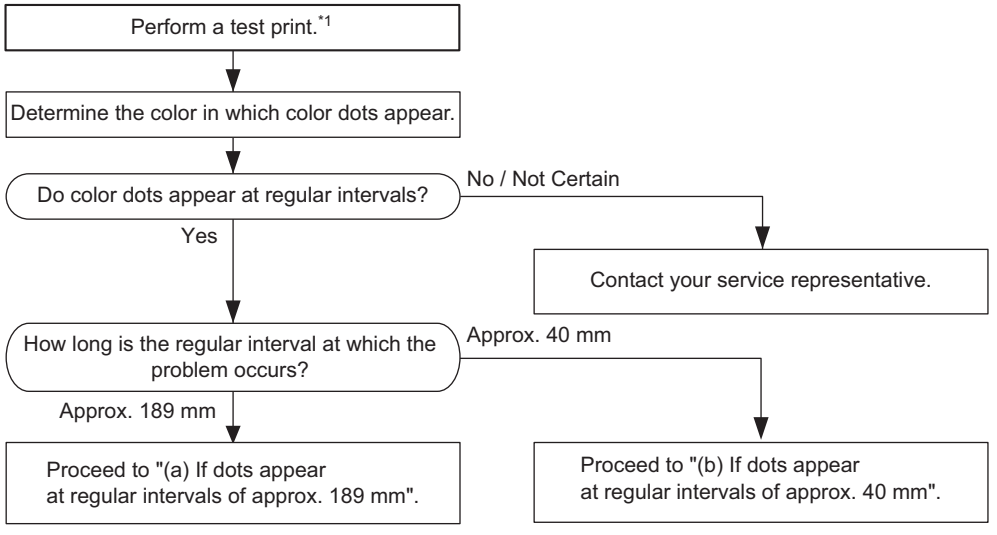
The drum is scratched or stained.

(b) Colored spots appear at 40 mm (1.6 inches) intervals

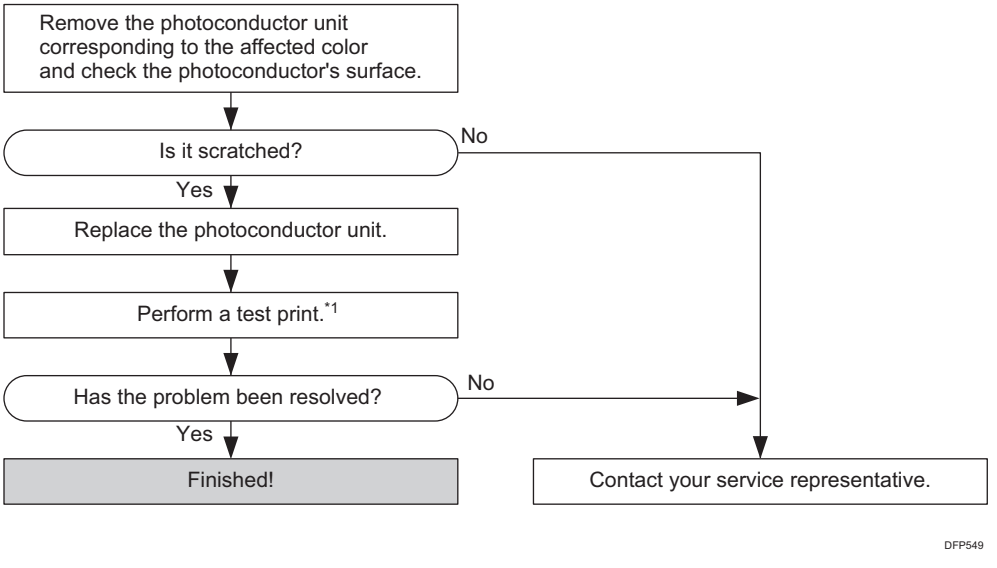
The charge roller is scratched or stained.

Solution:

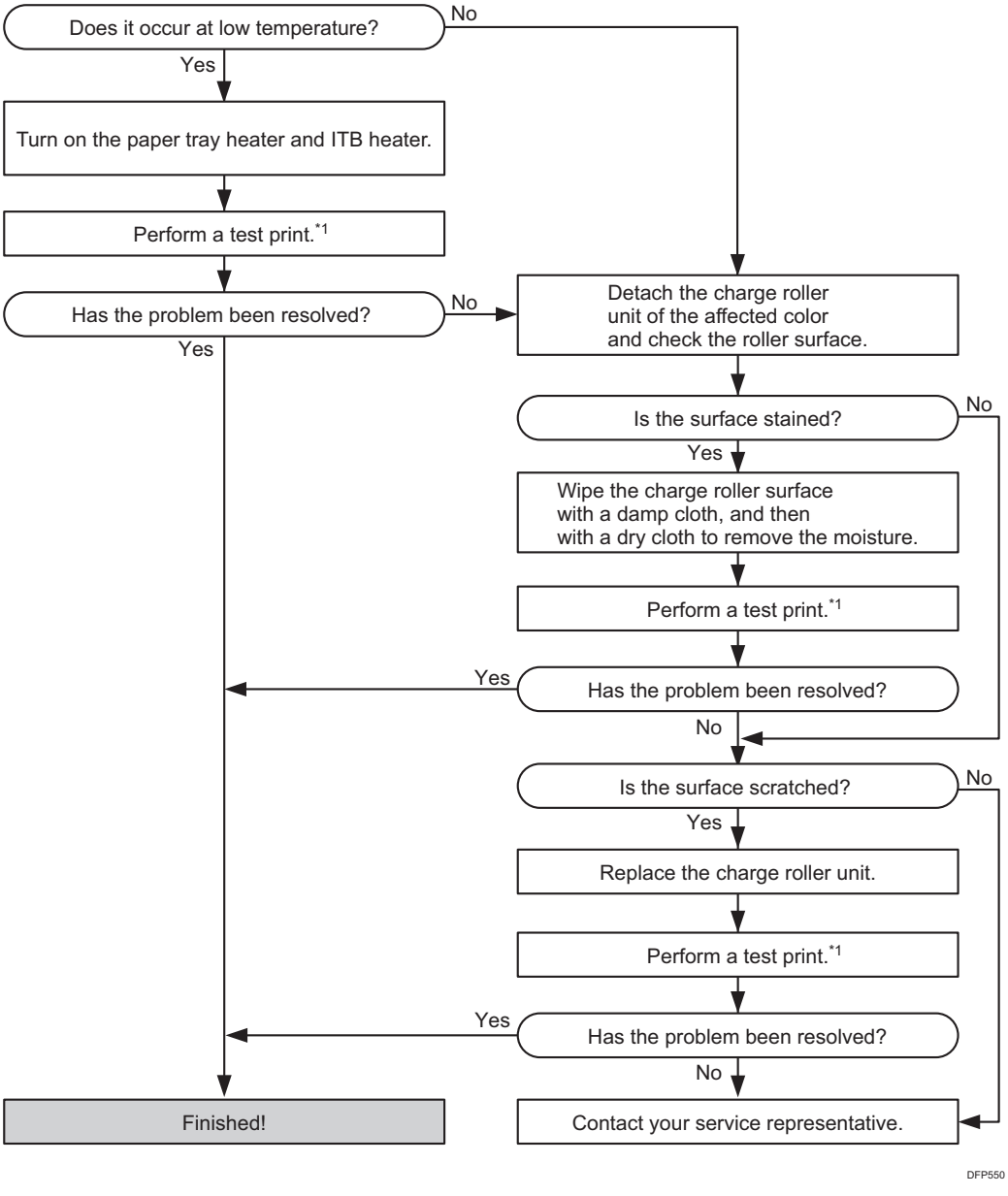
The solution depends on the interval at which the colored spots appear.



(a) Colored spots appear at 189 mm (7.5 inches) intervals



(b) Colored spots appear at 40 mm (1.6 inches) intervals

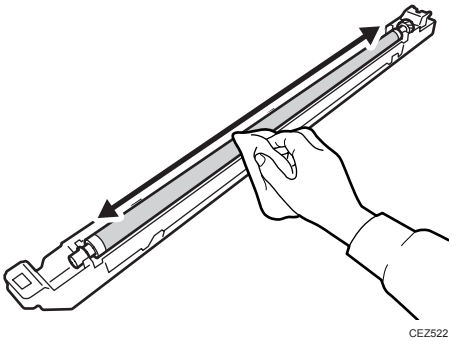


*1: Print a full-page, half-tone sheet of A3, DLT or longer paper for each of cyan, magenta, and yellow, and black.

Note

- Do not use ethanol or any other organic solvent to clean the photoconductor unit. Otherwise it may cause damage to the photoconductor unit.
- For details about replacing the photoconductor unit, see Replacement Guide.

- Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.

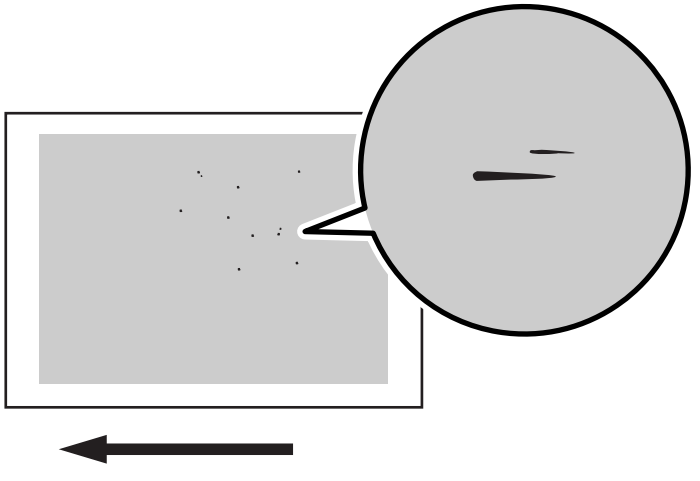


CEZ522

- For details about replacing the charge unit, see Replacement Guide.
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Depending on the country of use, the paper tray heater may not be supplied.

Black (color) Spots (2)

Paper is stained with toner spots of 0.5–1 mm (0.02–0.04 inches) in diameter.



CEZ538

Cause:

Toner fragments have slipped through the cleaning web.

This may occur if:

- Duplex printing
- Printing on uncoated (especially rough-textured) paper
- Halftone printing
- Printing after halftone printing
- Printing after printing on many small-size sheets

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then increase the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 20 sheets of the image, then another 10. Does this eliminate the problem?**

Yes	Finished!
No	Go to the next step.

3. **Increase the heating roller's temperature by 5°C.**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Repeat Steps 3 and 4. If the problem persists even after increasing the heating roller's temperature to 185°C, go to the next step.

5. **Have changes to the settings resulted in glossy lines or paper misfeed?**

Yes	Reset the temperature, and then go to the next step.
No	Go to the next step.

6. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set the value in the following corresponding settings to [Middle].**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]
     [Clear/Special], [White]
7. **Print 20 sheets of the image, then another 10. Does this eliminate the problem?**

Yes	Finished!
No	Go to the next step.

8. **Select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

[BW/FC/FCS]

- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

9. Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings by 10.

- [BW/FC/FCS]

  [Corct Temp: Pre-Feed]

- [FCS]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

- [S]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

- [BW/FC/FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Feed]

- [FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

- [S: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

10. Print 20 sheets of the image, then another 10. Does this eliminate the problem?

Yes	Finished!
No	Go to the next step.

11. Does a paper jam occur by changing the setting?

Yes	Change the following settings, and then go to the next step. • Reset the print speed to [High]. • Reset the value in [Corct Temp: Pre-Feed] of 1232: [Fusing Temperature] changed in Step 9 to its default value.
No	Go to the next step.

12. In [Advanced Settings] for the custom paper you are using, select 1238: [Fusing Cleaning], and then set the value in the following corresponding settings to [Frequently].

- [BW/FC/FCS]

  [Cleaning Interval: BW/FC/FCS]

- [FCS/S]

  [Cleaning Interval: Clr/Sp], [Cleaning Interval: White]

13. **Print 20 sheets of the image, then another 10. Does this eliminate the problem?**

Yes	Finished!
No	Go to the next step.

14. **Select 1238: [Fusing Cleaning], and then set the value in the following corresponding settings to [More Frequently].**
    - [BW/FC/FCS]

      [Cleaning Interval: BW/FC/FCS]
    - [FCS/S]

      [Cleaning Interval: Clr/Sp], [Cleaning Interval: White]
15. **Print 20 sheets of the image, then another 10. Does this eliminate the problem?**

Yes	Finished!
No	Go to the next step.

16. **Select 1238: [Fusing Cleaning], and then set the value in the following corresponding settings to [Most Frequently].**
    - [BW/FC/FCS]

      [Cleaning Interval: BW/FC/FCS]
    - [FCS/S]

      [Cleaning Interval: Clr/Sp], [Cleaning Interval: White]
17. **Print 20 sheets of the image, then another 10. Does this eliminate the problem?**

Yes	Finished!
No	Contact your service representative.

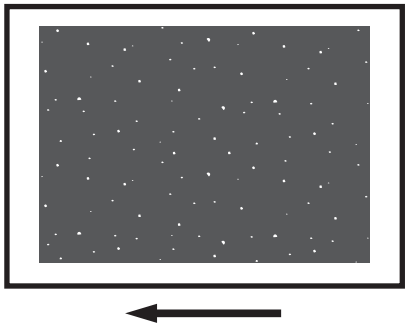
Note

- Increasing the frequency of cleaning will shorten the replacement cycle of the fuser cleaning unit.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

White Spots/Toner Blasting

White Spots

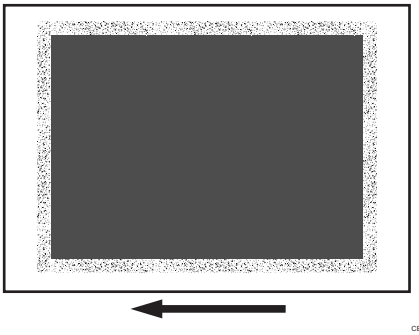
White spots of 0.2 to 0.3 mm (0.008 to 0.01 inches) in diameter appear.



CEZ527

Toner Blasting

Toner is scattered around a solid-fill print.



CEZ545

Cause:

This may occur if:

- Printing is done at low temperature or humidity.
- Paper dust on the guide board and transfer timing roller may stick to the paper and produce white spots.
- Some types of paper, such as recycled paper, roughly cut paper, and high-friction coated paper produce a lot of paper dust, which will likely stick to the paper.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

<If paper dust is stuck to the paper>

Clean the paper feed path (dust catcher, transfer timing roller, guide board, and paper feed roller) between the paper tray in use and the transfer unit's nip (where the images are transferred from the intermediate transfer belt to the paper). For details about cleaning the dust catcher, transfer timing roller, guide board, and paper feed roller), see page 248 "Cleaning the Paper Feed Path".

(a) If the problem occurs on side 1

1. **Which problem occurs?**

Toner Blasting	In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then increase the value in the following corresponding settings by "2". • [BW] [Side 1] • [FC/FCS] [Side 1] • [S] [Side 1: Clear/Special], [Side 1: White]
White Spots	In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then decrease the value in the following corresponding settings by "2". • [BW] [Side 1] • [FC/FCS] [Side 1] • [S] [Side 1: Clear/Special], [Side 1: White]

2. **Is the value in 1214: [Paper Transfer Output] the one already configured and printed but not resolved?**

Yes	Contact your service representative.
No	Go to the next step.

3. **Print the image. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 to 3.

4. **Does white spotting or toner blasting occur on Side 2?**

Yes	Proceed to "(b) If the problem occurs on side 2".
No	Finished!

(b) If the problem occurs on side 2

1. **Which problem occurs?**

Toner Blasting	In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then increase the value in the following corresponding settings by "2". • [BW] [Side 2] • [FC/FCS] [Side 2] • [S] [Side 2: Clear/Special], [Side 2: White]
White Spots	In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then decrease the value in the following corresponding settings by "2". • [BW] [Side 2] • [FC/FCS] [Side 2] • [S] [Side 2: Clear/Special], [Side 2: White]

2. **Is the value in 1214: [Paper Transfer Output] the one already configured and printed but not resolved?**

Yes	Contact your service representative.
No	Go to the next step.

3. **Print the image. Has the problem been resolved?**

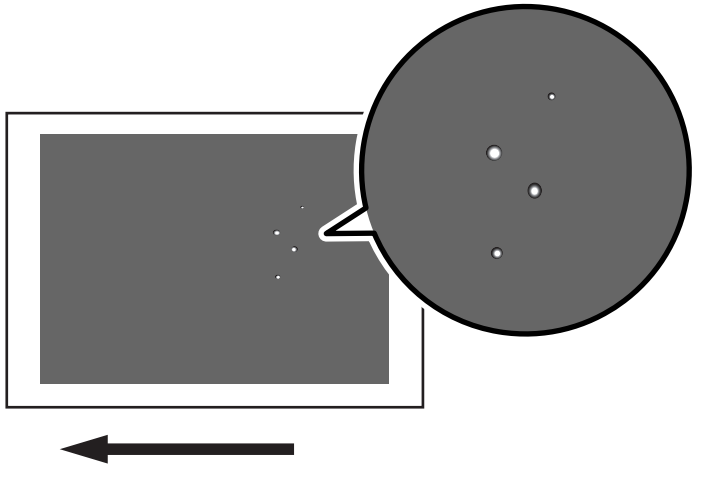
Yes	Finished!
No	Repeat Steps 1 to 3.

Note

- If you reduce the paper transfer output to eliminate white spots, copies may become too faint.
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- The problem may be reduced by performing the solution specified in page 25 "Improving Transferability".

Blister-like White Spots

White spots 0.3–0.5 mm (0.01–0.02 inches) in diameter surrounded by denser spots (blister-like white spots) appear.



CEZ602

Cause:

This may occur if a solid image is printed on coated paper, if a solid image is printed during duplex printing, or if printing is done at low temperature.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

(a) Changing the print setting

1. **In the printer driver screen of Fiery Command WorkStation 6, set Fuser Setting HQ mode.**
2. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Decrease the print speed. This will decrease the throughput, but is it OK?**

Yes	Proceed to "(b) Changing the printing speed".
No	Proceed to "(e) Decreasing the fusing temperature".

(b) Changing the printing speed

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one level.**

   If the present value is [High], select [Middle]. If it is [Middle], select [Low].

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
2. **Is the setting set to [Middle]?**

Yes	Proceed to "(c) Changing the fusing temperature (If [Print Speed] is set to [Middle])".

No	Proceed to "(d) Changing the fusing temperature (If [Print Speed] is set to [Low])".

(c) Changing the fusing temperature (If [Print Speed] is set to [Middle])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!
No	Carry out "(b) Changing the printing speed".

(d) Changing the fusing temperature (If [Print Speed] is set to [Low])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

[Heat Roller Temp]

- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 0°C.**

   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]

   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]

   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]

   - [FCS: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]

   - [S: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]

3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 5°C.**

   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]

   - [FCS]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

   - [S]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Feed]

   - [FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

   - [S: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

4. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(e) Decreasing the fusing temperature".

(e) Decreasing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 and 2.

3. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

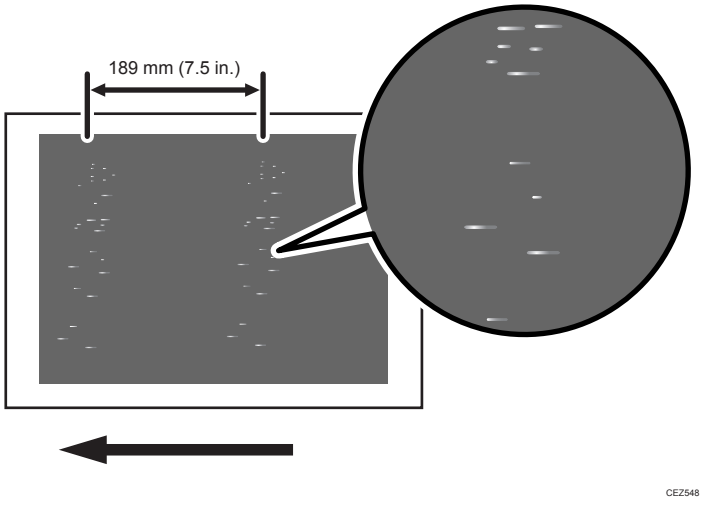
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.

- The toner does not come off even if it is lightly rubbed by a nail.
- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Medaka (White Spots)

White dots or short lines appear, spaced at intervals of 189 mm (7.5 inches) in the direction of the paper feed.



Cause:

The photoconductor unit is stained.

Solution:

1. **To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, magenta, black, and green.**

   Because it is difficult to identify white spots on yellow, green is used instead of yellow.

2. **Detach the photoconductor unit of the affected color and check the drum surface. Is the surface stained?**

Yes	Wipe the photoconductor unit surface with a clean dry cloth to remove the stain. In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0504: [Execute Cleaning Initial Setting for PCU].
No	Replace the photoconductor unit.

3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Replace the PCU cleaning unit and photoconductor unit.

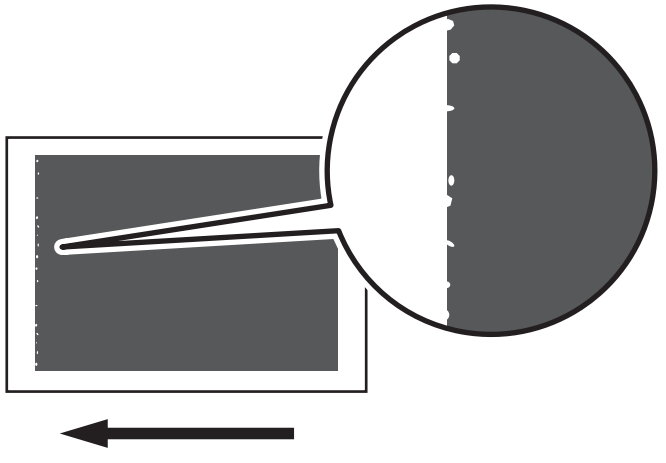
4. **If the problem persists, contact your service representative.**

Note

- For details about replacing the PCU cleaning unit and photoconductor unit, see Replacement Guide.

Patch Unprinted Image

Patchy white spots appear at the leading edge of the paper.



DFP354

Cause:

This may occur if:

- Printing is done at low temperature or humidity
- Thick paper is used

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, check the present value in 1222: [Paper Transfer Nip Operation Mode]. Is it [Off]?**

Yes	Proceed to Step 4.
No	Go to the next step.

2. **Set 1222: [Paper Transfer Nip Operation Mode] to [Off.]**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **Using a ruler, measure the length of the area with white spots (excluding the margin).**
5. **In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position], and then move the image closer to the trailing edge in the following setting according to the measured length.**

   <If white spots appear on Side 1>

   [With Feed] of [Image Position: Side 1]

   <If white spots appear on Side 2>

   [With Feed] of [Image Position: Side 2]
6. **Print the image. Has the problem been resolved?**

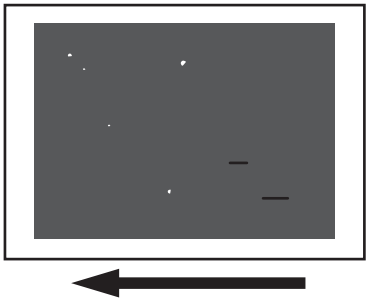
Yes	Finished!
No	Proceed to the solutions in page 105 "Fainter Leading Edge" or page 120 "Worm Holes: When Using the Clear Toner".

Note

- By increasing the value in [With Feed] of [Image Position: Side 1] or [With Feed] of [Image Position: Side 2], the image moves to the right (trailing edge). The leading edge margin increases and the trailing edge margin decreases.

White Spots, Colored Streaks

White spots and colored streaks appear on solid-fill images.



DXT845

Cause:

White spots

Coagulated toner and its surroundings are not transferred

Colored streaks

Colored streaks appear due to coagulated toner melting in the development unit.

This may occur if:

- If the machine or toner has been left idle at high temperature (due to long vacation, etc.)
- If the machine has received strong impact
- When moving the machine
- When printing solid-fill images

Solution:

1. **Print a solid-fill image in each of 4 colors (cyan, magenta, black, and green) to determine the color in which white spots appear.**
2. **Print 30 to 300 full-page, solid-fill A3 sheets for the color in which white spots appear. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

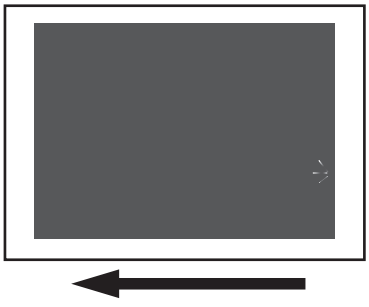
3. **Replace the toner bottle of the color in which white spots appear.**
4. **Print 300 full-page, solid-fill A3 sheets for the color in which white spots appear. Has the problem been resolved?**

Yes	Finished!

No	Contact your service representative.

White Spots: Like Bird Footprints

White spots like bird footprints appear at the trailing edge of the paper.



DXT846

Cause:

This may occur if the transfer entrance guide plate is stained at low temperature and humidity.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **Increase the temperature of the machine's ambient environment.**

   Increase the temperature to approximately 20°C and humidity to approximately 30%.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Using a ruler, measure the length of the area with white spots (excluding the margin).**
4. **In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position], and then move the image closer to the trailing edge in the following setting according to the measured length**

   <If white spots appear on Side 1>

   [With Feed] of [Image Position: Side 1]

<If white spots appear on Side 2>

[With Feed] of [Image Position: Side 2]

5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Note

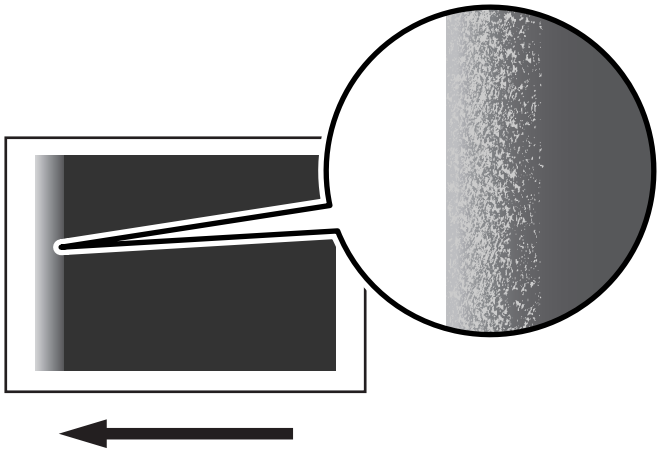
- By increasing the value in [With Feed] of [Image Position: Side 1] or [With Feed] of [Image Position: Side 2], the image moves to the left (leading edge). The trailing edge margin increases and the leading edge margin decreases.

7. Image Quality Problem: Full Page

Unprinted

Fainter Leading Edge

The leading edge is fainter.



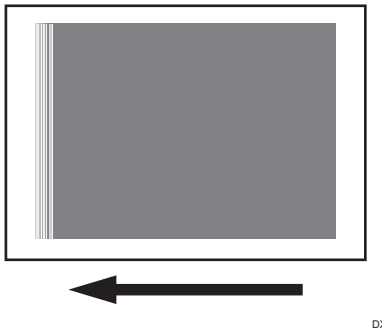
CEZ562

Cause:

The cause of fainter images varies according to the type of paper being used and operation environment.

The type of fainter images varies according to its cause, as follows.

Insufficient transfer pressure

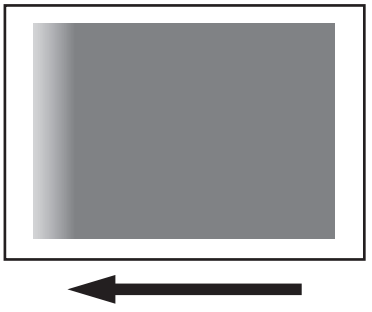


DXT855

Horizontal white streaks appear.

This may occur when using thick paper.

Insufficient transfer current

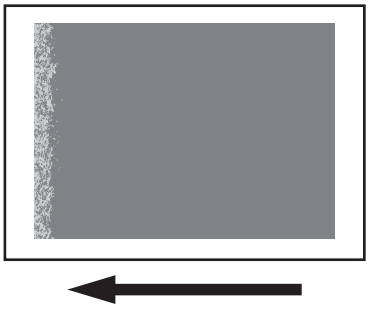


DXT856

Density fluctuation-like faint prints appear.

This may occur when printing at low temperature or when using thin coated paper.

Excessive transfer current



DXT857

Small white spots appear.

This may occur when printing at high temperature.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Important

- **This solution only works when the thickness of the paper is equivalent to Paper Weight 4 or higher. Do not try this as a solution when using paper with a thickness equivalent to Paper Weight 3 or lower, as it may cause paper misfeeding.**

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

(a) Adjusting the paper transfer nip operation mode

1. **In [Advanced Settings] for the custom paper you are using, check the present value in 1222: [Paper Transfer Nip Operation Mode].**

[Off]	Proceed to Step 7.
[Mode 1]	Proceed to Step 4.
[Mode 2], [Mode 3], **or** [Mode 4]	Go to the next step.

2. **Set the value in 1222: [Paper Transfer Nip Operation Mode] to [Mode 1].**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **In [Advanced Settings] for the custom paper you are using, select 1223: [Paper Transfer Nip], and then set the value in [Adjust Gap] to "40".**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

6. **Set the value in 1222: [Paper Transfer Nip Operation Mode] to [Off].**
7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

8. **Does the fainter image appear similar to that caused by insufficient transfer current?**

Yes	Proceed to "(b) Adjusting the target constant voltage (Insufficient transfer current)".
No	Proceed to "(c) Adjusting the target constant voltage (Insufficient/excessive transfer current)".

(b) Adjusting the target constant voltage (Insufficient transfer current)

1. **In [Advanced Settings] for the custom paper you are using, select 1216: [Paper Transfer Output Correction: Paper Edge], and then increase the value in the following corresponding settings by "1".**
   - [BW]

     [Leading Edge]
   - [FC/FCS]

     [Leading Edge]
   - [S]

     [Leading Edge: Clear/Sp], [Leading Edge: White]
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 and 2. If the problem persists even if the value is increased to the upper limit, go to the next step.

3. **Select 1216: [Paper Transfer Output Correction: Paper Edge], and then increase the value in the following corresponding settings by "5 mm".**
   - [BW]

     [Leading Edge Length]
   - [FC/FCS]

     [Leading Edge Length]
   - [S]

     [Leading Edge Len.: Clr/Sp], [Leading Edge Len.: White]
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 3 and 4. If the problem persists even if the value is increased to the upper limit, contact your service representative.

(c) Adjusting the target constant voltage (Insufficient/excessive transfer current)"

1. **In [Advanced Settings] for the custom paper you are using, select 1216: [Paper Transfer Output Correction: Paper Edge], and then decrease the value in the following corresponding settings by "1".**
   - [BW]

     [Leading Edge]

- [FC/FCS]

  [Leading Edge]
- [S]

  [Leading Edge: Clear/Sp], [Leading Edge: White]

2. **Print the image. Has the problem been resolved?**

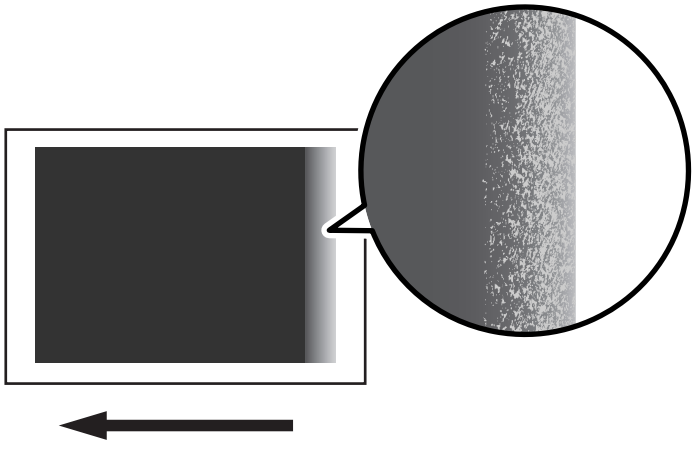
Yes	Finished!
No	Repeat Steps 1 and 2. If the problem persists even if the value is decreased to the lower limit, contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Fainter Trailing Edge

The trailing edge is fainter.



CEZ563

Cause:

This may occur because of insufficient or excessive paper transfer current when using paper weighing approximately 160 g/m^2 (60 lb. Cover) or heavier at low temperature or humidity.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

(a) Adjusting the paper transfer nip operation mode

1. **In [Advanced Settings] for the custom paper you are using, check the present value in 1222: [Paper Transfer Nip Operation Mode].**

[Off]	Proceed to "(b) Adjusting the paper transfer current at the trailing edge".
[Mode 1], [Mode 2], [Mode 3], **or** [Mode 4]	Go to the next step.

2. **In [Advanced Settings] for the custom paper you are using, select 1223: [Paper Transfer Nip], and then increase the value in [Adjust Gap] by "8".**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **Set the value in 1222: [Paper Transfer Nip Operation Mode] to [Off].**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjusting the paper transfer current at the trailing edge".

(b) Adjusting the paper transfer current at the trailing edge

1. **Measure the length (in mm) of the area from the trailing edge of the paper where the print is faint.**
2. **In [Advanced Settings] for the custom paper you are using, select 1216: [Paper Transfer Output Correction: Paper Edge], and then adjust the values in the following settings to "area where the print is faint + 10 mm" according to the mode in use.**
   - [BW]

     [Trailing Edge Length]
   - [FC/FCS]

     [Trailing Edge Length]

- [S]

  [Trailing Edge Len.: Clr/Sp], [Trailing Edge Len.: White]

3. **Select 1216: [Paper Transfer Output Correction: Paper Edge], and then adjust the values in the following settings in steps of ±1 according to the mode in use.**
   - [BW]

     [Trailing Edge]
   - [FC/FCS]

     [Trailing Edge]
   - [S]

     [Trailing Edge: Clear/Sp], [Trailing Edge: White]
4. **Has the problem of fainter prints been reduced by increasing or decreasing the value?**

Yes	Go to the next step.
No	Contact your service representative.

5. **Has the problem of fainter prints been resolved?**

Yes	Finished!
No	Go to the next step.

6. **Select 1216: [Paper Transfer Output Correction: Paper Edge], and then adjust the value in the following corresponding settings.**

   If the problem has been reduced by increasing the value by 1, increase the value in steps of 1.

   If the problem has been reduced by decreasing the value by 1, decrease the value in steps of 1.
   - [BW]

     [Trailing Edge]
   - [FC/FCS]

     [Trailing Edge]
   - [S]

     [Trailing Edge: Clear/Sp], [Trailing Edge: White]
7. **Print the image. Has the problem of fainter prints been reduced?**

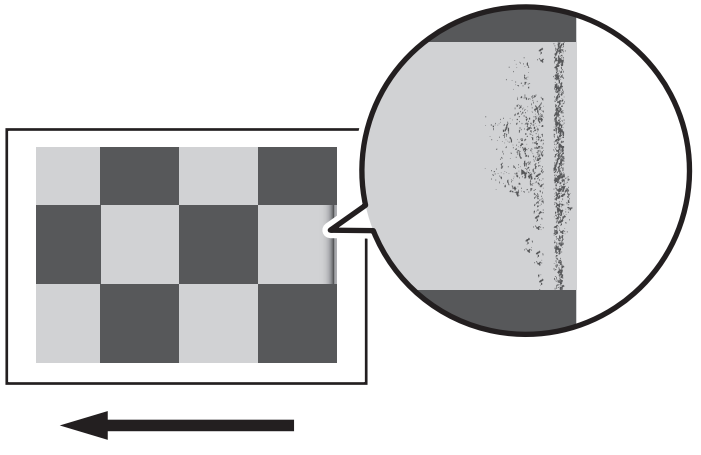
Yes	Go to the next step.
No	Contact your service representative.

8. **Has the problem of fainter prints been resolved?**

Yes	Finished!
No	Repeat Steps 6 to 8.

Unprinted: When Using a Transparent Film

White spots appear at the trailing edge when printing on a transparent film.



DFP430

Cause:

This may occur if:

- When printing in full color including the clear toner and the special color is set to high quality/ printing in full color including the white toner
- When printing in full color with the special color
- Slippery transparent film is used

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Position the image 5 mm or more away from the edge. Adjust the settings as follows:

1. **In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position], and then select [Across Feed] of [Image Position: Side 1].**
2. **Adjust the image data position.**

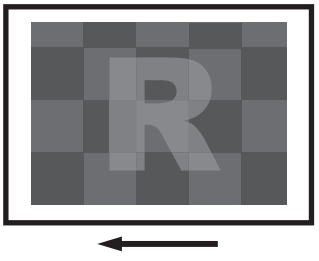
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Unprinted: Around Clear-toner Images

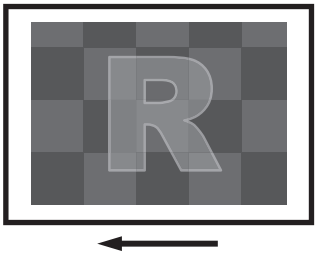
Colorless spots appear around clear-toner images.

Normal



DFP424

Unprinted



DFP484

Cause:

This may occur if:

- When printing in full color including the clear toner and the special color is set to high quality/ printing in full color including the white toner
- If there is an image using cyan, magenta, yellow, or black toner around clear-toner images.
- Slippery paper is used

Note

- Special color mode is available for Pro C7200X, Pro C7210X, Pro C7200SX, and Pro C7210SX.
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators], check 0515: [Temperature / Humidity Outside]. Is the temperature 10°C or higher? Is the humidity 15% or higher?**

Yes	Go to the next step.
No	Skip to Step 8.

2. **Are you using Paper Weight 4 (105.1 g/m2 or higher)?**

Yes	Register the paper in the custom paper profile.
No	Skip to Step 8.

3. **In [Advanced Settings] for the custom paper you are using, set 1218: [Paper Transfer Output: Textured Paper Mode] to [On].**
4. **Select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
5. **Print the image.**

6. **Did the image quality deteriorate?**

Yes	Reset the values in the following settings, and then proceed to Step 8. • 1218: [Paper Transfer Output: Textured Paper Mode] • 1231: [Print Speed]
No	Go to the next step.

7. **Has the problem of fainter prints been resolved?**

Yes	Finished!
No	Go to the next step.

8. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0506: [Execute Developer Refreshing], and then execute [Black].**
9. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

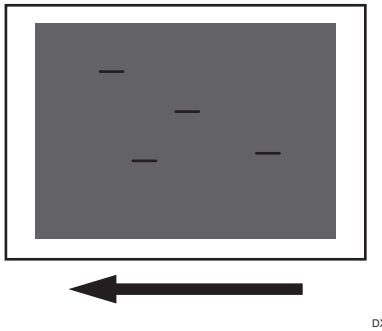
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Voids: Condensation

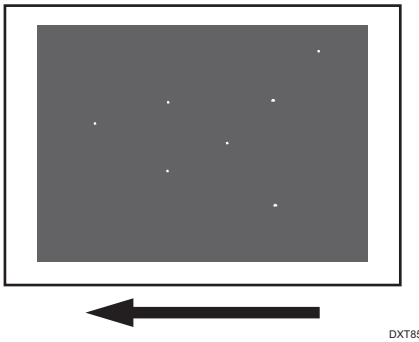
Waves, irregular lines, or voids occur.

Waves, irregular lines



DXT853

Voids



DXT854

Cause:

Steam from the paper can cause condensation on the guide plate between the fusing part and the heat pipe roller.

The consequence of this phenomenon will vary depending on when the condensation appears on the paper.

<If condensation appears after fusing>

It will cause wrinkling or irregular lines to form.

<If condensation appears before transferring>

Voids will appear.

This may occur if:

- When printing in low temperatures.
- When printing in high humidity (such as rainy days or days before/after rain).
- When storing paper in high humidity.

Solution:

Implement one of the following solutions:

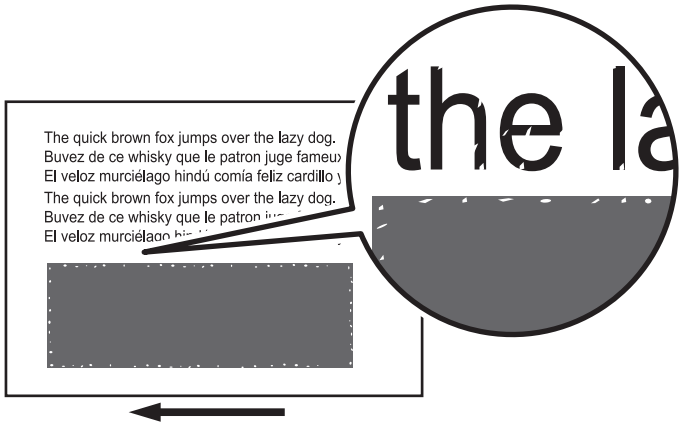
- Store the paper using material that protects it from humidity.
- Store the paper in a low-humidity environment.
- Set the machine's anti-condensation heater switch to "ON".
- In [System Settings], set the [Weekly Timer Detailed Settings] to start the printer 30 minutes before printing begins.
- Before printing, print 30 sheets of double-sided A3 paper, to remove the condensation.

Note

- For details about Weekly Timer Detailed Settings, see "System Settings", Device Management.

Worm Holes: Text or Edge of an Image

Dropouts (character voids) occur when characters or lines are printed in color mode.



Cause:

This may occur if:

- Printing is done at high temperature or humidity
- Printing solid fills
- Slippery paper is used
- Printing on small size of paper

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.
- Dropouts (character voids) do not occur on the first sheet.

Solution:

(a) Adjusting the image density

1. **Launch Fiery Command WorkStation 6.**
2. **Click [Job Properties] corresponding to the image to be printed.**

3. **Click the [Color] tab.**
4. **Click [General Settings] or [Expert Settings].**
5. **Check the setting value in "Gray and Black (CMYK and RGB)". Is it "ColorWise Off"?**

Yes	Go to the next step.
No	Proceed to Step 7.

6. **Ensure that "Gray and Black (CMYK and RGB)" is not set to [ColorWise Off].**

   When printing a highly dense image or one that requires a large amount of toner, in the [Job Properties] [Image] tab, select [Toner Reduction].
7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

8. **In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment] and execute [Adjust Image Density].**
9. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

10. **Adjust the image density.**

    <If custom paper is used>

    In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then change all color values to [−].

    <If custom paper is not used>

    In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0202: [Maximum Image Density], and then change all color values to [−].
11. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjusting the paper transfer feed pressure" or "(c) Adjusting the paper transfer speed".

(b) Adjusting the paper transfer feed pressure

1. **Register the paper in the custom paper profile.**

2. **In [Advanced Settings] for the custom paper you are using, set the value in 1222: [Paper Transfer Nip Operation Mode] to [Low Pressure Mode].**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **Select 1223: [Paper Transfer Nip], and then set [Adjust Gap] to "4".**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(c) Adjusting the paper transfer speed" or "(d) Adjusting the environment".

(c) Adjusting the paper transfer speed

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], decrease the value in [Transfer Timing Roller] by 0.1%.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 and 2. If the problem persists even if you decrease the value to -0.5, proceed to "(b) Adjusting the paper transfer feed pressure" or "(d) Adjusting the environment".

(d) Adjusting the environment

Perform the following solution within the permissible range:

- Lower the temperature and humidity.
- Change to non-slippery paper.

If the problem persists, contact your service representative

Note

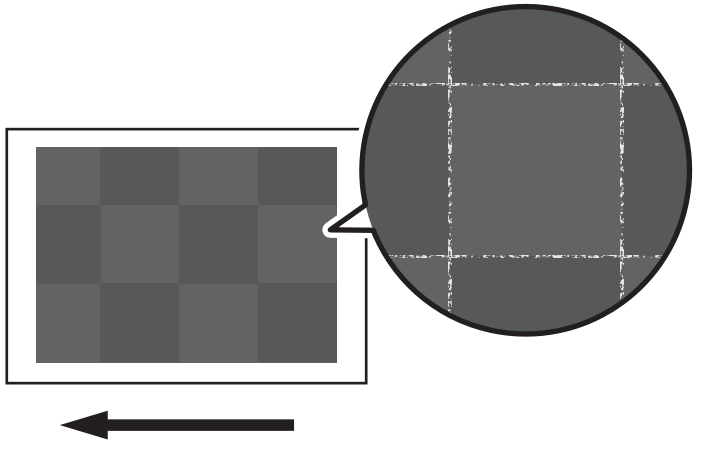
- Lowering the maximum image density may affect the hues of the image.
- Adjusting the pressure for the paper transfer may cause a rough image or jitter to occur.
- Lowering the roller value for the paper transfer may shrink the subscan-directional image. If this occurs, select 1101: [Image Position], and then set the following values to [+].
  - [With Feed] of [Image Magnification: Side 1]
  - [With Feed] of [Image Magnification: Side 2]
- Decreasing the process speed may produce either or both of the following side effects:

- Reduction in yields
- Occurrence of fusing blisters

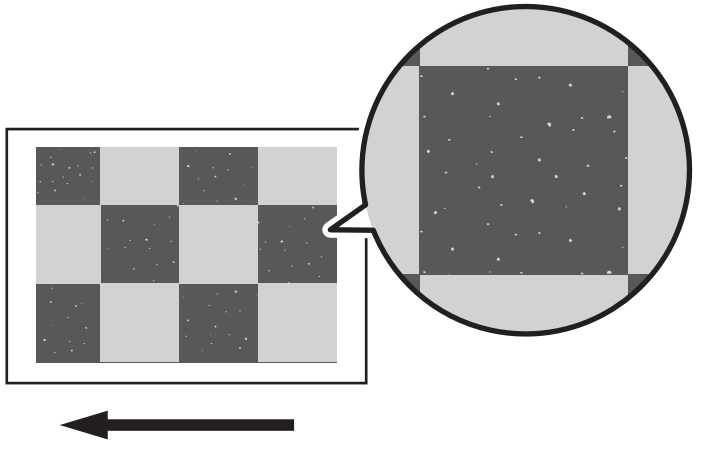
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Special color mode is available for Pro C7200X, Pro C7210X, Pro C7200SX, and Pro C7210SX.

Worm Holes: When Using the Clear Toner

When printing using the clear toner, patchy images appear where the clear toner overlaps.



DFP431



DFP432

Cause:

This may occur if:

- Printing is done at high temperature or humidity
- Printing solid fills
- Slippery paper is used
- Printing on small size of paper

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.
- Dropouts (character voids) do not occur on the first sheet.

Solution:

(a) Adjusting the image density

1. **Launch Fiery Command WorkStation 6.**
2. **Click [Job Properties] corresponding to the image to be printed.**
3. **Click the [Color] tab.**
4. **Click [General Settings] or [Expert Settings].**
5. **Check the setting value in "Gray and Black (CMYK and RGB)". Is it "ColorWise Off"?**

Yes	Go to the next step.
No	Proceed to Step 7.

6. **Ensure that "Gray and Black (CMYK and RGB)" is not set to [ColorWise Off].**

   When printing a highly dense image or one that requires a large amount of toner, in the [Job Properties] [Image] tab, select [Toner Reduction].

7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

8. **In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment] and execute [Adjust Image Density].**
9. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Go to the next step.

10. **Adjust the image density.**

    <If custom paper is used>

    In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then change all color values to [−].

    <If custom paper is not used>

    In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0202: [Maximum Image Density], and then change all color values to [−].

11. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjusting the paper transfer feed pressure" or "(c) Adjusting the paper transfer speed".

(b) Adjusting the paper transfer feed pressure

1. **Register the paper in the custom paper profile.**
2. **In [Advanced Settings] for the custom paper you are using, set the value in 1222: [Paper Transfer Nip Operation Mode] to [Low Pressure Mode].**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **Select 1223: [Paper Transfer Nip], and then set [Adjust Gap] to "4".**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(c) Adjusting the paper transfer speed" or "(d) Adjusting the environment".

(c) Adjusting the paper transfer speed

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], decrease the value in [Transfer Timing Roller] by 0.1%.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Repeat Steps 1 and 2. If the problem persists even if you decrease the value to -0.5, proceed to "(b) Adjusting the paper transfer feed pressure" or "(d) Adjusting the environment".

(d) Adjusting the environment

Perform the following solution within the permissible range:

- Lower the temperature and humidity.
- Change to non-slippery paper.
- In [Advanced Settings] for the custom paper you are using, select 1237: [Print Speed (Sheet Interval Adj)], decrease the value in the following corresponding settings.
  - [BW/FC/FCS]

    [BW/FC/FCS]
  - [FCS]

    [Clear/Special], [White]

If the problem persists, contact your service representative

Note

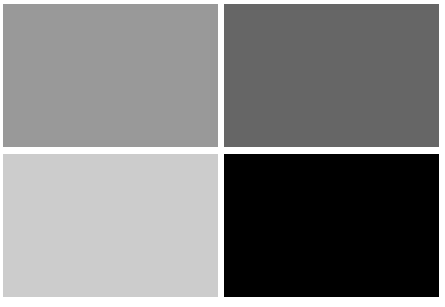
- Lowering the maximum image density may affect the hues of the image.
- Adjusting the pressure for the paper transfer may cause a rough image or jitter to occur.
- Lowering the roller value for the paper transfer may shrink the subscan-directional image. If this occurs, select 1101: [Image Position], and then set the following values to [+].
  - [With Feed] of [Image Magnification: Side 1]
  - [With Feed] of [Image Magnification: Side 2]
- Decreasing the process speed may produce either or both of the following side effects:
  - Reduction in yields
  - Occurrence of fusing blisters
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Special color mode is available for Pro C7200X, Pro C7210X, Pro C7200SX, and Pro C7210SX.

Uneven Density

Low Image Density of Black Area

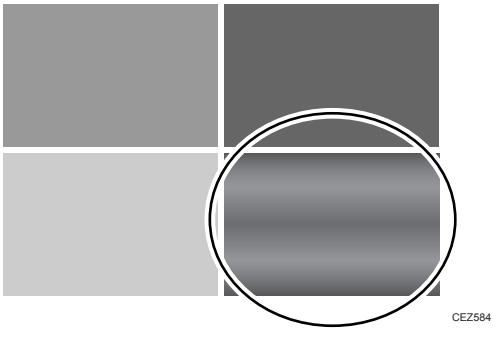
Black is fainter than normal during full color printing.

Normal



CEZ566

Black is fainter



CEZ584

Cause:

In full color or special color mode, the part printed using only black ink may become faint.

If the black toner and special toner positions are reversed, the brightness of the white sections may be reduced.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Important

- When reversing the black toner and special toner positions, all black settings should be adjusted for white.

(a) Adjusting the image transfer output / paper transfer output

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], Increase the value in the following corresponding settings by 1.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Has the image quality improved?**

   If uncertain, set the prior value of 1212: [Image Transfer Output] to "+5", and then confirm the image quality.

Yes	Go to the next step.
No	Repeat Steps 1 to 3.

4. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], decrease the value in the following corresponding settings by 1.**
   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [FCS]

     [Side 1], [Side 2]
   - [S]

     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]

5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

6. **Has the image quality improved?**

   If uncertain, set the prior value of 1214: [Paper Transfer Output] to "-5", and then confirm the image quality.

Yes	Go to the next step.
No	Repeat Steps 4 to 6.

7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Executing the toner refreshing". If the density of spotting does not change after adjusting the image transfer and paper transfer outputs, contact your service representative.

(b) Executing the toner refreshing

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0506: [Execute Developer Refreshing], and then execute [Black].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(c) Adjusting the maximum image density".

(c) Adjusting the maximum image density

1. **In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then increase the value in [Black] by 2.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Select 1201: [Max Image Density], and then increase the value in [Black] by 4.**

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(d) Print black using 4 colors".

(d) Print black using 4 colors

1. **Launch Fiery Command WorkStation 6.**
2. **Click [Job Properties] corresponding to the image to be printed.**
3. **Click the [Color] tab.**
4. **Click [Color settings].**
5. **Select [Normal] in "Black Text and Graphics".**
6. **Print the image. Has the problem been resolved?**

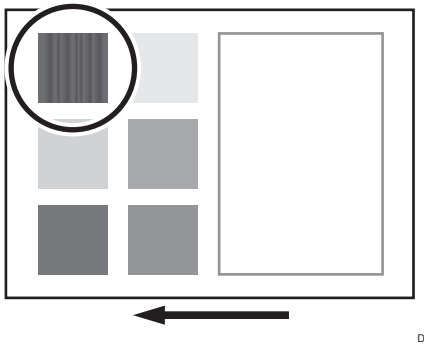
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Low Image Density: Color Patches

When printing in full color, horizontal, uneven lines may appear in small, solid fill images.



DXT848

Cause:

This may occur if:

- Printing is done at high temperature or humidity

- When printing small solid fill images.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Adjusting the image transfer output

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then increase the values in [Cyan], [Magenta], and [Yellow] in [FC/FCS] by 1.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Has the image quality improved?**

   If uncertain, set the prior value of 1212: [Image Transfer Output] to "+5", and then confirm the image quality.

Yes	Repeat steps 1 through 3. If no improvement is observed, keep the settings which gave the best results, and proceed to "(b) Executing the toner refreshing".
No	Reset the value in 1212: [Image Transfer Output], and then contact your service representative.

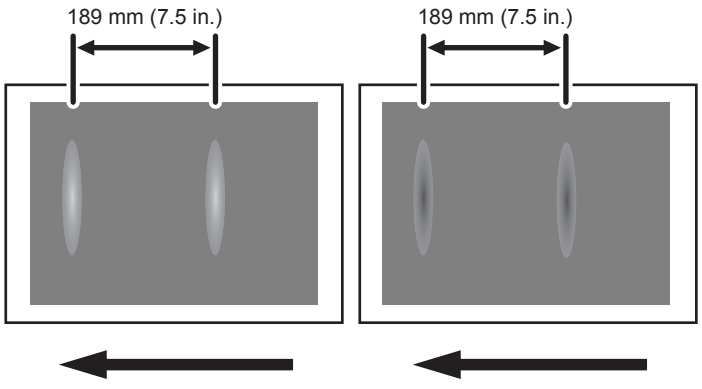
(b) Executing the toner refreshing

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0506: [Execute Developer Refreshing], and then execute [KCMY].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Uneven Density: 189 mm (7.5 inches) Pitch

Density fluctuation occurs at intervals of 189 mm (7.5 inches).



CNT002

Cause:

If the machine is left unattended for a long period in an environment where temperature and humidity are high, corona products on the photoconductor unit absorb moisture to prevent a buildup or removal of static electricity on the photoconductor unit.

Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0501: [Execute Process Adjustment].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Execute 0501: [Execute Process Adjustment].

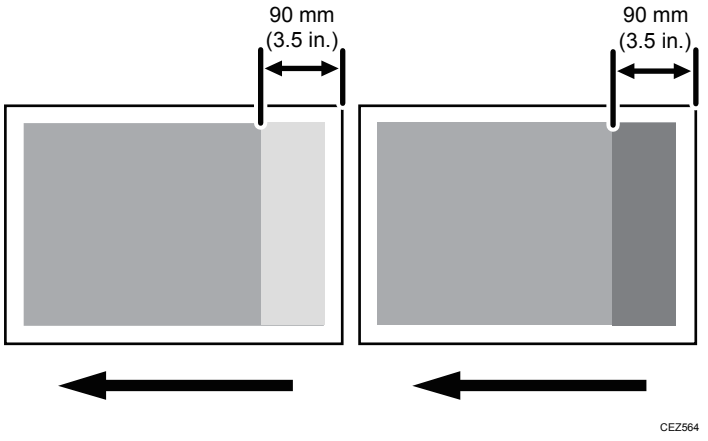
3. **Repeat step 2. If the problem persists even though you have repeated Step 2 five times or more, contact your service representative.**

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Uneven Density within 90 mm (3.5 inches) of the Trailing Edge

Printing in the area extending approximately 90 mm (3.5 inches) from the trailing edge is fainter or denser.



Cause:

This may occur if:

- Printing is done at low temperature or humidity

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Decreasing the transfer timing roller speed

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Transfer Timing Roller]. Is it lower than -0.5%?**

Yes	Proceed to "(c) Increasing the transfer timing roller speed".
No	Go to the next step.

2. **Select 1341: [Motor Speed], and then decrease the value in [Transfer Timing Roller] by 0.1%.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **Did changing the density make the problem worse?**

Yes	Set [Transfer Timing Roller] back to its original value, and then proceed to "(b) When reducing the transfer timing roller value aggravates the problem".
No	Go to the next step.

5. **Select 1341: [Motor Speed], and then check the present value in the [Transfer Timing Roller]. Is it lower than -0.5%?**

Yes	Contact your service representative.
No	Go to the next step.

6. **Select 1341: [Motor Speed], and then decrease the value in [Transfer Timing Roller] by 0.1%.**
7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 5 to 7.

(b) When reducing the transfer timing roller value aggravates the problem

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then check the present value in [Transfer Timing Roller]. Is it higher than 0.5%?**

Yes	Contact your service representative.
No	Go to the next step.

2. **Select 1341: [Motor Speed], and then increase the value in [Transfer Timing Roller] by 0.1%.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 3.

(c) Increasing the transfer timing roller speed

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then set the value in [Transfer Timing Roller] to "-0.5%".**
2. **Print the image. Did changing the density make the problem worse?**

Yes	Contact your service representative.

No	Go to the next step.

3. **Select 1341: [Motor Speed], and then check the present value in [Transfer Timing Roller]. Is it higher than 0.5%?**

Yes	Contact your service representative.
No	Go to the next step.

4. **Select 1341: [Motor Speed], and then increase the value in [Transfer Timing Roller] by 0.1%.**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 3 to 5.

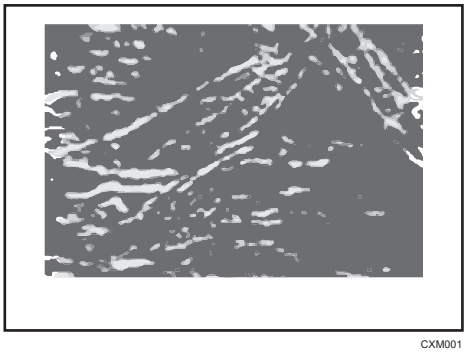
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Uneven Density (Textured Paper)

White spots on an embossed surface

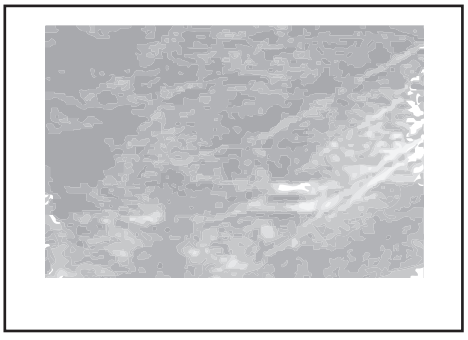
This is because the voltage of the applied paper transfer roller is too low.



CXM001

Dense printing on an embossed surface

This is because the voltage of the applied paper transfer roller is too high.



CXM002

Cause:

This may occur if:

- Heavily textured paper is used.
- Thick paper is used.
- Documents with a small image area are printed continuously.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Adjust the textured paper mode

1. **In [Advanced Settings] for the custom paper you are using, select 1218: [Paper Transfer Output: Textured Paper Mode], and then set [Setting] to [On].**
2. **Select 1231: [Print Speed], and then set the following corresponding settings to [Low].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) If white spots appear on an embossed surface" or "(c) If printing on an embossed surface is dense".

(b) If white spots appear on an embossed surface

1. **In [Advanced Settings] for the custom paper you are using, select 1218: [Paper Transfer Output: Textured Paper Mode], and then increase the value in the following corresponding settings by one step.**

   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [FCS]

     [Side 1], [Side 2]
   - [S]

     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]
2. **Print the image. Has the problem been resolved?**

Yes	Go to next step.
No	Repeat Step 1 to 2.

3. **Is it dense?**

Yes	Contact your service representative.
No	Finished!

(c) If printing on an embossed surface is dense

1. **In [Advanced Settings] for the custom paper you are using, select 1218: [Paper Transfer Output: Textured Paper Mode], and then decrease the value in the following corresponding settings by one step.**

   - [BW]

[Side 1], [Side 2]

- [FC/FCS]

  [Side 1], [Side 2]

- [FCS]

  [Side 1], [Side 2]

- [S]

  [Side 1: Clear/Special], [Side 1: White]

  [Side 2: Clear/Special], [Side 2: White]

2. **Print the image. Has the problem been resolved?**

Yes	Go to next step.
No	Repeat Step 1 to 2.

3. **Do white spots appear?**

Yes	Contact your service representative.
No	Finished!

(d) Adjust the paper transfer setting

1. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then adjust the value in the following corresponding settings.**

   - [BW]

     [Side 1], [Side 2]

   - [FC/FCS]

     [Side 1], [Side 2]

   - [FCS]

     [Side 1], [Side 2]

   - [S]

     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

(e) Adjust the image transfer setting

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then adjust the value in the following corresponding setting.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black], [Cyan], [Magenta], [Yellow], [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

(f) Adjust the maximum image density

1. **In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then increase the value for the specified color.**
2. **Print the image. Has the problem been resolved?**

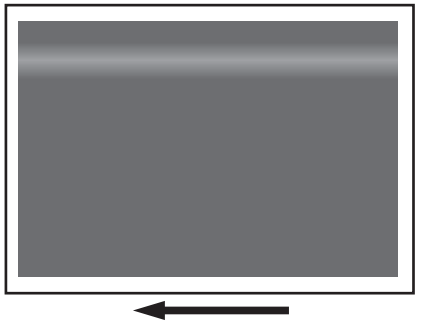
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Uneven Density (Metallic Paper or Textured Paper)

Vertical lines occur in two-color full solid fill images.



DXT851

Cause:

This may occur if:

- Metallic Paper is used
- Textured paper is used
- When printing two-color full solid fill images.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then increase the value for the specified color by "5".**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Select 1212: [Image Transfer Output], and then decrease the value in the following corresponding settings by "5"**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black], [Cyan], [Magenta], [Yellow], [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]

4. **Select 1214: [Paper Transfer Output], and then increase the value in the following corresponding settings by "2".**
   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

     [Side 1], [Side 2]
   - [S]

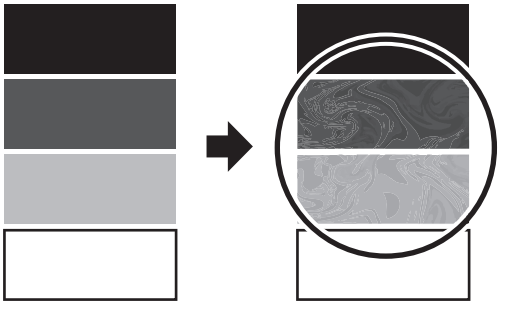
     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Uneven Density: Mottling

Mottling occurs in halftone sections.



DXT850

Cause:

Occurs when the speed of the intermediate transfer belt and the speed of the paper feed are different.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], check the present value in [Paper Transfer Roller]. Is it -0.5% or lower?**

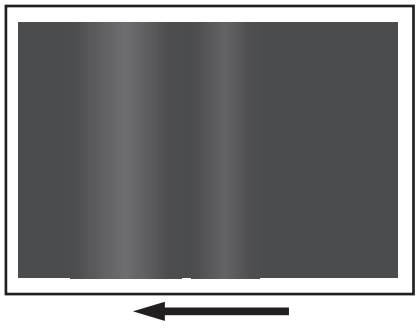
Yes	Go to the next step.
No	Contact your service representative.

2. **Select 1341: [Motor Speed], and then decrease the value in [Paper Transfer Roller] by 0.1%.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 3.

Uneven Density: Mixed-color Images

Areas of uneven density occur in images with multiple colors.



DXT847

Cause:

This issue may occur when printing mixed-color images when temperatures are low, such as on winter mornings.

Solution:

1. **Perform the following solution within the permissible range:**
   - Raise the temperature.
   - Set the machine's anti-condensation heater switch to "ON".

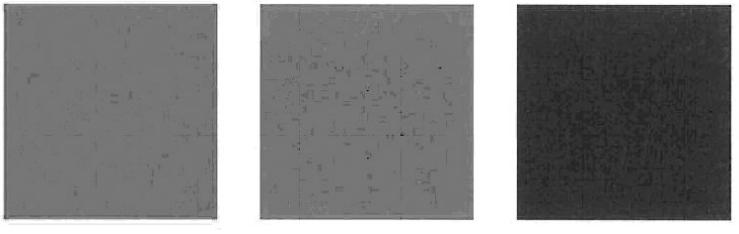
- Turn the printer on about 1 hour before printing.

2. **If the problem persists, contact your service representative.**

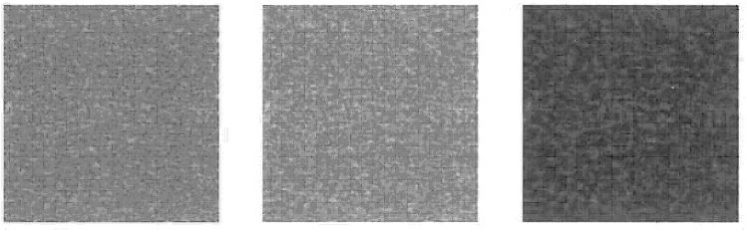
Mottling

Mottling occurs in solid-filled areas.

Normal



Mottled



Cause:

This may occur if:

- Using paper with a rough surface
- Documents with a small image area are printed continuously.
- Printing in a low humidity environment
- Printing in a high humidity environment

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

If black is fainter in FC mode, also see the solution in page 124 "Low Image Density of Black Area".

If white spots appear, also see the solution in page 91 "White Spots/Toner Blasting".

(a) Adjust the image density.

1. **In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment] and execute [Adjust Image Density].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Replacing the parts".

(b) Replacing the parts

1. **Check for parts that need replacement.**

Yes	Replace the necessary parts.
No	Proceed to "(c) Adjust the transfer settings".

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(c) Adjust the transfer settings".

(c) Adjust the transfer settings

1. **What type of paper are you using?**

Textured paper	Proceed to Step 6.
Low resistance paper	Use the paper sealed completely in the plastic bag to prevent it from absorbing moisture from the air. If the problem persists, proceed to "(d) Execute developer refreshing".
Others	Go to next step.

2. **In [Advanced Settings] for the custom paper you are using, select 1214: [Paper Transfer Output], and then adjust the value in the following corresponding settings by one step.**

   Adjust the value within ±10 steps from the current value.

   - [BW]

     [Side 1], [Side 2]
   - [FC/FCS]

[Side 1], [Side 2]

- [FCS]

  [Side 1], [Side 2]

- [S]

  [Side 1: Clear/Special], [Side 1: White]

  [Side 2: Clear/Special], [Side 2: White]

3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to next step.

4. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then adjust the value in the following corresponding settings by one step.**

   Adjust the value within ±10 steps from the current value.

   - [BW]

     [Black]

   - [FC/FCS]

     [Black], [Cyan], [Magenta], [Yellow], [Clear/Special], [White]

   - [S]

     [Clear/Special], [White]

5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to next step.

6. **In [Advanced Settings] for the custom paper you are using, set 1218: [Paper Transfer Output: Textured Paper Mode] to [On].**
7. **Select 1231: [Print Speed], and then set the following corresponding settings to [Low].**

   - [BW/FC/FCS]

     [BW/FC/FCS]

   - [FCS]

     [Clear/Special], [White]

   - [S]

     [Clear/Special], [White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]

- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

8. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to next step.

9. **In [Advanced Settings] for the custom paper you are using, select 1218: [Paper Transfer Output: Textured Paper Mode], and then adjust the value in the following corresponding settings by one step.**

   Adjust the value within ±10 steps from the current value.

   - [BW]

     [Side 1], [Side 2]

   - [FC/FCS]

     [Side 1], [Side 2]

   - [FCS]

     [Side 1], [Side 2]

   - [S]

     [Side 1: Clear/Special], [Side 1: White]

     [Side 2: Clear/Special], [Side 2: White]

10. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to next step.

11. **Select 1214: [Paper Transfer Output], and then adjust the value in the following corresponding settings by 1 step.**

    Adjust the value within ±10 steps from the current value.

    - [BW]

      [Side 1], [Side 2]

    - [FC/FCS]

      [Side 1], [Side 2]

    - [FCS]

      [Side 1], [Side 2]

- [S]

  [Side 1: Clear/Special], [Side 1: White]

  [Side 2: Clear/Special], [Side 2: White]

12. Print the image. Has the problem been resolved?

Yes	Finished!
No	Proceed to "(d) Execute developer refreshing".

(d) Execute developer refreshing

1. In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0506: [Execute Developer Refreshing] for the specified color.

2. Print the image. Has the problem been resolved?

Yes	Finished!
No	Go to next step.

3. Is it OK to change the paper type?

Yes	Change the paper to paper that has a high degree of smoothness or has not been moisture conditioned.
No	Proceed to "(e) Adjust maximum image density".

4. Print the image. Has the problem been resolved?

Yes	Finished!
No	Proceed to "(e) Adjust maximum image density".

(e) Adjust maximum image density

1. Is it OK to increase the value of image density?

Yes	Go to next step.
No	Contact your service representative.

2. In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then increase the value for the specified color.

3. Print the image. Has the problem been resolved?

Yes	Finished!

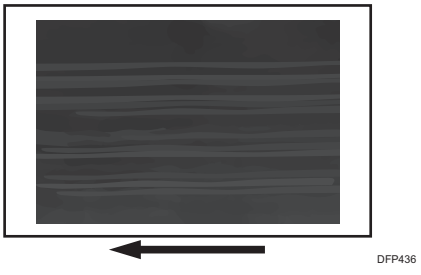
No	Contact your service representative.

Note

- Performing procedure "(e) Adjust maximum image density" increases the consumption of toner, and it tends to decrease the fusing of toner. Perform this procedure as a temporary solution, and restore the original set value after this printing job.
- For details about replacing the parts, see Replacement Guide.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

Worm Track

White wavy streaks appear if using a transparent film.



DFP436

Cause:

This problem occurs when synthetic paper or transparent film becomes wavy because of the fusing heat is high and the image comes into contact with the fusing belt.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Changing the printing speed

1. **Decrease the line speed. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	Proceed to "(d) Decreasing the fusing temperature".

2. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one level.**

   If the present value is [High], select [Middle]. If it is [Middle], select [Low].

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
3. **Is the setting set to [Middle]?**

Yes	Proceed to "(b) Changing the fusing temperature (If [Print Speed] is set to [Middle])".
No	Proceed to "(c) Changing the fusing temperature (If [Print Speed] is set to [Low])".

(b) Changing the fusing temperature (If [Print Speed] is set to [Middle])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**

   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 5 or more A4 sheets. Has the problem been resolved?**

Yes	Finished!
No	Carry out "(a) Changing the printing speed".

(c) Changing the fusing temperature (If [Print Speed] is set to [Low])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 0°C.**
   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]
   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]

[Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]

- [S: Fuser Setting HQ]

  [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]

3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 5°C.**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]
   - [FCS]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
4. **Print 5 or more A4 sheets. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(d) Decreasing the fusing temperature".

(d) Decreasing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]

- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 5 or more A4 sheets. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 and 2.

3. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

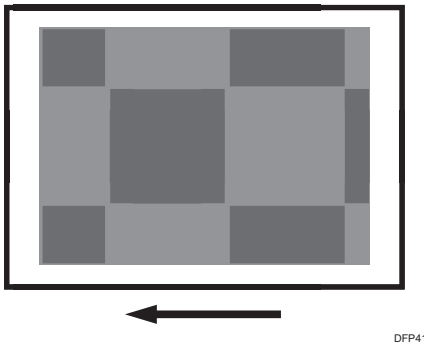
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Blurred Image: Around a Clear Image

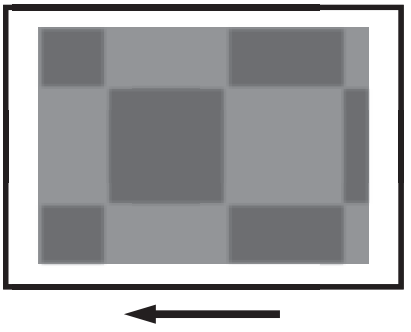
Blurring occurs around a clear image.

Normal



DFP416

Blurred



DFP423

Cause:

This may occur if:

- Printing in a high temperature and humidity environment

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then decrease the value in [Black] of [FC/FCS] by 1.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 2. If the problem persists even if you lower the value to -10, contact your service representative.

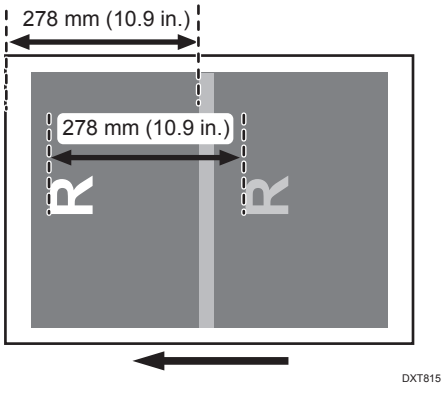
Note

- Reducing the 1212: [Image Transfer Output] [Black] value may reduce the black density.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

Uneven Gloss

Glossy lines perpendicular to the paper feed direction appear.

Ghosting occurs if lower luster affects parts of the fusing belt lacking toner (such as the intervals between paper feeds, margins at the leading and trailing edges, and white spots).



Cause:

This occurs if the toner wax remaining on the fusing belt is uneven.

This may occur if:

- Paper with a thickness equivalent to Paper Weight 7 or 8 is used, so that the required temperature is high
- Slippery paper is used
- Translucent paper is used
- Cast coated paper is used
- A solid image with a high image area ratio is printed

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Changing the print mode

1. **In the printer driver screen of Fiery Command WorkStation 6, set Fuser Setting HQ mode.**
2. **Print 10 or more A3 sheets.**

3. **Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjust the print speed setting".

(b) Adjust the print speed setting

1. **Decrease the line speed. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	Proceed to "(e) Decrease the heat roller temperature".

2. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one level.**

   If the present value is [High], select [Middle]. If it is [Middle], select [Low].

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
3. **Is the setting set to [Middle]?**

Yes	Proceed to "(c) If [Print Speed] is set to [Middle]".
No	Proceed to "(d) If [Print Speed] is set to [Low]".

(c) If [Print Speed] is set to [Middle]

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

[Heat Roller Temp]

- [FCS]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [BW/FC/FCS: Fuser Setting HQ]

  [Heat Roller Temp]

- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 10 or more A3 sheets.**
3. **Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjust the print speed setting".

(d) If [Print Speed] is set to [Low]

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**

   - [BW/FC/FCS]

     [Heat Roller Temp]

   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]

   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to "0°C".**
   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]
   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to "5°C".**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]
   - [FCS]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
4. **Print 10 or more A3 sheets.**
5. **Has the problem been resolved?**

Yes	Go to the next step.
No	Proceed to "(e) Decrease the heat roller temperature".

6. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

(e) Decrease the heat roller temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 10 or more A3 sheets.**
3. **Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Step 1 to 3.

4. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

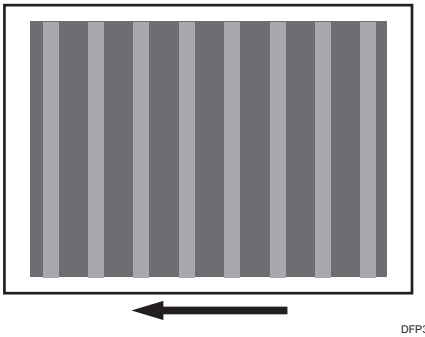
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:

- The printed image does not come off.
- The toner does not come off even if it is lightly rubbed by a nail.
- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Residual Gloss (Gloss Ghost): Multiple

Multiple horizontal glossy lines appear.



DFP394

Cause:

If an image covering a wide area is continuously printed, the toner stains the fusing belt.

This problem occurs because the glossy ghosting at the leading edge margin remaining on the fusing belt.

This may occur if:

- Thick paper is used.
- A solid image is printed

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.
- If the glossy ghosting of the previous image pattern occurs, see page 151 "Uneven Gloss".

Solution:

Perform procedure (a). If the problem persists, perform procedure (b).

Procedure (a):

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0508: [Manually Smooth Fusing Belt] and execute [Uneven Gloss: Short Time].**
2. **Print the image. Has the problem been resolved?**

Yes	Go to the next step.
No	Execute [Uneven Gloss: Short Time] in 0508: [Manually Smooth Fusing Belt] until the problem is resolved.

3. **Register the paper in the custom paper profile.**
4. **To prevent this problem, polish the fusing belt by the fusing belt smoothing roller more frequently. In [Advanced Settings] for the custom paper you are using, select 1243: [Fusing Belt Smoothing], and then set the value in [For Uneven Gloss (Short Time)] to [Most Frequently].**
5. **Print the image. Did glossy, horizontal lines appear?**

Yes	Proceed to "Procedure (b)"
No	Finished!

Procedure (b):

1. **Adjust the paper feed interval. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	No further improvement is likely. Contact your service representative.

2. **In [Advanced Settings] for the custom paper you are using, select 1237: [Print Speed (Sheet Interval Adj)], and then decrease the value in the following corresponding settings by 20%.**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
3. **Print 50 or more A3 sheets. Has the problem been resolved?**

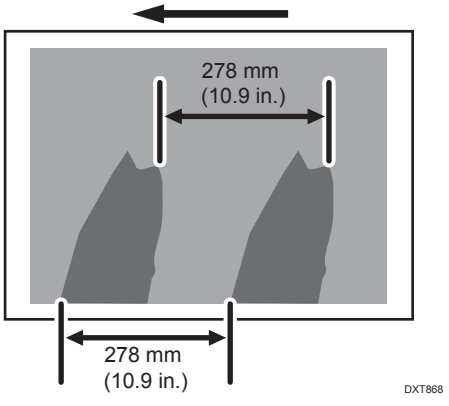
Yes	Finished!
No	Repeat Steps 1 to 3. If the problem persists, contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Performing procedure (b) will decrease throughput.

Uneven Gloss: Partly

Uneven glossiness occurs partly.



Cause:

The fusing belt is stained by the toner wax.

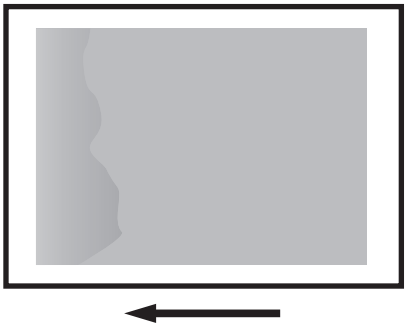
Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, select 0508: [Manually Smooth Fusing Belt].**
2. **Execute [Uneven Gloss: Short Time].**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Uneven Gloss: Wavy

When performing duplex printing on thin coated paper, wavy uneven glossiness occurs on side 1.



DFP488

Cause:

Because of the level of paper separation from the fusing unit being affected, uneven glossiness may occur.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]
     [Heat Roller Temp]
   - [FCS]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 10 or more A4 sheets. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 to 2. If the problem persists, contact your service representative.

3. **Is the toner fusibility within the permissible range?**

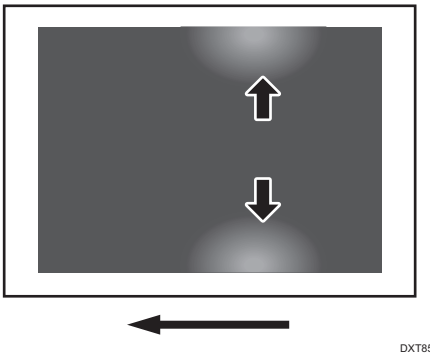
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Lateral Hazing

Voids appear on the left and right of the paper.



DXT852

Cause:

When an unfused image makes contact while on the feed path, the toner may be dispersed.

Solution:

Based on the situation, proceed to "(a) Voids appear on the first 8 sheets of A3 paper during initial feeding" or "(b) Voids appear consistently when feeding paper".

(a) Voids appear on the first 8 sheets of A3 paper during initial feeding

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0512: [Fuser Unit Speed Adjustment].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

(b) Voids appear consistently when feeding paper

1. **For coated paper size A3 or larger of weight 4 or lower, or non-coated paper of size A3 or larger of weight 1, set the paper direction to be horizontal relative to the feed direction.**
2. **Print the image. Has the problem been resolved?**

   Adjust the print settings according to the orientation of the loaded paper.

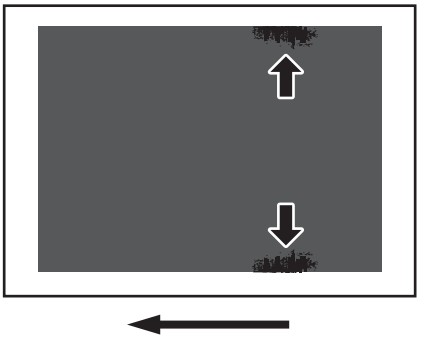
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Uneven Gloss: Side 2

Uneven glossiness appears on side 2 in duplex printing.



DFP433

Cause:

If thin coated paper or paper opened and stored at high temperature and humidity is used, it may be severely curled after fusing is performed on Side 1, so that and the paper and fusing belt may come into contact, resulting in this problem.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Changing the printing speed

1. **Decrease the line speed. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	Proceed to "(d) Decreasing the fusing temperature".

2. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one level.**

   If the present value is [High], select [Middle]. If it is [Middle], select [Low].

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

[BW/FC/FCS]

- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

3. **Is the setting set to [Middle]?**

Yes	Proceed to "(b) Changing the fusing temperature (If [Print Speed] is set to [Middle])".
No	Proceed to "(c) Changing the fusing temperature (If [Print Speed] is set to [Low])".

(b) Changing the fusing temperature (If [Print Speed] is set to [Middle])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**

   - [BW/FC/FCS]

     [Heat Roller Temp]

   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]

   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!
No	Carry out "(a) Changing the printing speed".

(c) Changing the fusing temperature (If [Print Speed] is set to [Low])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 0°C.**
   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]
   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 5°C.**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]

- [FCS]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [S]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [BW/FC/FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Feed]
- [FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [S: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

4. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(d) Decreasing the fusing temperature".

(d) Decreasing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 10 or more A3 sheets. Has the problem been resolved?**

Yes	Go to the next step.

No	Repeat Steps 1 and 2.

3. **Is the toner fusibility within the permissible range?**

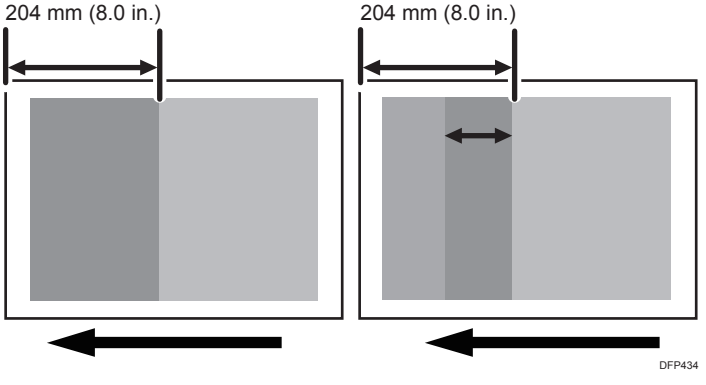
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Uneven Gloss: Thick Paper

When duplex printing is performed on thick paper, uneven glossiness occurs in the area 204 mm from the leading edge of paper.



Cause:

This may occur if:

- Printing is done at low temperature
- Paper with a thickness equivalent to Paper Weight 8 or higher is used
- Coated paper with a thickness equivalent to Paper Weight 5 or higher is used

- A solid image is printed

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In the [Machine: Productivity] group on the [Adjustment Settings for Operators] menu, select 0404: [Pressure Roller Cooling Fan Level], and then set the value in the following settings to [Strong].**
   - [Press Cool Fan Lvl: Pre-Fd]
   - [Press Cool Fan Lvl: Aft-Fd]
   - [Press Cool Fan Lvl: Stndby]
2. **Select 0403: [Fusing Temperature on Standby], and then set the value in the following settings to "50".**
   - [Press Rlr: On Standby]
   - [Press Rlr: On Panel Off]
   - [Press Rlr: On Low Power]
   - [Press Rlr: Before Process]
3. **In the printer driver screen of Fiery Command WorkStation 6, set Fuser Setting HQ mode.**
4. **In [Advanced Settings] for the custom paper you are using, select 1236: [Fusing Pressure Roller Cooling], and then set the value in the following corresponding settings to "0".**
   - [BW/FC/FCS]

     [Fan Level: BW/FC/FCS]
   - [FCS/S]

     [Fan Level: Clear/Special], [Fan Level: White]
5. **Select 1233: [Fusing Pressure Temperature], and then set the value in the following corresponding settings to "50".**
   - [BW/FC/FCS]

     [Press Rlr Temp: BW/FC/FCS]
   - [FCS/S]

     [Press Rlr Temp: Clr/Sp], [Press Rlr Temp: White]
6. **Print 3 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!

No	Go to the next step.

7. Decrease the line speed. This will decrease the throughput, but is it OK?

Yes	Proceed to "(a) Decreasing the printing speed".
No	Proceed to "(b) Decreasing the fusing temperature".

(a) Decreasing the printing speed

1. In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].

- [BW/FC/FCS]

  [BW/FC/FCS]
- [FCS]

  [Clear/Special], [White]
- [S]

  [Clear/Special], [White]
- [BW/FC/FCS: Fuser Setting HQ]

  [BW/FC/FCS]
- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]
- [S: Fuser Setting HQ]

  [Clear/Special], [White]

2. Select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.

- [BW/FC/FCS]

  [Heat Roller Temp]
- [FCS]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [S]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [BW/FC/FCS: Fuser Setting HQ]

  [Heat Roller Temp]
- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [S: Fuser Setting HQ]

[Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 0°C.**
   - [BW/FC/FCS]
     [Corct Temp: Initial Feed]
   - [FCS]
     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]
     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]
     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S: Fuser Setting HQ]
     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
4. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 5°C.**
   - [BW/FC/FCS]
     [Corct Temp: Pre-Feed]
   - [FCS]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [Corct Temp: Pre-Feed]
   - [FCS: Fuser Setting HQ]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
   - [S: Fuser Setting HQ]
     [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
5. **Print 3 or more A3 sheets. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Decreasing the fusing temperature".

(b) Decreasing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 3 or more A3 sheets. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 and 2.

3. **Is the toner fusibility within the permissible range?**

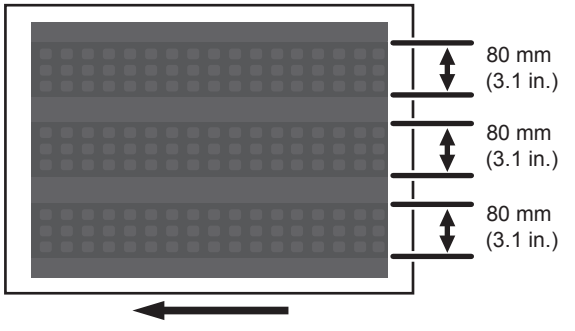
Yes	Finished!
No	Contact your service representative.

Note

- The print rate may be reduced when printing Paper Weight 6 to 8 in HQ mode.
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Uneven Gloss: Belt Marks

Glossy belt marks may appear.



Cause:

This may occur if:

- Printing is done at low temperature or humidity
- When printing on synthetic papers.
- When printing on very smooth papers.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **Increase the temperature and humidity of the operational environment.**

   Temperatures should be above 23 °C, and the humidity should be above 50 %.

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Uneven Gloss: Transparency Film

Uneven glossiness occurs when printing on very smooth papers.

Cause:

When paper is output, friction from air bubbles between the sheets can cause the gloss to be uneven.

Moreover, differences in toner thickness on the paper's surface can also cause this issue.

Solution:

Install the optional buffer pass unit.

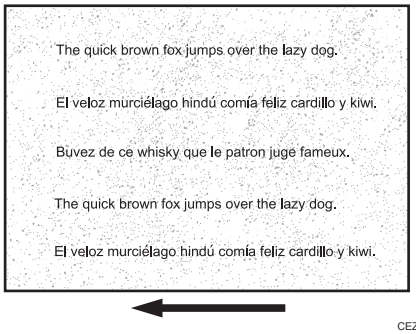
Dirtied Printouts

Dirty Background

Random "powdered" dots appear, creating a dirty background.

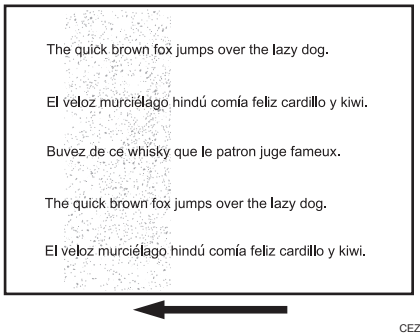
The background may be partially or completely stained.

Completely stained background



CEZ543

Partially stained background



CEZ544

Cause:

This may occur at high temperature and humidity or when solid fills covering small areas is continuously printed.

Solution:

1. **If a message prompting replacement of a unit has appeared, replace the unit.**

2. **In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment], and then execute [Adjust Image Density].**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Backside Stains: Specific Paper Types

When coated papers and non-carbon papers are continuously printed, stains or horizontal lines may appear on the back side or both sides of the paper.

Cause:

Printing certain coated papers, non-carbon papers, or specific regular papers continuously in batches may result in additives or chemicals from the papers adhering to the paper transfer roller. Cleaning may be ineffective, and the papers may be stained.

Note

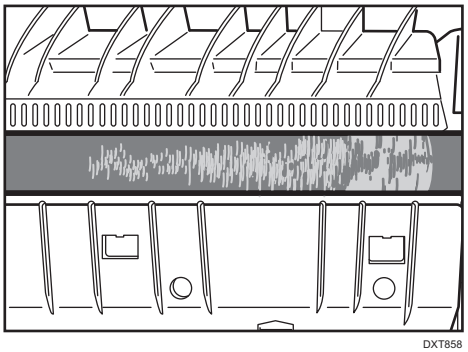
- For more information about stains appearing on the backside of paper in quantity, contact your service representative.

Solution:

1. **Check the surface of the paper transfer roller.**

   For details about how to check the paper transfer roller, see Replacement Guide.

2. **Is there dirt or are there thin white scratches on the surface of the paper transfer roller?**



DXT858

Yes	Go to the next step.
No	Contact your service representative.

3. **Replace the paper transfer unit.**

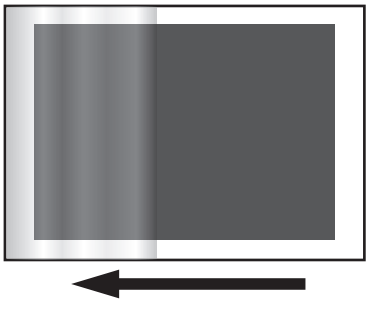
   For details about how to replace the paper transfer unit, see Replacement Guide.

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Backside Stains: Edge 204 mm (transparency film)

When printing on transparency film, stains may appear from the leading edge to 204 mm inwards.



DXT865

Cause:

When printing images with a large area, such as solid fill images, on transparency film, the toner wax on the fusion belt may roll up onto the surface of the pressure roller, causing stains to appear on the back of the film.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **Adjust the paper feed interval. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	Contact your service representative.

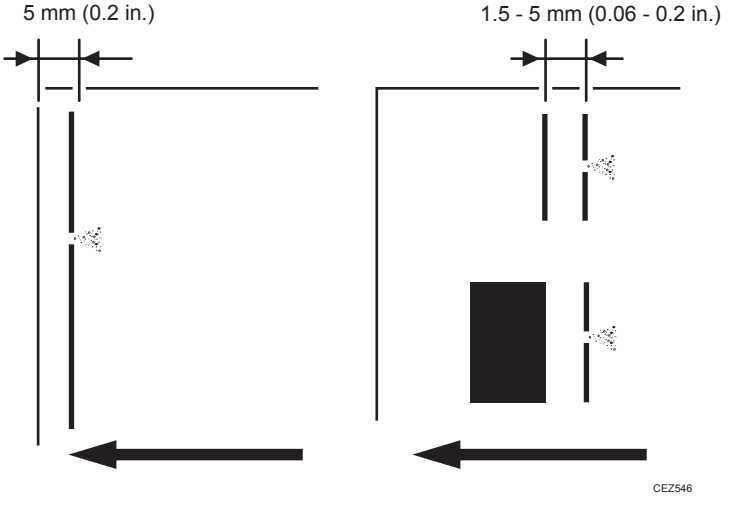
2. **In [Advanced Settings] for the custom paper you are using, select 1237: [Print Speed (Sheet Interval Adj)], and then decrease the value in the following corresponding settings by 20%.**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
3. **Print 2 or more sheet. Has the problem been resolved?**

Yes	Finished!
No	Repeat Step 1 to 3. If the problem persists, contact your service representative.

Toner Scattering: Lines

Parts of a line exhibit scatter.

This may occur in a line that is 5 mm (0.2 inches) or less from the leading edge, or in a line that is 1.5 to 5 mm (0.06 to 0.2 inches) from an image on the side of the image facing the trailing edge.



Cause:

This may occur when lines on coated or other slippery paper is printed.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Proceed to "(a) Increasing the image transfer output" or "(e) Adjusting the paper transfer pressure".

If toner appears along the leading edge of the paper, proceed to "(d) When toner appears on the edge of the paper".

(a) Increasing the image transfer output

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then check the present value in the following corresponding settings.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]
2. **Is it lower than 10?**

Yes	Go to the next step.

No	Proceed to "(b) Decreasing the image transfer output".

3. **Select 1212: [Image Transfer Output], and then increase the value in the following corresponding settings.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]
4. **Print the image. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Step 1 to 4.

5. **Does any of the following problems occur?**
   - Drum imprint
   - A black image is faint.
   - Edge of an image is faint.

Yes	Go to the next step.
No	Finished!

6. **Select 1212: [Image Transfer Output], and then decrease the value in the following corresponding settings until the problem is reduced sufficiently.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]
7. **Proceed to "(c) Adjusting the maximum image density".**

(b) Decreasing the image transfer output

1. **Does any of the following problems occur?**
   - Drum imprint
   - A black image is faint.
   - Edge of an image is faint.

Yes	Go to the next step.
No	Proceed to "(c) Adjusting the maximum image density".

2. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then decrease the value in the following corresponding settings until the problem is reduced sufficiently.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]
3. **Proceed to "(c) Adjusting the maximum image density".**

(c) Adjusting the maximum image density

1. **In [Advanced Settings] for the custom paper you are using, select 1201: [Max Image Density], and then decrease the value in [Black].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Is [Black] in 1201: [Max Image Density] set to -5?**

Yes	Contact your service representative.
No	Repeat Steps 1 to 3.

(d) When toner appears on the leading edge of the paper

1. **In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position], and then increase the value in the following corresponding settings.**

   When making adjustments in the plus direction, the leading edge will increase according to the value set, and the trailing edge will correspondingly decrease.
   - [Image Position: Side 1]

     [With Feed]
   - [Image Position: Side 2]

     [With Feed]

(e) Adjusting the paper transfer pressure

1. **In [Advanced Settings] for the custom paper you are using, set the value in 1222: [Paper Transfer Nip Operation Mode] to [Low Pressure Mode].**

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Set the value in 1222: [Paper Transfer Nip Operation Mode] to [Mode 4].**
4. **Print the image. Has the problem been resolved?**

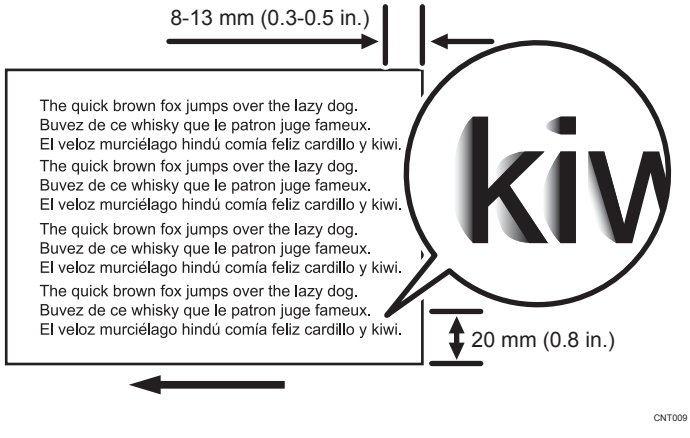
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Toner Scattering: Trailing Edge

Toner blasting occurs at a part of a line or character in an area between 8 and 13 mm (0.3 and 0.5 inches) from the trailing edge of the paper and the area approximately 20 mm (0.8 inches) from the left edge.



Cause:

During paper transfer, jitter is produced when the trailing edge of paper passes the paper feed guide, resulting in blasting of part of the toner forming characters or lines.

This may occur if paper with a thickness equivalent to Paper Weight 4 or higher is used.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Carry out the following sequence of procedures "(a) Adjusting the image transfer output", "(b) Adjusting the printing speed", "(c) Changing the paper direction", or "(d) Adjusting the image position".

(a) Adjusting the image transfer output

1. **In [Advanced Settings] for the custom paper you are using, select 1212: [Image Transfer Output], and then check the present value in the following corresponding settings. Is it lower than 10?**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]

Yes	Go to the next step.
No	No further improvement is likely. Contact your service representative.

2. **Select 1212: [Image Transfer Output], and then increase the value in the following corresponding settings by 1.**
   - [BW]

     [Black]
   - [FC/FCS]

     [Black]
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 to 3. If the problem persists even though you have increased the value to "10", contact your service representative.

(b) Adjusting the printing speed

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]

[BW/FC/FCS]

- [FCS]

  [Clear/Special], [White]

- [S]

  [Clear/Special], [White]

- [BW/FC/FCS: Fuser Setting HQ]

  [BW/FC/FCS]

- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

(c) Changing the paper direction

1. **Change the vertical edge (parallel to the feed direction) of the paper to the horizontal edge (perpendicular to the feed direction).**

(d) Adjusting the image position

1. **In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position], and move the image towards the leading edge based on the following.**

   <Toner appears on side 1>

   [With Feed] of [Image Position: Side 1]

   <Toner appears on side 2>

   [With Feed] of [Image Position: Side 2]

2. **Print the image. Has the problem been resolved?**

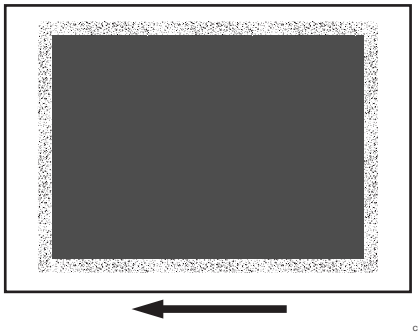
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Toner Scattering: Around a Solid Fill Image

Toner is scattered around a solid-fill print.

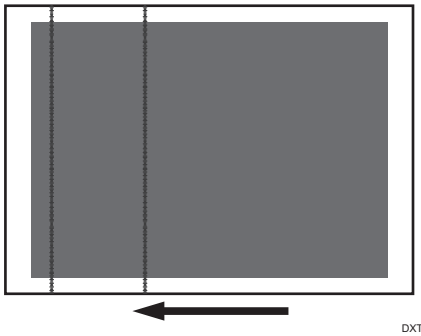


CEZ545

For details, see page 91 "White Spots/Toner Blasting".

Multiple Toner Stains: Horizontal Streaks

Multi-color toner stains occur in the form of horizontal streaks.



DXT862

Cause:

When printing at low temperature, a cleaning error may occur in the cleaning unit for the intermediate transfer belt, resulting in multiple toner stains.

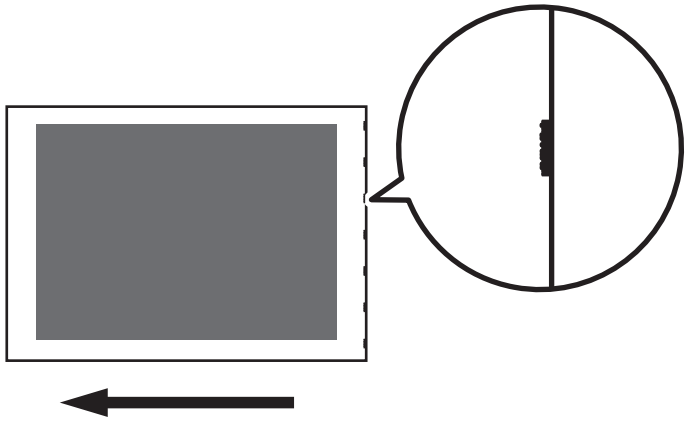
Solution:

1. **Perform the following solution within the permissible range:**
   - Increase the ambient temperature of the machine's environment.

     Increase the temperature to approximately 20°C or higher.
   - Set the machine's anti-condensation heater switch to "ON".
   - Set the Fusing Unit Off mode, Energy Saver mode, and Sleep mode to "OFF".
2. **If the problem persists, contact your service representative.**

Stains on the Trailing Edge (20 mm Intervals)

Stains appear on trailing edge of the first 1 to 8 sheets in 20 mm intervals.



DXT860

Cause:

If fusing is performed too quickly for the transfer, stains may appear at the trailing edge of the paper in the paper path.

Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0512: [Fuser Unit Speed Adjustment].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Contact your service representative.

Stained Paper Edges

Solution:

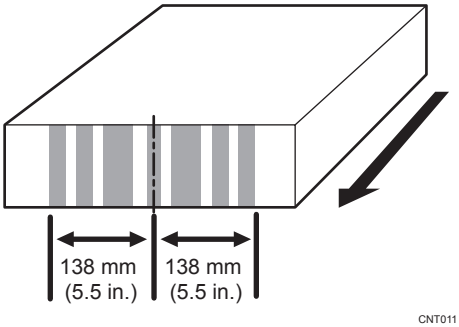
If the paper edges are stained, carry out the procedure in page 185 "Stained Paper Edges (1)", page 186 "Stained Paper Edges (2)", page 186 "Stained Paper Edges (3)", page 187 "Stained Paper Edges (4)", page 188 "Stained Paper Edges (5)", or page 188 "Stained Paper Edges (6)".

If the problem persists, proceed to the solution in page 21 "Improving Fusibility".

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Stained Paper Edges (1)



CNT011

Cause:

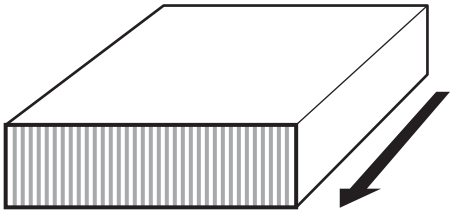
The paper feed rollers in the machine's left drawer are stained.

Solution:

Clean the paper feed rollers in the machine's left drawer.

For details about cleaning the exit rollers, see page 248 "Cleaning the Paper Feed Path".

Stained Paper Edges (2)



CNT012

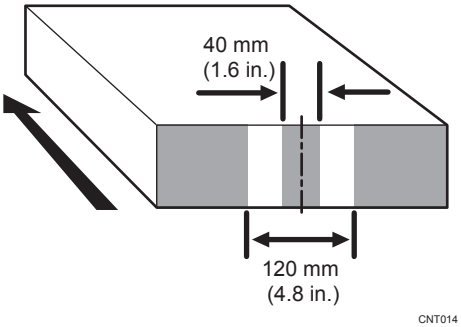
Cause:

The antistatic brushes in the exit transport and invert transport of the drawer are stained or the anti-static brushes in Finisher SR5050/SR5060 are stained.

Solution:

For details about cleaning, see page 248 "Cleaning the Paper Feed Path".

Stained Paper Edges (3)



CNT014

Cause:

The paper feed speed of the decurler unit is too high.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

You can lessen the problem by decreasing the paper feed speed of the decurler unit.

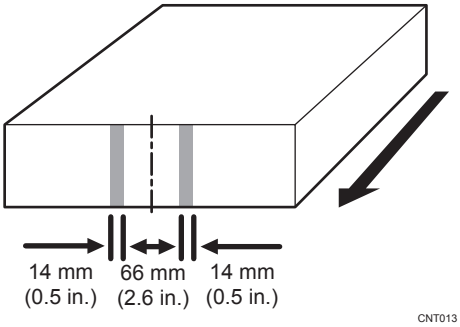
1. **In [Advanced Settings] for the custom paper you are using, adjust the paper feed speed of the decurler unit.**
   - If the degree of decurling is set to "Off", reduce the value in [Decurler: Correction Off] of 1321: [Correct Paper Curl] by 0.5%.
   - If the degree of decurling is set to "Weak", reduce the value in [Decurler: Correction Weak] of 1321: [Correct Paper Curl] by 0.5%.
   - If the degree of decurling is set to "Strong", reduce the value in [Decurler: Correction Strong] of 1321: [Correct Paper Curl] by 0.5%.
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Keep decreasing the value by 0.5% until the problem is resolved. If the problem persists even though the setting has reached its minimum value, contact your service representative.

Note

- Decreasing the paper feed speed of the decurler unit may result in creases, scratches, or paper jams if thin paper is used.

Stained Paper Edges (4)



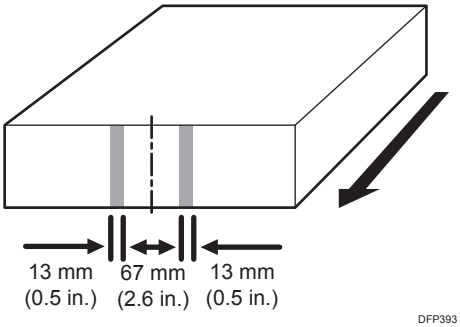
Cause:

The paper transport rollers or guide plates in the buffer pass unit are stained.

Solution:

For details about cleaning, see page 275 "Cleaning the Paper Path in the Buffer Pass Unit".

Stained Paper Edges (5)



Cause:

When a particularly dense image is printed, the paper feed rollers may become stained with toner and the paper edges may in turn be stained by the toner on the paper feed rollers.

Solutions:

Clean the paper feed rollers.

For details about cleaning the paper feed roller, see page 248 "Cleaning the Paper Feed Path".

Stained Paper Edges (6)

Cause:

The trailing edge of the paper is stained for a reason other than stained paper edges (1 to 5).

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solutions:

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then increase the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 10 or more sheets. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 1 and 2. If the problem persists even if you lower the value to 185°C, go to the next step.

3. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then check the present value in the following corresponding settings.**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

[Clear/Special], [White]

4. **Is the setting set to [High]?**

Yes	Go to the next step.
No	Proceed to Step 7.

5. **Select 1231: [Print Speed], and then set the value in the following corresponding settings to [Middle].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
6. **Print 10 or more sheets. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

7. **Select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

[Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

8. **Print 10 or more sheets. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

9. **Select 1232: [Fusing Temperature], and then increase the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
10. **Print 10 or more sheets. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 9 and 10. If the problem persists even if you lower the value to 200°C, contact your service representative.

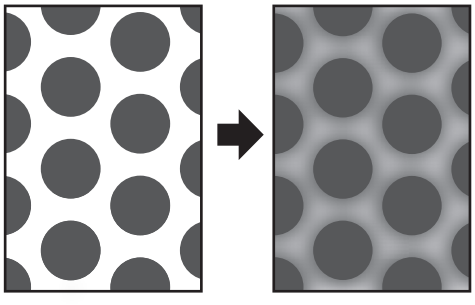
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Increasing the fusing temperature may have the following side effects:
  - Paper curl increases (causing a paper jam).
  - Glossy lines appear.
  - The image surface becomes grainy.
  - Glossy ghosting occurs.

- Uneven luster occurs.
- White spots occur on coated paper.
- The gloss of the image increases.
- The gloss of the image decreases.

Disturbed Image

Image Degradation: Affected Graininess of Half-Tone Images



DXT864

Cause:

This may occur if:

- The machine has been left idle for a certain time
- Printing is done at high temperature or humidity
- Documents with a small image area are printed continuously.

Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0506: [Execute Developer Refreshing].**
2. **Print the image. Has the problem been resolved?**

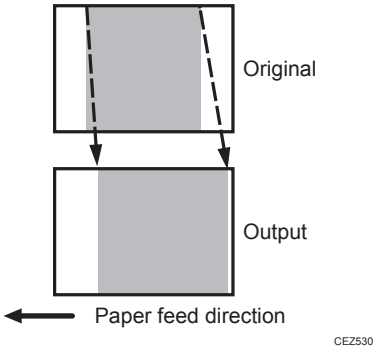
Yes	Finished!
No	Go to the next step.

3. **Set the value of halftone screen frequency in the print setting to "175" or "200".**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Stretched Image

The leading edge margin is too wide and the image has stretched lengthwise.



Cause:

The paper feed speed of the transfer timing roller is too low.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

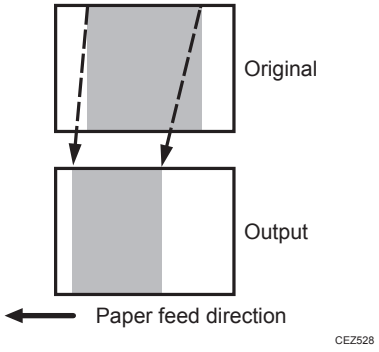
Increase the feed speed of the transfer timing roller.

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed] and increase the value in [Transfer Timing Roller] by 0.1%.**
2. **Print the image. Has the problem been resolved?**

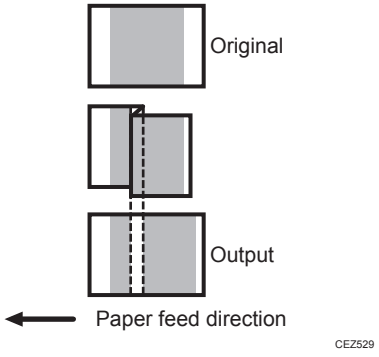
Yes	Finished!
No	Keep increasing the value by 0.1% until the problem is resolved. If the problem persists even though you have increased the value by 1.0%, contact your service representative.

Shrunken Image

The leading edge margin is too narrow and the image has shrunk lengthwise.



The paper has creased and no print appears where the crease has occurred.



Cause:

The paper feed speed of the transfer timing roller is too high.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

Decrease the feed speed of the transfer timing roller.

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed] and reduce the value in [Transfer Timing Roller] by 0.1%.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Keep decreasing the value by 0.1% until the problem is resolved. If the problem persists even though you have decreased the value by 1.0%, contact your service representative.

Image Skew

DFP437

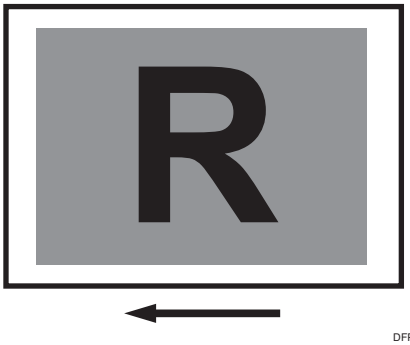
For details, see page 227 "Paper Skew".

Others

Insufficient Gloss: Clear Image

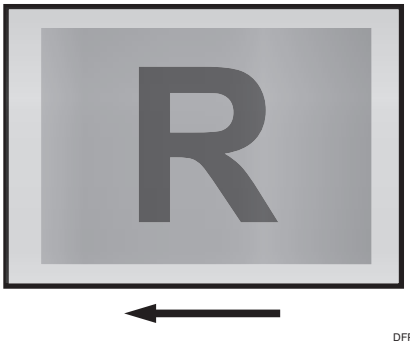
Blurred images appear when printing in clear mode.

Normal



DFP457

Blurred



DFP456

Cause:

This may occur if:

- The fusing temperature is low
- The image is not glossy enough

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then check the present value in the following corresponding settings.**
   - [FCS]

     [Clear/Special]
   - [FCS: Fuser Setting HQ]

     [Clear/Special]
2. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then increase the value in the following corresponding settings by 5°C.**
   - [FCS]

     [Heat Roller Temp: Clr/Sp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp]
3. **Print 10 or more A4 sheets. Has the problem been resolved?**

Yes	Finished!
No	Repeat Steps 2 to 3. **<If the value checked in Step 1 is [High] or [Middle]>** If the problem persists even if you increase the temperature to 185°C, contact your service representative. **<If the value checked in Step 1 is [Low]>** If the problem persists even if you increase the temperature to 200°C, contact your service representative.

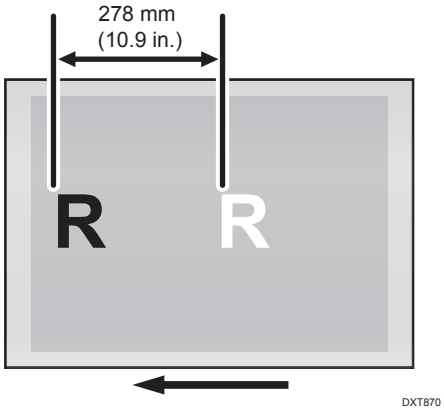
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.

Milky Transparency

When printing is performed on a transparent film, white ghosting occurs all over the film.

Depending on the printed image, ghosting of the image pattern may occur.



Cause:

Because of the heat on the fusing unit, the surface profile of the fusing belt may be transferred to the transparent film, causing white ghosting on the part of the transparent film where images are not printed.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Changing the printing speed

1. **Decrease the line speed. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	Proceed to "(d) Decreasing the fusing temperature".

2. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one level.**

   If the present value is [High], select [Middle]. If it is [Middle], select [Low].

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]

- [BW/FC/FCS: Fuser Setting HQ]

  [BW/FC/FCS]
- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]
- [S: Fuser Setting HQ]

  [Clear/Special], [White]

3. **Is the setting set to [Middle]?**

Yes	Proceed to "(b) Changing the fusing temperature (If [Print Speed] is set to [Middle])".
No	Proceed to "(c) Changing the fusing temperature (If [Print Speed] is set to [Low])".

(b) Changing the fusing temperature (If [Print Speed] is set to [Middle])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 5 or more A4 sheets. Has the problem been resolved?**

Yes	Finished!
No	Carry out "(a) Changing the printing speed".

(c) Changing the fusing temperature (If [Print Speed] is set to [Low])

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 0°C.**
   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]
   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to 5°C.**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]

- [FCS]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [S]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [BW/FC/FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Feed]
- [FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [S: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

4. **Print 5 or more A4 sheets. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(d) Decreasing the fusing temperature".

(d) Decreasing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 5 or more A4 sheets. Has the problem been resolved?**

Yes	Go to the next step.

No	Repeat Steps 1 and 2.

3. **Is the toner fusibility within the permissible range?**

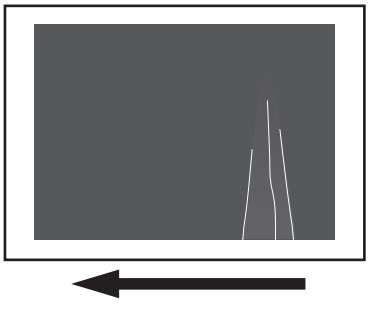
Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Waves: Trailing Edge (A4 and larger)

Waves appear on the trailing edge of the paper perpendicular to the feed direction.



DXT861

Cause:

If fusing is performed too quickly for paper delivery, the resulting slack at the trailing edge of the paper may produce ripples in the sheet.

This may occur when printing on A4⊐ or larger paper.

Solution:

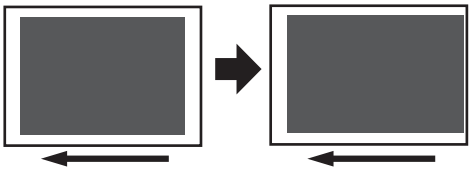
1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0512: [Fuser Unit Speed Adjustment].**

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Narrow Margin: Trailing Edge of Paper (Stretched Image)

The margin at the trailing edge of the paper becomes narrow or disappears.



DXT863

Cause:

If the fusing speed is too high for the transfer speed, the printed image may be stretched, causing the margin at the trailing edge of the paper to become narrow.

Solution:

1. **In the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu, execute 0512: [Fuser Unit Speed Adjustment].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

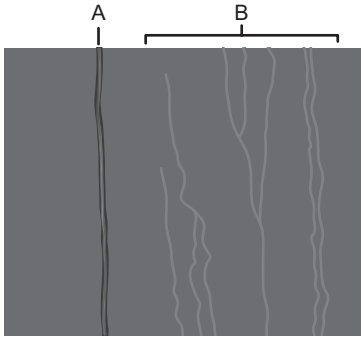
Creases or Worm Track (Wavy Streaks)

A. Crease

Creases appear.

B. Worm track

Wavy streaks appear.



DFT303

Cause:

This may occur if:

- Thin paper is used
- Printing solid fills
- Duplex printing

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Decrease the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then check the value in the following corresponding settings.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]

- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
3. **Print 20 or more A4 sheets.**
4. **Is the toner fusibility within the permissible range?**

Yes	Go to the next step.
No	Return the value in [Heat Roller Temp] to the value checked in Step 1, and then proceed to "(b) Decreasing the fusing nip width".

5. **Has the problem been resolved?**

Yes	Finished!
No	Return the value in [Heat Roller Temp] to the value checked in Step 1, and then proceed to "(b) Decreasing the fusing nip width".

(b) Decreasing the fusing nip width

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 10°C.**
   - [BW/FC/FCS]

[Heat Roller Temp]

- [FCS]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [BW/FC/FCS: Fuser Setting HQ]

  [Heat Roller Temp]

- [FCS: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Select 1241: [Fusing Nip Width Adjustment], and then set [Other than Envelope] to 3.**
3. **Select 1244: [Fusing Pressure Roller On Before Fusing] to [On].**
4. **Print 20 or more A4 sheets.**
5. **Is the toner fusibility within the permissible range?**

Yes	Go to the next step.
No	Proceed to "(c) Adjusting the printing speed".

6. **Has the problem been resolved?**

Yes	Finished!
No	Carry out "(a) Decrease the fusing temperature". If the problem persists, proceed to "(d) Decreasing the fusing nip width 2".

(c) Adjusting the printing speed

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then check the present value in the following corresponding settings.**

   - [BW/FC/FCS]

     [BW/FC/FCS]

   - [FCS]

     [Clear/Special], [White]

   - [S]

     [Clear/Special], [White]

   - [BW/FC/FCS: Fuser Setting HQ]

[BW/FC/FCS]

- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

2. **Is it [Low]?**

Yes	Proceed to "(d) Decreasing the fusing nip width 2".
No	Decrease the value in the corresponding setting of 1231: [Print Speed] by one level, and then carry out "(b) Decreasing the fusing nip width". If the present value is [High], select [Middle]. If it is [Middle], select [Low].

(d) Decreasing the fusing nip width 2

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then check the present value in the following corresponding settings.**

   - [BW/FC/FCS]

     [Heat Roller Temp]

   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]

   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Is it lower than the value checked in Step 1 of "(a) Decrease the fusing temperature"?**

Yes	Return the value in [Heat Roller Temp] to the value checked in Step 1 of "(a) Decrease the fusing temperature", and then go to the next step.
No	Contact your service representative.

3. **Select 1241: [Fusing Nip Width Adjustment], and then set [Other than Envelope] to 4.**

4. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then set value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
5. **Print 20 or more A4 sheets. Has the problem been resolved?**

Yes	Finished!
No	Carry out "(a) Decrease the fusing temperature". If the problem persists, Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

8. Troubleshooting Paper Delivery Problems

Frequent Paper Misfeeds

Depending on the cause of the problem, do one of the following:

Have you ruffled the paper sufficiently?

Double feeding may result if the paper is not ruffled properly.

Remove the paper, ruffle it, and reload it.

For details about ruffling the paper, see "Fanning the Paper", Preparation.

Coated or another type of unsupported paper is loaded in the machine's tray.

Load paper not supported by the machine's paper tray (Trays 1-2) in the wide LCT or another paper tray supporting the paper.

For details about the size and type of paper that can be loaded in the paper trays, see "Recommended Paper Sizes and Types", Preparation.

The side fences in the paper tray are too close together.

If the distance between the side fences is less than the paper width, it may interfere with paper transfer and so cause paper misfeeds.

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", Preparation.

The side fences in the paper tray are too far apart.

If the side fences are too far apart, paper misfeeds may occur due to wrong paper size detection.

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper ", Preparation.

The end fence in the paper tray is not set properly

Double feeding or interference with the paper transfer may occur if the end fence is not set properly.

Adjust the end fence to match the paper size.

For details about loading paper, see "Loading Paper ", Preparation.

The paper size/orientation/type is not specified correctly.

In tray paper settings, specify the size, orientation, and type of the paper in use.

For details about tray paper settings, see "Changing the Paper Size", Preparation.

Too many sheets of paper are loaded in the paper tray.

When loading paper, do not exceed the limit.

For details about how many sheets can be loaded in the paper trays, see "Recommended Paper Sizes and Types", Preparation.

The edges of the sheets are rough.

Turn the sheets the other way up or smooth the edges before loading.

Sheets are curled or wavy.

- Flatten curls and waviness before loading paper.
- Turn the sheets the other way up or smooth the edges before loading.
- Stacking too many sheets may cause the sheets on top to curl greatly. If this happens, reduce the number of stacked sheets.

Sheets absorbed moisture and became limp.

Sheets that will not be used for a long time should be protected from moisture by, for example, storing them in a sealed bag.

If the machine is plugged in, the heater inside the paper tray starts operating when the main power is off to prevent sheets from absorbing moisture.

Depending on the country of use, the paper tray heater may not be supplied. For details, contact your service representative.

When using thick paper or slippery paper.

Enable the Pickup Assist setting. You can specify the Pickup Assist setting for the machine's paper trays (Trays 1 and 2), bypass tray, and the three-tray wide LCT (LCIT RT5090).

<If custom paper is used>

In [Advanced Settings] for the custom paper you are using, set [Pickup Assist] of 1312: [Main/3-Tray LCIT/Bypass] to [On].

<If custom paper is not used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0303: [Pickup Assist Setting] to [On].

The paper feed sensor is stained with paper dust.

Clean the part of the paper feed sensor where the paper misfeed is detected.

For details about cleaning the paper feed sensor, see page 248 "Cleaning the Paper Feed Path".

The transfer roller is stained, affecting paper delivery.

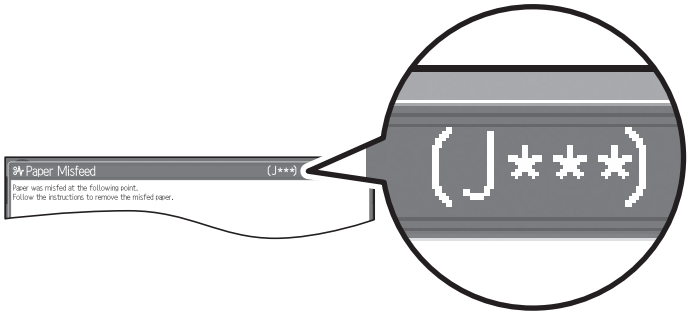
Clean the part of the paper transport roller where the paper misfeed is detected.

For details about cleaning the paper transport roller, see page 248 "Cleaning the Paper Feed Path".

Messages Reporting Paper Misfeeds

Paper misfeeds are reported by messages prefixed with problem codes.

Resolve the problem according to the code.



CWH406

If (J032) Appears

Cause:

When printing on papers with a low stiffness, separation from the intermediate transfer belt or paper transfer roller may be difficult, leading to a paper jam.

This may occur if:

- Printing is done at high temperature or humidity
- Printing is done at low temperature or humidity
- When printing on non-coated papers of 64 g/m^2 or less.
- When printing on coated papers of 100 g/m^2 or less.
- When printing with the edge of the paper horizontally oriented with the feed direction.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Adjusting [Paper Transfer Output Correction: Paper Edge]

1. **In [Advanced Settings] for the custom paper you are using, select 1216: [Paper Transfer Output Correction: Paper Edge], and then decrease the value in the following corresponding settings by 1.**
   - [BW]

     [Leading Edge]
   - [FC/FCS]

     [Leading Edge]
   - [S]

     [Leading Edge: Clear/Sp], [Leading Edge: White]
2. **Print 25 or more sheets. Has the paper jam been cleared?**

Yes	Go to the next step.
No	Repeat Steps 1 and 2. If the problem persists even though the setting has reached its minimum value, proceed to "(d) Changing the paper direction".

3. **Is the leading edge of the image faded?**

Yes	Proceed to "(b) Adjusting the leading edge margin", "(c) Adjusting the image position", or "(d) Adjusting the image position".
No	Finished!

(b) Adjusting the leading edge margin

1. **In [Advanced Settings] for the custom paper you are using, select 1239: [Margin], and then increase the value in the following corresponding settings.**
   - [BW/FC/S]

     [Leading Edge]
   - [FCS]

     [Leading Edge: Clr/Sp], [Leading Edge: White]
2. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Proceed to "(c) Changing the paper direction" or "(d) Changing the paper direction". If the problem persists, contact your service representative.

(c) Adjusting the image position

1. **In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position], and then increase the value in the following corresponding settings.**
   - [With Feed] of [Image Position: Side 1]
   - [With Feed] of [Image Position: Side 2]
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjusting the leading edge margin" or "(d) Changing the paper direction". If the problem persists, contact your service representative.

(d) Changing the paper direction

1. **Change the edge of the paper to be vertical (parallel to the feed direction).**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(b) Adjusting the leading edge margin" or "(c) Adjusting the image position". If the problem persists, contact your service representative.

If (J033/J082) Appears

Cause:

A paper feed error occurred.

This may occur if:

- Paper with a thickness equivalent to Paper Weight 7 is used
- When using card stock, metallic paper, envelopes, and small-sized papers.
- When using papers that are folded, such as cards.
- Paper with its grain parallel to the paper feed direction is used.

- Paper is curled backward

Solution:

<When using papers other than envelopes>

1. **Change the orientation of the paper in the tray.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Turn the paper in the paper tray upside down.**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Reload with new paper.

5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

<If using envelopes>

1. **Set the envelopes by stiffening them so that they bend downwards.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Set the envelopes by stiffening them so that they bend upwards.**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

5. **Close the envelope flap.**

6. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

If (J033/J034/J083) Appears

Cause:

If a solid fill image is printed, the paper may stick to the fusing belt when the paper is separated at the fusing nip exit. This causes the paper to come into contact with the separation plate and is caught in the fusing belt, resulting in a paper jam.

This may occur if:

- Printing solid fills
- Printing is done at high temperature

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Adjust the print speed setting

1. **Decrease the line speed. This will decrease the throughput, but is it OK?**

Yes	Go to the next step.
No	Proceed to "(d) Decrease the heat roller temperature".

2. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then decrease the value in the following corresponding settings by one level.**

   If the present value is [High], select [Middle]. If it is [Middle], select [Low].

   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

[Clear/Special], [White]

- [BW/FC/FCS: Fuser Setting HQ]

  [BW/FC/FCS]

- [FCS: Fuser Setting HQ]

  [Clear/Special], [White]

- [S: Fuser Setting HQ]

  [Clear/Special], [White]

3. **Is the setting set to [Middle]?**

Yes	Proceed to "(b) If [Print Speed] is set to [Middle]".
No	Proceed to "(c) If [Print Speed] is set to [Low]".

(b) If [Print Speed] is set to [Middle]

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**

   - [BW/FC/FCS]

     [Heat Roller Temp]

   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]

   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 10 or more A4 sheets.**
3. **Has the problem been resolved?**

Yes	Finished!
No	Proceed to "(a) Adjust the print speed setting".

(c) If [Print Speed] is set to [Low]

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to "0°C".**
   - [BW/FC/FCS]

     [Corct Temp: Initial Feed]
   - [FCS]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Corct Temp: Initial Feed]
   - [FCS: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
   - [S: Fuser Setting HQ]

     [Corct Temp: Init Fd: Clr/Sp], [Corct Temp: Init Fd: White]
3. **Select 1232: [Fusing Temperature], and then set the value in the following corresponding settings to "5°C".**
   - [BW/FC/FCS]

     [Corct Temp: Pre-Feed]

- [FCS]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [S]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [BW/FC/FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Feed]
- [FCS: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]
- [S: Fuser Setting HQ]

  [Corct Temp: Pre-Fd: Clr/Sp], [Corct Temp: Pre-Fd: White]

4. **Print 10 or more A4 sheets.**
5. **Has the problem been resolved?**

Yes	Go to the next step.
No	Proceed to "(d) Decrease the heat roller temperature".

6. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

(d) Decrease the heat roller temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

- [S: Fuser Setting HQ]

  [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

2. **Print 10 or more A4 sheets.**
3. **Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Step 1 to 3.

4. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

If (J080) Appears

Cause:

The paper feed is delayed.

This may occur if slippery paper with a low paper-to-paper friction coefficient or thick paper with a high rigidity is used.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1331: [Jam Detection], and then set [Detect JAM080] in [JAM080/097/098/099] to [Off].**

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Note

- When you set [Detect JAM080] to [Off], the printed image may become misaligned at the leading edge.

If (J097) Appears

Cause:

This may occur if:

- Paper is skewed. For details see, page 227 "Paper Skew".
- Skew may be wrongly detected. For details see, page 227 "Wrong Detection of Skew".

If (J098) Appears

Cause:

Sheets cannot be positioned properly by image position adjustment.

Solution:

Depending on the cause of the problem, do one of the following:

The side fences in the paper trays are not positioned correctly.

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", Preparation.

The paper size/orientation/type is not specified correctly.

In tray paper settings, specify the size, orientation, and type of the paper in use.

For details about tray paper settings, see "Changing the Paper Size", Preparation.

Sheets of mixed type, thickness, or color are loaded in the paper tray.

Load identical sheets in the paper tray.

When printing from a tray containing sheets of mixed color, you can prevent paper misfeeding by specifying the following settings:

<If custom paper is used>

1. In [Advanced Settings] for the custom paper, select 1331: [Jam Detection] and then increase the value in [Paper Edge Detection].
2. Print the image.
3. If the problem persists, select 1331: [Jam Detection], and then increase the values in [JAM098] and [JAM097] of [JAM097/098 Detect Threshold].
4. Print the image.
5. If the problem persists, select 1331: [Jam Detection], and then set the value in [Detect/Ctrl JAM097/098] of [JAM080/097/098/099] to [Off].

Colored paper or transparencies are loaded in the paper tray.

Paper edges may not have been detected correctly.

Adjust the color paper edge detection.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper, select 1331: [Jam Detection], and then set the value in [Paper Edge Detection] to "3".
2. Print the image. Has the problem been resolved?

Yes	Finished!
No	Set the value in [Paper Edge Detection] to "4".

3. Print the image. Has the problem been resolved?

Yes	Finished!
No	Set the value in [Paper Edge Detection] to "5".

4. Print the image. Has the problem been resolved?

Yes	Finished!
No	Go to the next step.

5. In [Advanced Settings] for the custom paper, select 1331: [Jam Detection], and then increase the values in [JAM098] and [JAM097] of [JAM097/098 Detect Threshold].
6. Print the image. Has the problem been resolved?

Yes	Finished!
No	Go to the next step.

7. In [Advanced Settings] for the custom paper, select 1331: [Jam Detection], and then set the value in [Detect/Ctrl JAM097/098] of [JAM080/097/098/099] to [Off].
8. Print the image. Has the problem been resolved?

Yes	Finished!
No	Contact your service representative.

If (J099) Appears

Cause:

This may occur if:

- Double feeding has occurred. For details, see page 228 "Double Feeding".
- Double feeding may be wrongly detected. For details, see page 230 "Wrong Detection of Double Feeding".

If (J129) Appears

Cause:

Misfeeding of sheets other than the cover has occurred in the tray for booklet folding.

This may occur if:

- Attempted booklet folding of paper with high image density at the folds.
- Attempted booklet folding of a bundle of 15 or more sheets.
- The temperature or humidity is low.

Solution:

1. **Press [Home] ( ) at the bottom of the screen in the center.**
2. **Press the [Copier (Classic)] icon.**
3. **Press [Dup./ Combine/ Series] on the copier screen.**
4. **Press [Book].**

5. **Select [1 Sided] or [2 Sided] for [Original:].**
6. **Select [Magazine].**
7. **Press [OK].**
8. **Press [Edit / Color].**
9. **Press [Margin Adj.].**
10. **Specify left margin on the front side to 5 mm and right margin on the back side to 5 mm.**

If (J430/J431/J445/J446/J460/J461) Appears

This indicates a paper misfeed when using the two-tray wide LCT (Vacuum Feed LCIT RT5100).

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

The factory- set airflow of the wide LCT may not be strong enough to separate the sheets.

Increase the airflow.

1. **If the jam code (J430/J431/J445/J446/J460/J461) appears more than 3 times, in [Advanced Settings] for the custom paper, select 1301: [Main/2-Tray LCIT: Paper Feed Mode], and then set [Paper Feed Mode: Fan Level] to [Prevent Non Feed (Stronger Blow)].**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Repeat Step 2. If the jam code appears more than 3 times, set [Paper Feed Mode: Fan Level] to [Prevent Non Feed (Strongest Blow)].

3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	If a few sheets in the paper tray are misfed when thick paper is fed (e.g., 250 gsm or greater), attach the tab sheet holder.

4. **If the problem persists, contact your service representative.**

Troubleshooting Image Quality Problems

Paper Skew

Depending on the cause of the problem, do one of the following:

The side fences in the paper tray are too far apart.

If the side fences are too far apart, the paper may be skewed.

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", Preparation.

A scrap of paper or some other small fragment is jammed in the paper feed path.

Remove the fragment.

For details about cleaning the paper feed path, see page 248 "Cleaning the Paper Feed Path".

The correct degree of paper arching has not been specified.

Adjust the degree of paper arching at the registration gate.

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, change the value in 0309: [Registration Gate: Paper Buckle Amount].

Increase the value for the paper tray in use, and then print the image. If the problem persists even though the setting has reached its maximum value, try decreasing the setting.

If the problem persists even though you have tried the complete range of settings from minimum to maximum, contact your service representative.

The skew detection level is too low.

Increase the skew detection level.

In [Advanced Settings] for the custom paper, select 1331: [Jam Detection], and then reduce the value in [JAM097] of [JAM097/098 Detect Threshold].

Reduce the value to increase the detection level.

This will allow the machine to report a paper misfeed and stop printing even for a slight skew.

Wrong Detection of Skew

Depending on the cause of the problem, do one of the following:

Sheets of mixed type, thickness, or color are loaded in the paper tray.

Load identical sheets in the paper tray.

Sheets of mixed color are loaded in the paper tray.

When printing from a tray containing sheets of mixed color, you can prevent paper misfeeding by specifying the following settings:

1. Disable skew detection function.

   <If custom paper is used>

   In [Advanced Settings] for the custom paper, select 1331: [Jam Detection], and then set [Detect/Ctrl JAM097/098] of [JAM080/097/098/099] to [Off].

   <If custom paper is no used>

   In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0307: [Detect/Control JAM097/098] to [Off].

The skew detection level is too high.

Decrease the skew detection level.

In [Advanced Settings] for the custom paper, select 1331: [Jam Detection], and then increase the value in [JAM097] of [JAM097/098 Detect Threshold].

Increase the value to decrease the detection level.

Note

- Disabling the skew detection function will allow skewed printing. If this is not acceptable, contact your service representative.

Double Feeding

Depending on the cause of the problem, do one of the following:

Have you ruffled the paper sufficiently?

Double feeding may result if the paper is not ruffled properly.

Remove the paper, ruffle it, and reload it.

For details about ruffling the paper, see "Fanning the Paper", Preparation.

The edges of the sheets are rough.

Turn the sheets the other way up or smooth the edges before loading.

Is the Pickup Assist setting enabled?

If the Pickup Assist function operates too much, it may cause double feeding with coated paper.

By disabling the Pickup Assist setting, you can prevent double feeding.

The two-tray wide LCT (Vacuum Feed LCIT RT5120) does not have the Pickup Assist function.

<If custom paper is used>

In [Advanced Settings] for the custom paper you are using, set 1312: [Main/3-Tray LCIT/Bypass] to [Off].

<If custom paper is not used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0303: [Pickup Assist Setting] to [Off].

Three-tray wide LCT (LCIT RT5090) is used.

- Is the airflow strong enough?

  The factory-set airflow of the wide LCT may not be strong enough to separate the sheets.

  Increase the airflow.

  <If custom paper is used>

  1. In [Advanced Settings] for the custom paper you are using, select 1311: [3-Tray LCIT], and then set [Fan Setting] to [On]
  2. Increase the value in [Fan Level] of 1311: [3-Tray LCIT].

  <If custom paper is not used>

  1. In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0301: [3-Tray LCIT: Fan Setting] to [On].
  2. Increase the value in 0302: [3-Tray LCIT: Fan Volume Setting].

- Is the tab sheet holder attached?

  By attaching the tab sheet holder, you can prevent air from leaking at the trailing edge of the paper and improve separation.

  For details about attaching the tab sheet holder, see "Preparation" supplied with the machine.

Two-tray wide LCT (Vacuum Feed LCIT RT5120) is used.

The factory-set airflow of the wide LCT may not be strong enough to separate the sheets.

Increase the airflow.

1. Remove the paper, ruffle it, and reload it.

   For details about ruffling the paper, see "Fanning the Paper", Preparation.
2. If the problem persists, load the sheets the other way up.
3. If the problem persists, select 1301: [2-Tray LCIT: Paper Feed Mode] in [Advanced Settings] for the custom paper you are using, and then set [Paper Feed Mode:Fan Level] to [Prevent Double Feed (Weaker Blow)].
4. If the problem persists, set [Paper Feed Mode:Fan Level] to [Prevent Double Feed (Weakest Blow)]

Is the paper feed roller covered with paper dust?

Paper dust may decrease the traction of the paper feed roller and result in double feeding due to paper slippage or insufficient separation.

Cleaning the paper feed roller will restore traction and so prevent double feeding.

For details about cleaning the paper feed roller, see page 248 "Cleaning the Paper Feed Path".

For details about removing the paper feed roller, see the Replacement Guide.

The two-tray wide LCT (Vacuum Feed LCIT RT5120) does not have paper feed rollers.

Wrong Detection of Double Feeding

Depending on the cause of the problem, do one the following:

An envelope is being used.

The seams of envelopes may cause double feeds to be wrongly detected.

Disable the double feed detection.

<If custom paper is used>

In [Advanced Settings] for the custom paper you are using, select 1331: [Jam Detection] and then set [Detect JAM099] of [JAM080/097/098/099] to [Off].

<If custom paper is not used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0305: [Detect JAM099] to [Off].

Thin paper is being used

When using thin paper, the machine may wrongly detect double feeding.

Disable the double feeding detection function.

<If custom paper is used>

In [Advanced Settings] for the custom paper you are using, select 1331: [Jam Detection] and then set [Detect JAM099] of [JAM080/097/098/099] to [Off].

<If custom paper is not used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0305: [Detect JAM099] to [Off].

Note

- Disabling double feed detection may reduce print image quality or cause blank sheets to be delivered.

Paper Misfeeding

Depending on the cause of the problem, do one of the following:

Have you ruffled the paper properly?

Not ruffling the paper properly may cause paper misfeeding.

Remove the paper, ruffle it, and reload it.

For details about ruffling paper, see "Fanning the Paper", Preparation.

Have you ruffled the paper sufficiently?

Double feeding may result if the paper is not ruffled properly.

Remove the paper, ruffle it, and reload it.

For details about ruffling the paper, see "Fanning the Paper", Preparation.

The side fences in the paper tray are too close together.

If the distance between the side fences is less than the paper width, it may interfere with paper transfer and so cause paper misfeeds.

Adjust the paper guides to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", Preparation.

Special or coated paper is used.

- Is the airflow powerful enough?

  The factory-set airflow of the wide LCT may not be strong enough to separate the sheets. Increase the airflow.

  <If custom paper is used>

  1. In [Advanced Settings] for the custom paper you are using, select 1311: [3-Tray LCIT], and then set [Fan Setting] to [On]
  2. Increase the value in [Fan Level] of 1311: [3-Tray LCIT].

  <If custom paper is not used>

  1. In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0301: [3-Tray LCIT: Fan Setting] to [On].
  2. Increase the value in 0302: [3-Tray LCIT: Fan Volume Setting].

- Is the tab sheet holder attached?

  By attaching the tab sheet holder, you can prevent air from escaping from the trailing edge of the paper and so improve separation.

  For details about attaching the tab sheet holder, see "Preparation" supplied with the machine.

- Is the paper feed roller covered with paper dust?

  Paper dust on the surface of coated paper may reduce the traction of the paper feed roller and cause paper misfeeding due to paper slippage or insufficient separation.

  By cleaning the paper feed roller, the frictional force can be restored so that paper misfeeding will not occur.

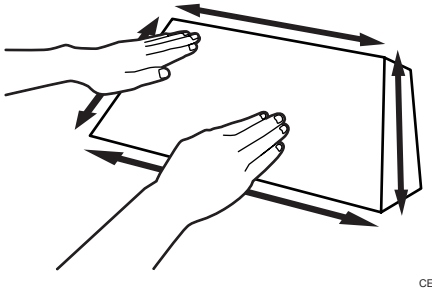
  For details about cleaning the paper feed roller of the wide LCT, see page 248 "Cleaning the Paper Feed Path".

An envelope is used.

Depending on the type of envelope, air trapped inside may be squeezed out when the paper feed roller picks up the envelope and cause slippage leading to a misfeed.

- Have you flattened the envelope?

  Flatten the envelope and all its edges to eliminate air before loading. If the envelope is curled, decurl it before loading.



CEZ500

Two-tray wide LCT (Vacuum Feed LCIT RT5120) is used.

The factory-set airflow of the wide LCT may not be strong enough to separate the sheets.

Increase the airflow.

1. Remove the paper, ruffle it, and reload it.

   For details about ruffling the paper, see "Fanning the Paper", Preparation.
2. If the problem persists, load the sheets the other way up.
3. If the problem persists, select 1301: [2-Tray LCIT: Paper Feed Mode] in [Advanced Settings] for the custom paper you are using, and then set [Paper Feed Mode:Fan Level] to [Prevent Non Feed (Stronger Blow)].
4. If the problem persists, set [Paper Feed Mode:Fan Level] to [Prevent Non Feed (Strongest Blow)]

Other Paper Delivery Problems

Paper jam when using thick paper

Cause:

This may occur if:

- Paper transfer roller is stained
- Stiff paper is being used.
- Long grain paper is being used

Solution:

1. Clean the paper transfer roller.
2. If paper in a grain direction is used, change it to paper in a cross-grain direction.
3. For duplex printing, perform single-sided printing on each side. (Load the paper printed on one side in the paper tray again, and print on the other side.)
4. If the paper is delivered turned over, switch to delivery without turning over the paper.

If the problem persists even after performing the above solutions 1 to 4, change the paper to a size smaller than the jammed paper.

Creases in the vertical direction

Cause:

Paper with its grain parallel to the paper feed direction is used. For example, A3/DLT long grain paper is delivered, A4/LT short grain paper is delivered from its long edge, or A4/LT long grain paper is delivered from its short edge.

Solution:

Change the direction of paper grain for paper delivery.

Curling

To eliminate curling without using the decurler unit, lower the heat roller temperature.

Lowering the temperature may result in:

- Unsatisfactory fusing
- Reduced glossiness
- Stained for halftone images on uncoated paper

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.
- To use the decurler unit, specify 0304: [Correct Output Paper Curl] in the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu.
- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print a full-page solid-fill image. Has the problem been resolved?**

Yes	Finished!
No	Further reduce the value by 5°C until the problem is resolved. Adjust the temperature while checking fusibility. If the problem persists, contact your service representative.

If the curl cannot be straightened even by connecting the decurler unit

If the curl cannot be straightened even by connecting the decurler unit, do as follows.

<If custom paper is used>

1. **Turn the sheets the other way up.**
2. **In [Advanced Settings] for the custom paper you are using, select 1321: [Correct Paper Curl], and then set [Correction Mode] to [U Curl Correction Level: Large] or [Π Curl Correction Level: Large].**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Turn the sheets the other way up.

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

<If custom paper is not used>

1. **Turn the sheets the other way up.**
2. **In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set of 0304: [Correct Output Paper Curl] to "Strong".**
3. **Print the image. Has the problem been resolved?**

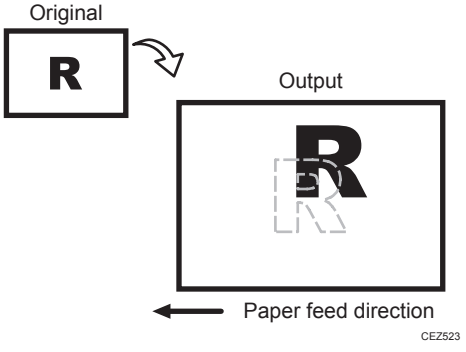
Yes	Finished!
No	Turn the sheets the other way up.

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Paper Feed Problems Affecting Image Quality

The Image Is Positioned Incorrectly



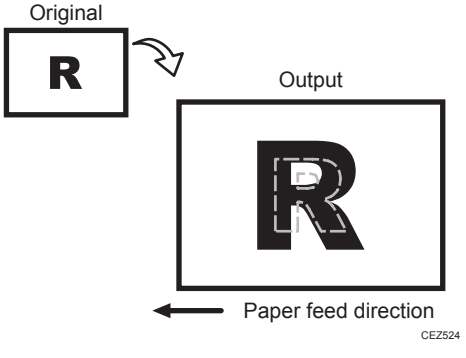
Cause:

Depending on the paper thickness, floppiness, edge roughness, and curl, the image may become mispositioned.

Solution:

See, page 324 "Adjusting the Image Position of the Either Side of the Paper".

Image Scaling Error on the Side 1 of Paper



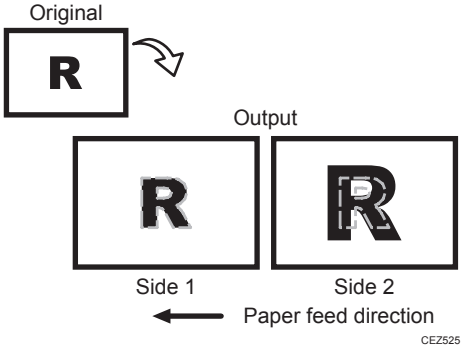
Cause:

An image scaling error may occur because of expansion or contraction of the paper.

Solution:

See, page 324 "Adjusting the Image Position of the Either Side of the Paper".

Image Scaling Error on the Side 2 of Paper



Cause:

An image scaling error on the side 2 of the paper may occur because the paper expands or contracts after the image on the side 1 of the paper has been fused.

Solution:

See, page 324 "Adjusting the Image Position of the Either Side of the Paper".

Scratches, Streaks, or Vertical Creases Appear on the Image

Cause:

The paper feed speed of the exit motor, switchback entrance, or switchback exit is too high or too low.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

<If scratches or streaks appear on the side 2 of the paper>

You can lessen the problem by decreasing the paper feed speed.

1. In [Advanced Settings] for the custom paper you are using, adjust the paper feed speed for delivery.

   Depending on the type of printing, specify one of the following:

   - For one-sided printing, reduce the value in [Paper Output] of 1341: [Motor Speed] by 0.1.
   - For duplex printing, reduce the value in [Switchback: Entrance] of 1341: [Motor Speed] by 0.1.
   - For one-sided printing (delivery of inverted paper), reduce the value in [Switchback: Exit] of 1341: [Motor Speed] by 0.1.

2. Print the image. Has the problem been resolved?

Yes	Finished!
No	Keep decreasing the value by 0.1 until the problem is resolved. If the problem persists even though you have decreased the value by 1.0%, contact your service representative.

<If scratches or streaks appear on the side 1 of the paper>

You can lessen the problem by increasing the paper feed speed.

1. In [Advanced Settings] for the custom paper you are using, adjust the paper feed speed for delivery.

   Depending on the type of printing, specify one of the following:

   - For one-sided printing, increase the value in [Paper Output] of 1341: [Motor Speed] by 0.1.
   - For duplex printing, increase the value in [Switchback: Entrance] of 1341: [Motor Speed] by 0.1.
   - For one-sided printing (delivery of inverted paper), increase the value in [Switchback: Exit] of 1341: [Motor Speed] by 0.1.

2. Print the image. Has the problem been resolved?

Yes	Finished!
No	Keep increasing the value by 0.1 until the problem is resolved. If the problem persists even though you have increased the value by 1.0%, contact your service representative.

Decurling Results in Scratches, Streaks, or Creases

Cause:

The paper feed speed of the decurler unit is too high or too low.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

<If scratches or streaks appear on the side 2 of the paper or continuous noise results>

You can lessen the problem by decreasing the paper feed speed of the decurler unit.

1. In [Advanced Settings] for the custom paper you are using, adjust the paper feed speed of the decurler unit.
   - If the degree of decurling is set to "Off", reduce the value in [Decurler: Correction Off] of 1321: [Correct Paper Curl] by 0.5%.
   - If the degree of decurling is set to "Weak", reduce the value in [Decurler: Correction Weak] of 1321: [Correct Paper Curl] by 0.5%.
   - If the degree of decurling is set to "Strong", reduce the value in [Decurler: Correction Strong] of 1321: [Correct Paper Curl] by 0.5%.
2. Print the image. Has the problem been resolved?

Yes	Finished!
No	Keep decreasing the value by 0.5% until the problem is resolved. If the problem persists even though the setting has reached its minimum value, contact your service representative.

<If scratches, streaks, or creases appear on the side 1 of the paper>

You can lessen the problem by increasing the paper feed speed of the decurler unit.

1. In [Advanced Settings] for the custom paper you are using, adjust the paper feed speed of the decurler unit.
   - If the degree of decurling is set to "Off", increase the value in [Decurler: Correction Off] of 1321: [Correct Paper Curl] by 0.5%.
   - If the degree of decurling is set to "Weak", increase the value in [Decurler: Correction Weak] of 1321: [Correct Paper Curl] by 0.5%.

- If the degree of decurling is set to "Strong", increase the value in [Decurler: Correction Strong] of 1321: [Correct Paper Curl] by 0.5%.

2. Print the image. Has the problem been resolved?

Yes	Finished!
No	Keep increasing the value by 0.5% until the problem is resolved. If the problem persists even though the value has reached its maximum value, contact your service representative.

Roller Tracks: Left Drawer Unit or Buffer Pass Unit

Printing on black or other saturated colored papers after printing white may leave roller tracks.

Cause:

The left drawer unit or the buffer pass unit may be dirty.

The characteristics of each are described below:

- 14 mm wide track roughly 33 mm from the center.
- 28 mm wide track roughly 26 mm from the center.

Solution:

Clean the left drawer unit and buffer pass unit.

For details about cleaning the left drawer unit, see page 248 "Cleaning the Paper Feed Path".

For details about cleaning the buffer pass unit, see page 275 "Cleaning the Paper Path in the Buffer Pass Unit".

Roller Tracks: Relay Roller

Roller tracks may appear when printing halftone images.

Cause:

Images may experience friction when the relay roller is stopped.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then increase the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print the image. Has the problem been resolved?**

Yes	Go to the next step.
No	Repeat Steps 1 and 2. If the problem persists even if you increase the value to 200°C, contact your service representative.

3. **Is the paper curled?**

Yes	Go to the next step.
No	Finished!

4. **In [Advanced Settings] for the custom paper you are using, select 1321: [Correct Paper Curl], and then adjust the degree of decurling.**

   To correct curls facing up, specify "U Curl Correction Level".

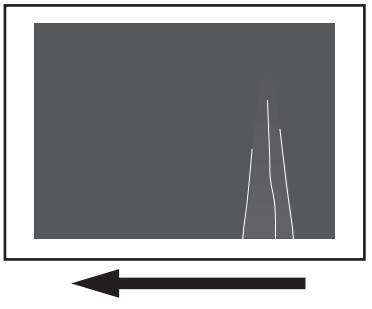
   To correct curls facing down, specify "∏ Curl Correction Level".
5. **Print the image. Has the problem been resolved?**

Yes	Go to the next step.

No	Repeat Steps 3 to 5 If the problem persists, contact your service representative.

Horizontal Folding and Wrinkles: Thin Coated Papers

When printed on thin coated paper, horizontal folds and wrinkles occur on the paper.



DXT861

Cause:

When printing on thin coated papers, a difference in speed between the fusing roller and the buffer roller of the buffer pass unit can lead to horizontal folds or wrinkles.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Adjusting the motor speed

1. **In [Advanced Settings] for the custom paper you are using, select 1341: [Motor Speed], and then set [Cooling Roller After Fusing] to -0.6%.**
2. **Select 1341: [Motor Speed], and then set [Paper Output: Diversion Roller] to -0.2%.**
3. **Print 10 or more A3 sheets.**
4. **Are there horizontal folds?**

Yes	Select 1341: [Motor Speed] and increase the values in [Cooling Roller After Fusing] and [Paper Output: Diversion Roller] by 0.1%, and then repeat Steps 3 and 4.

No	Go to the next step.

5. **Are there wrinkles?**

Yes	Go to the next step.
No	Finished!

6. **Select 1341: [Motor Speed] and decrease the values in [Cooling Roller After Fusing] and [Paper Output: Diversion Roller] by 0.1%.**
7. **Print 10 or more A3 sheets.**
8. **Are there horizontal folds?**

Yes	Select 1341: [Motor Speed] and increase the values in [Cooling Roller After Fusing] and [Paper Output: Diversion Roller] by 0.1%, and then proceed to "(b) Adjusting the printing speed".
No	Go to the next step.

9. **Are there wrinkles?**

Yes	Repeat Steps 6 and 9.
No	Finished!

(b) Adjusting the printing speed

1. **In [Advanced Settings] for the custom paper you are using, select 1231: [Print Speed], and then check the present value in the following corresponding settings.**
   - [BW/FC/FCS]
     [BW/FC/FCS]
   - [FCS]
     [Clear/Special], [White]
   - [S]
     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]
     [Clear/Special], [White]
   - [S: Fuser Setting HQ]
     [Clear/Special], [White]

2. **Is it [High] or [Middle]?**

Yes	Go to the next step.
No	Proceed to "(c) Decreasing the fusing temperature".

3. **Select 1231: [Print Speed], and then set the value in the following corresponding settings to [Low].**
   - [BW/FC/FCS]

     [BW/FC/FCS]
   - [FCS]

     [Clear/Special], [White]
   - [S]

     [Clear/Special], [White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Clear/Special], [White]
   - [S: Fuser Setting HQ]

     [Clear/Special], [White]
4. **Select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 20°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]

5. **Print 10 or more A3 sheets. Are there wrinkles?**

Yes	Proceed to "(c) Decreasing the fusing temperature".
No	Finished!

(c) Decreasing the fusing temperature

1. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
2. **Print 10 or more A3 sheets.**
3. **Is the toner fusibility within the permissible range?**

Yes	Go to the next step.
No	Contact your service representative.

4. **Are there wrinkles?**

Yes	Repeat Steps 1 to 4.
No	Finished!

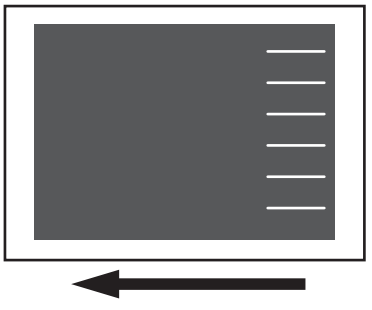
Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:

- The printed image does not come off.
- The toner does not come off even if it is lightly rubbed by a nail.
- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

White Lines

When printing on black or other papers with dense colors after printing on white coated paper, white lines may appear.



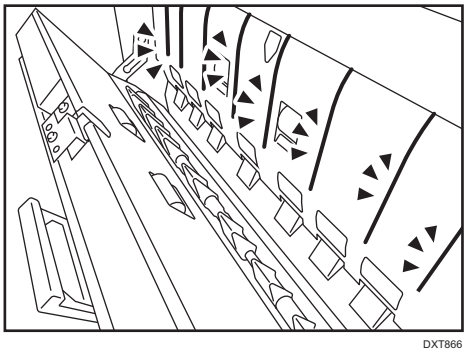
DXT867

Cause:

The paper output reversal guide plate of the left drawer unit is dirty.

Solution:

Wipe the protruding sections of the paper output reversal guide plate of the left drawer unit with water.



DXT866

Pull down cover D5 to clean the paper output reversal guide plate.

For details, see page 248 "Cleaning the Paper Feed Path".

Paper Jams (Synthetic Paper)

When reversing the paper output for synthetic papers or plastic sheets, paper jams may occur, and the edges of the paper may fold or be damaged.

Cause:

Synthetic papers and plastic sheets are susceptible to static electricity. When charged, pages may stick together causing a paper jam.

Solution:

If a paper jam or damage to the edges of the paper occurs, output the paper face up.

Paper Jams: Small Size Paper Lever

Cause:

When small size paper lever is left in the small size setting while attempting to print a large-sized paper, the paper may fold or a paper jam may occur.

Solution:

Adjust the lever setting according to the paper size.

Cleaning the Paper Feed Path

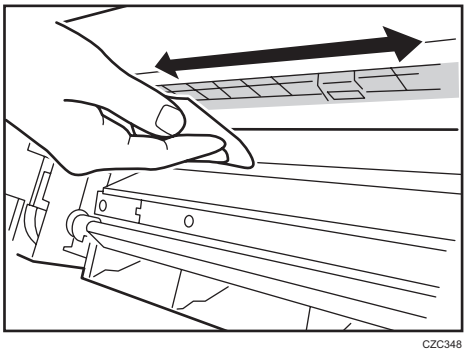
Paper dust sticking to the paper transfer guide board, roller, paper feed roller, or sensor may cause white spots, paper jam, or double feeding. Clean the paper feed path from the paper tray to the paper exit in the drawer.

Important

- **Turn off the main power before performing the operations described in this manual. See "Turning Off/On the Power", Replacement Guide.**

Guide Board

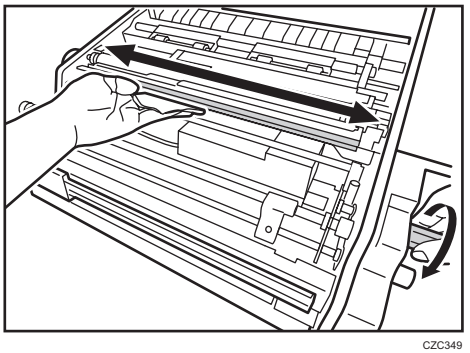
Wipe the guide board with a well-wrung-out damp cloth. To clean the innermost recesses, use a cloth that is as large as your palm.



CZC348

Roller

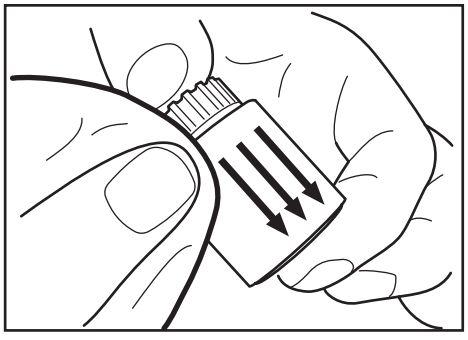
Wipe the roller with a well-wrung-out damp cloth, and then wipe with a dry, unused, lint-free cloth until no moisture remains.



CZC349

Paper Feed Roller

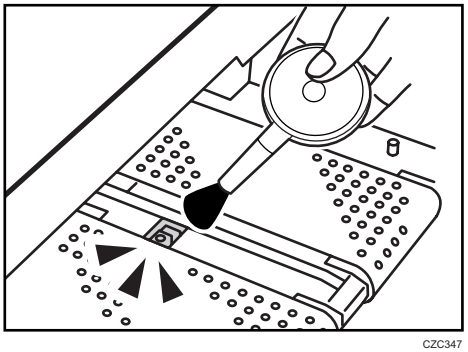
Wipe the entire surface of the paper feed roller lengthwise with a well-wrung-out damp cloth, and then wipe with a dry, unused, lint-free cloth until no moisture remains.



CZC350

Sensor

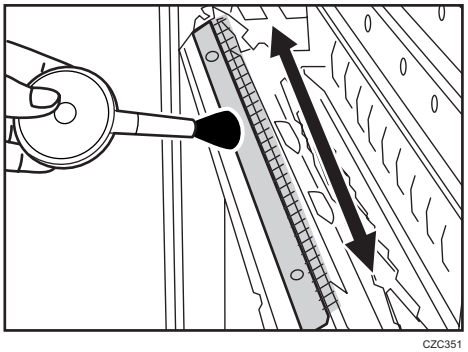
Remove dust with a blower brush.



CZC347

Antistatic Brush

Remove dust with a blower brush.

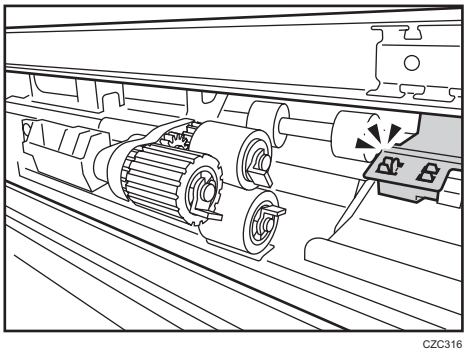


CZC351

Cleaning Paper Trays 1/2

1. **Remove the paper tray.**

2. Clean the sensor.



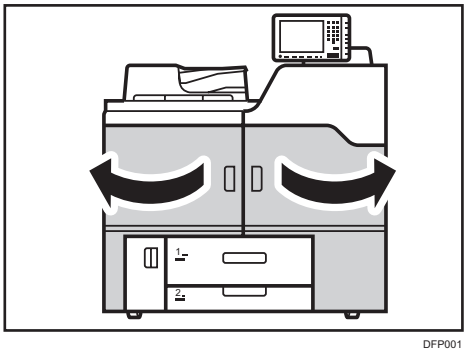
CZC316

Note

- For details about detaching and reattaching the parts, see the Replacement Guide.

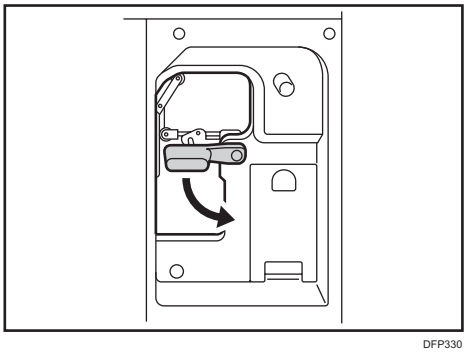
Cleaning the Paper Feed Path for Paper Trays 1/2

1. Open the front covers.



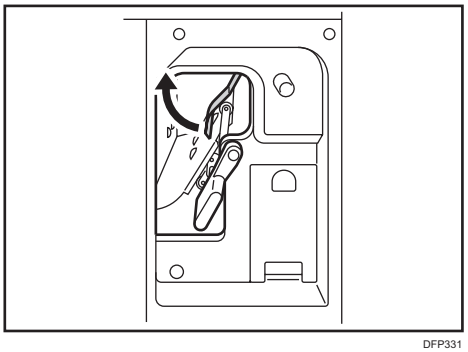
DFP001

2. Pull down the lever A1.



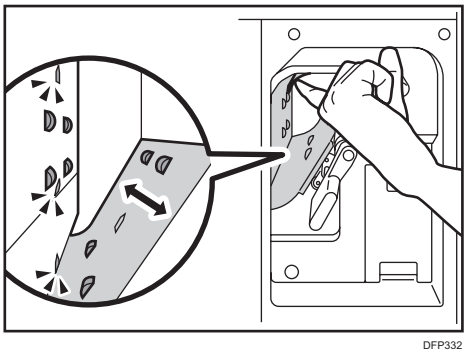
DFP330

3. Pull up the plate.



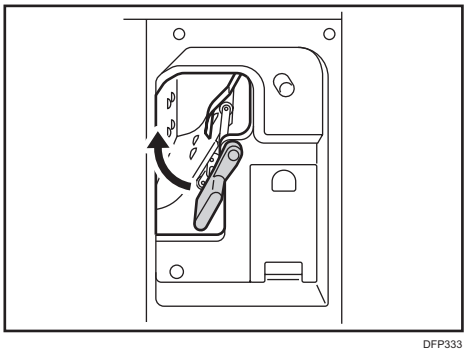
DFP331

4. Clean the rollers, sensors, and guide boards.



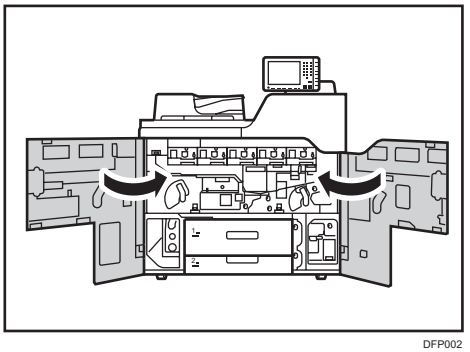
DFP332

5. Pull down the plate.
6. Pull up the lever A1.



DFP333

7. Close the front covers.

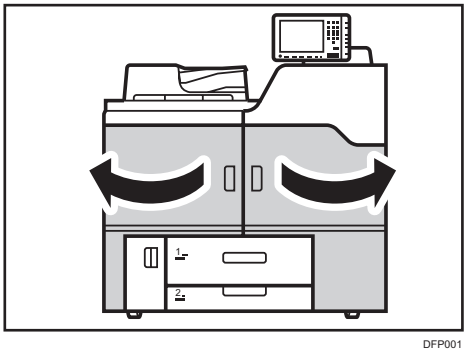


DFP002

Cleaning the Paper Feed Path in the Drawer

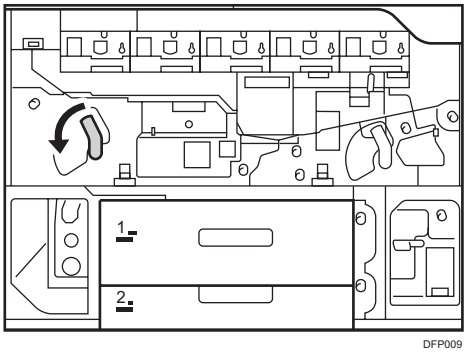
Left drawer unit

1. Open the front covers.



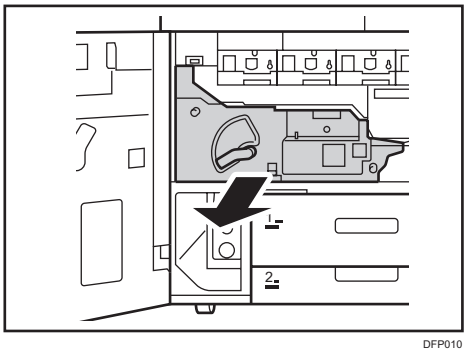
DFP001

2. Pull down the lever C1.



DFP009

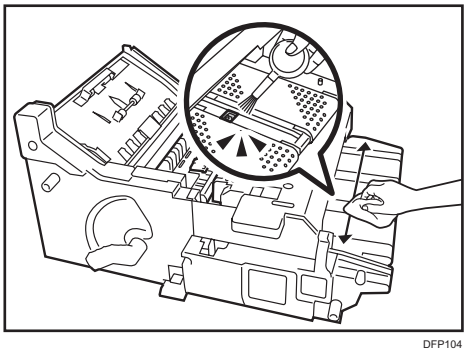
3. **Pull the drawer out completely until it stops.**



DFP010

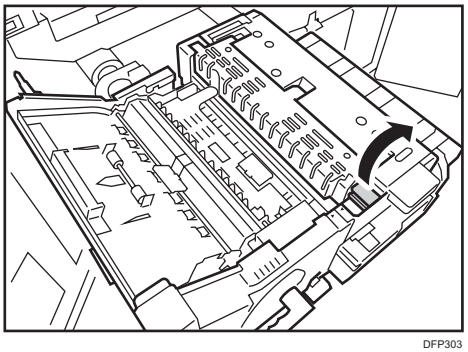
4. **Use a dry cloth to clean the transport belt unit. To clean the sensor, use a blower brush.**

   Be careful to avoid the paper transport belt sensor when you do this.



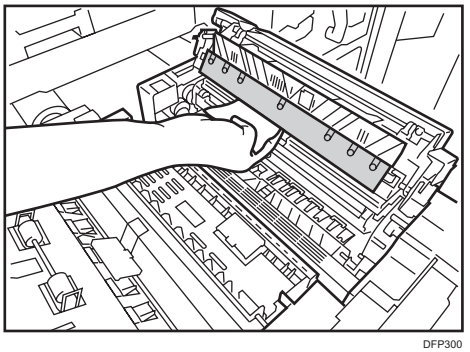
DFP104

5. **Pull up and open the cover D2.**



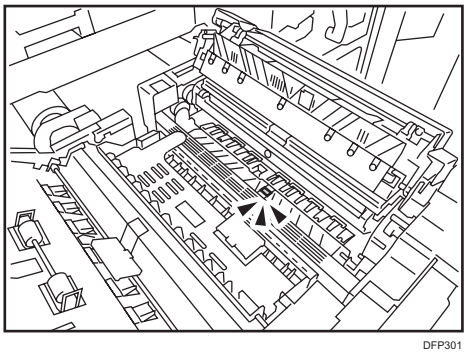
DFP303

6. Use a dry cloth to clean the stripper plate on the fusing belt.



DFP300

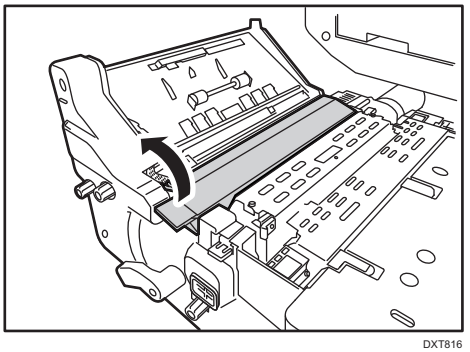
7. Clean the sensors.



DFP301

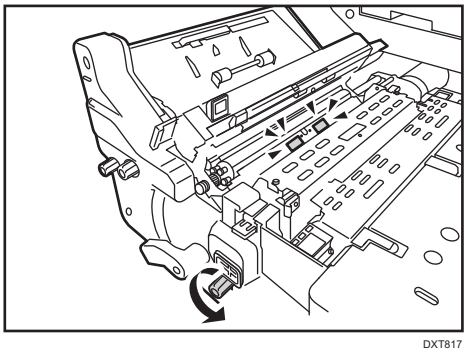
8. Close the cover D2.

9. Pull up and open the cover D3.



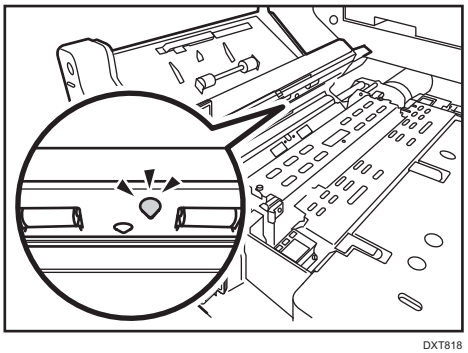
DXT816

10. Turn the knob D7 and clean the rollers.



DXT817

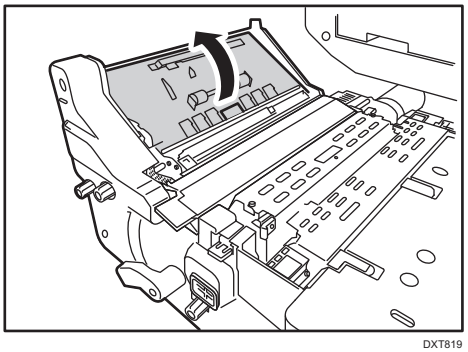
11. Clean the sensors.



DXT818

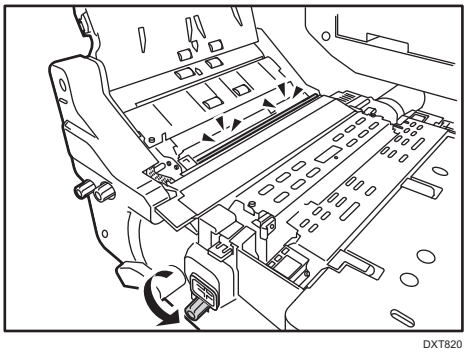
12. Close the cover D3.

13. Pull up and open the cover D4.



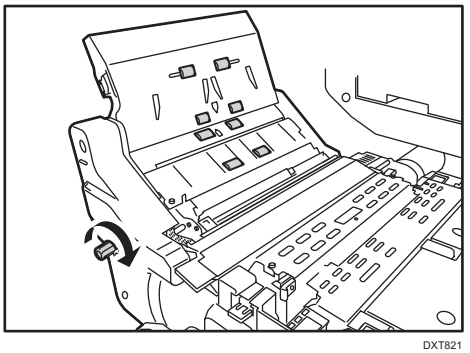
DXT819

14. **Turn the knob D7 while using a dry cloth on the invert exit rollers.**



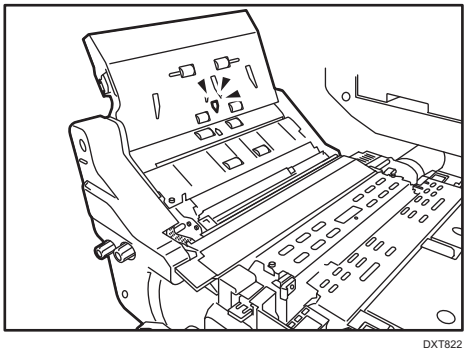
DXT820

15. **Turn the knob D1 while using a dry cloth on the invert exit rollers.**



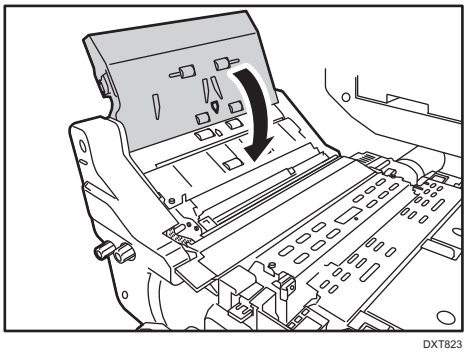
DXT821

16. **Clean the sensors.**



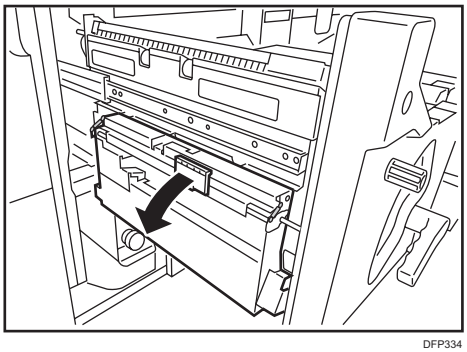
DXT822

17. **Close the cover D4.**



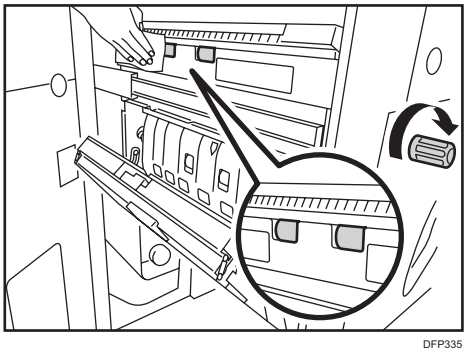
DXT823

18. **Pull down and open the cover D5.**



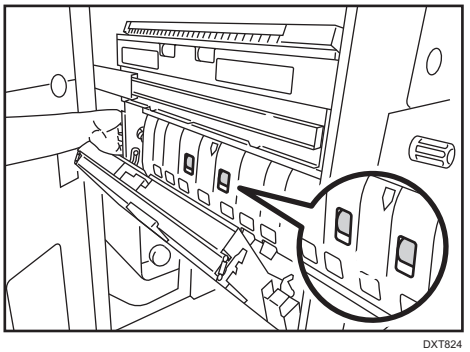
DFP334

19. **Turn the knob D1 and clean the roller.**



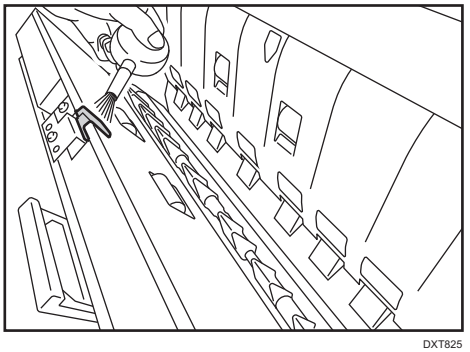
DFP335

20. Clean the roller.



DXT824

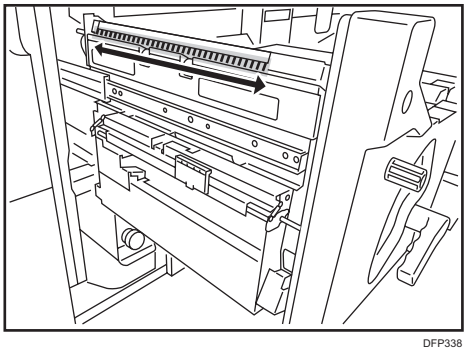
21. Clean the sensors.



DXT825

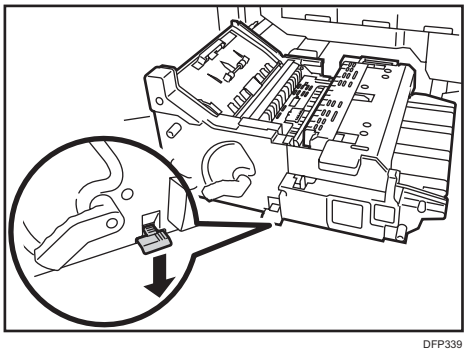
22. Pull up and close the cover D5.

23. Use a hand vacuum cleaner to clean the anti-static brush near the exit rollers.



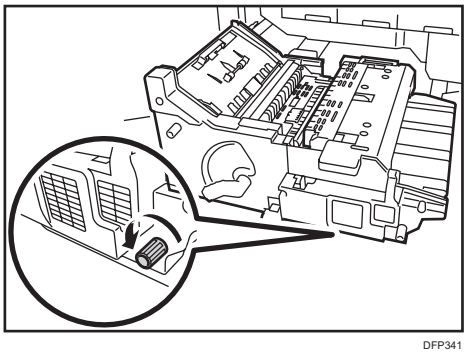
DFP338

24. Release and pull down duplex transport path plate (Z3).



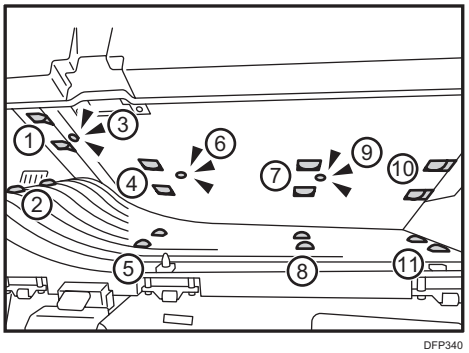
DFP339

25. Turn the knob Z1.



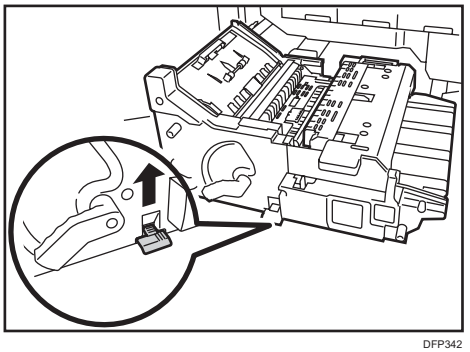
DFP341

26. Clean the rollers (as you rotate the knob) and sensors.



DFP340

27. **Close the duplex transport path plate (Z3).**

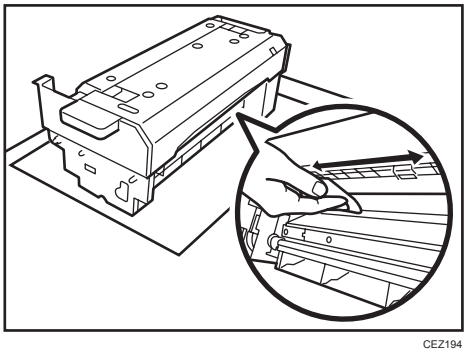


DFP342

28. **Remove the fusing unit from the machine.**

    For details about removing the fusing unit, see Replacement Guide.

29. **Use a dry cloth to clean the entrance guide plate.**

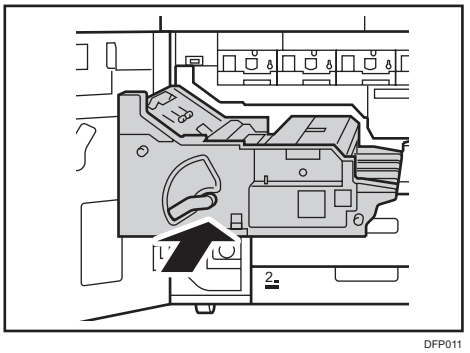


CEZ194

30. **Install the fusing unit.**

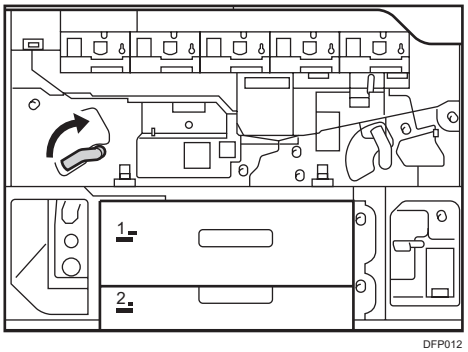
    For details about installing the fusing unit, see Replacement Guide.

31. **Push the left drawer slowly into the machine until it stops.**



DFP011

32. Pull up the lever C1.

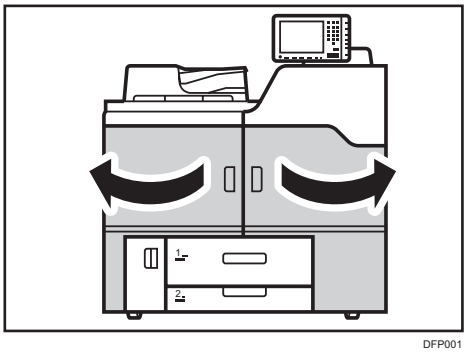


DFP012

33. Close the front covers.

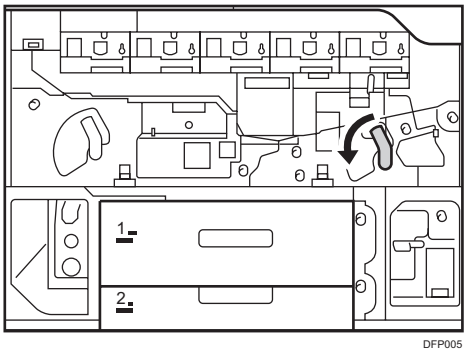
Right drawer unit

1. Open the front covers.



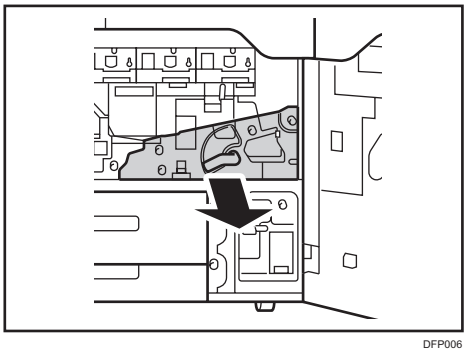
DFP001

2. Pull down the lever B5.



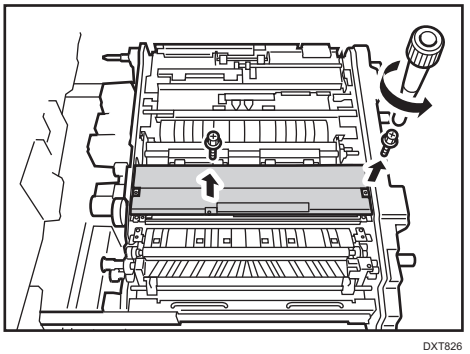
DFP005

3. **Pull out the right drawer until it stops.**



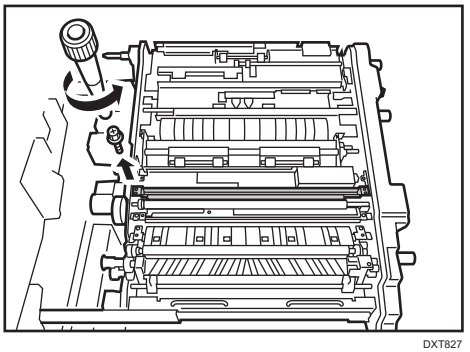
DFP006

4. **Remove the two black screws on the cover plate, and then remove the cover plate.**



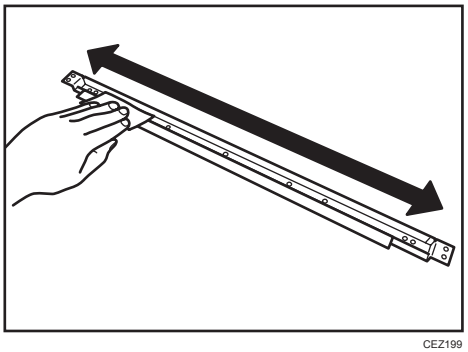
DXT826

5. **Remove a black screw on the dust catcher, and then remove the dust catcher.**



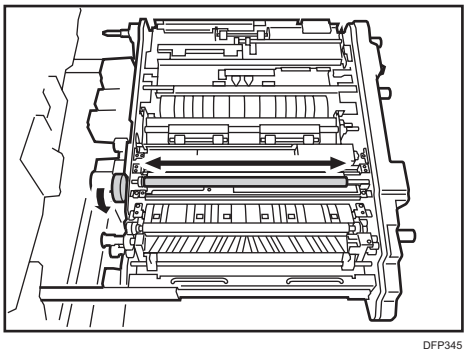
DXT827

6. **Use a clean dry cloth to remove any dust remaining in the dust catcher.**



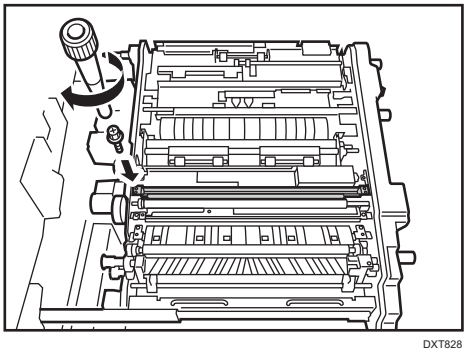
CEZ199

7. **Turn the knob while using a dry cloth on the transfer timing idle roller.**



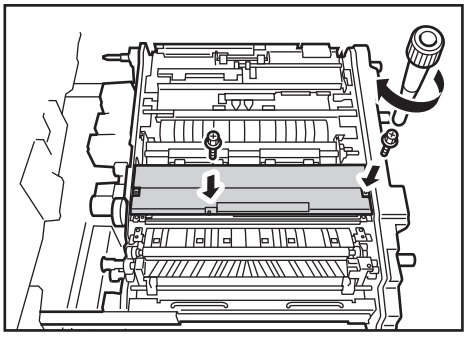
DFP345

8. **Reattach the dust catcher with the black screw.**



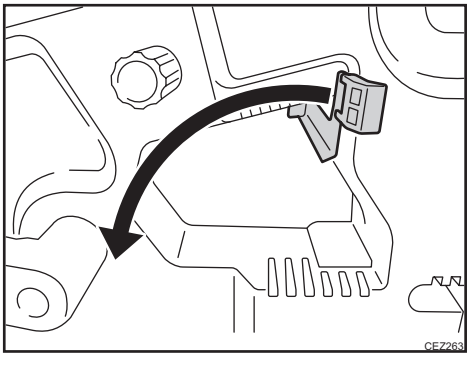
DXT828

9. **Reattach the cover plate with the two black screws.**



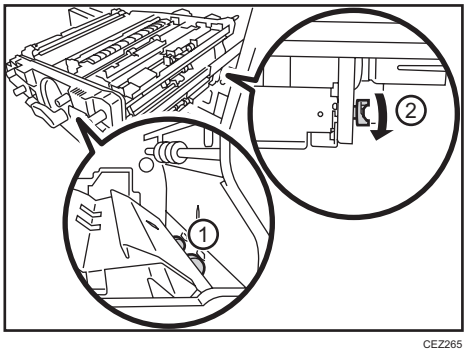
DXT829

10. **On the right side of the drawer, pull down the lever B1 to release the plates.**

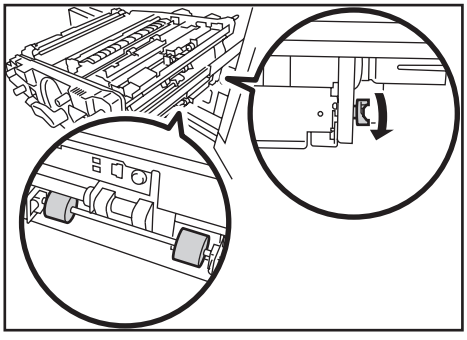


CEZ263

11. **Hold the dry cloth against the main relay drive rollers (1).**

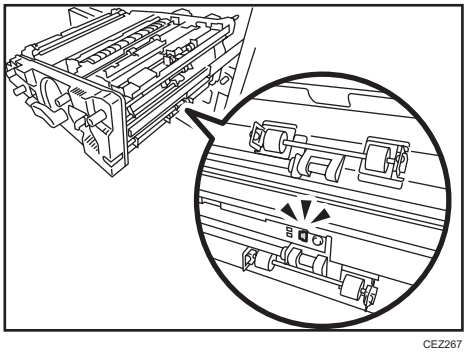


CEZ265



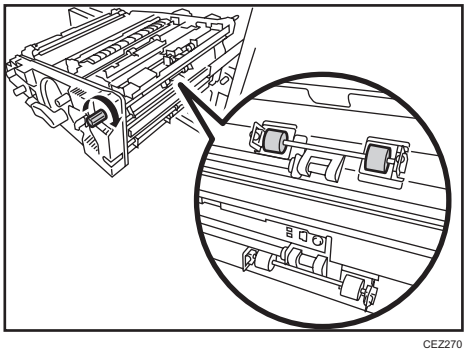
CEZ266

12. Clean the sensors.



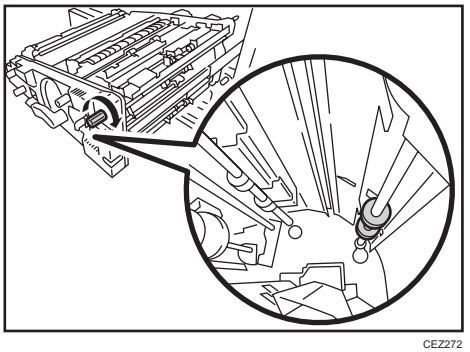
CEZ267

13. While turning the knob B3, use a dry cloth on the registration entrance idle rollers.



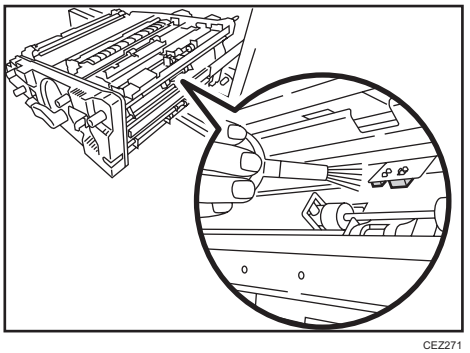
CEZ270

14. On the inside of the right drawer, hold a dry cloth against the registration entrance drive rollers while turning the knob B3.



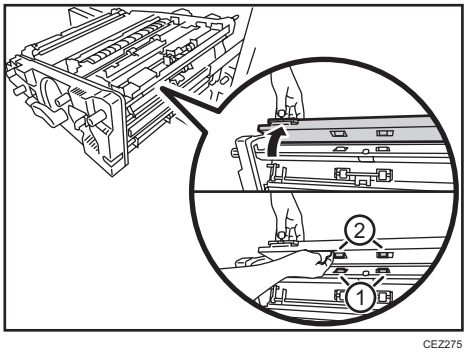
CEZ272

15. Clean the sensors.



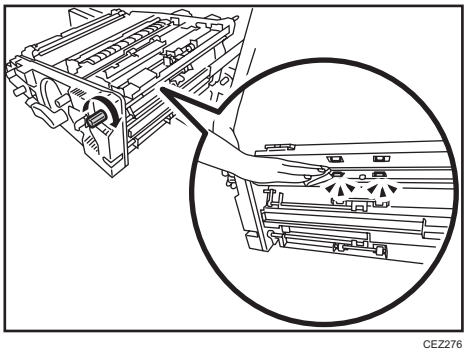
CEZ271

16. Open the cover B7 to clean the rollers.



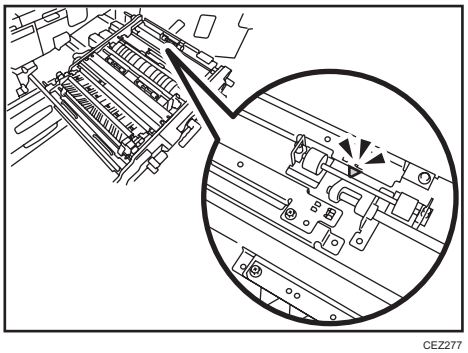
CEZ275

17. **Hold a dry cloth between the plates and the rollers to clean the drive rollers as they rotate the knob B3.**

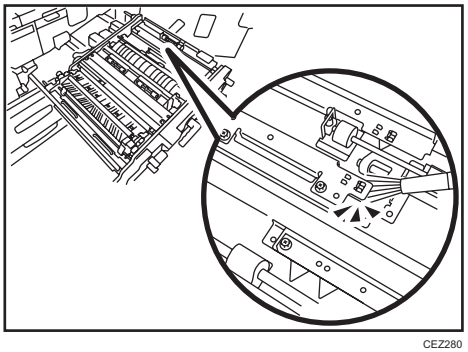


CEZ276

18. **Clean the sensors.**

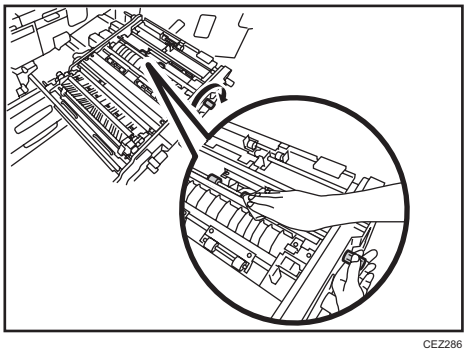


CEZ277



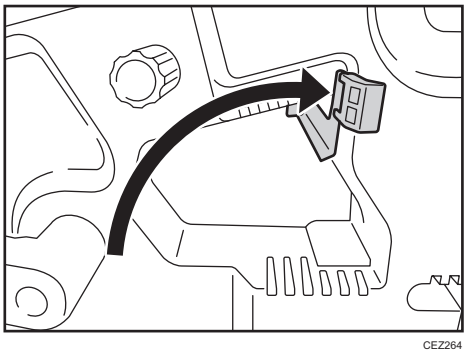
CEZ280

19. Turn the knob B4 on the front while using a dry cloth on the registration timing idle rollers.



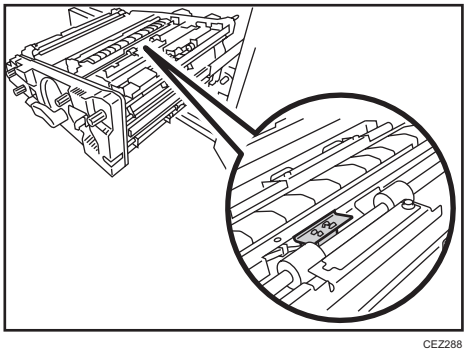
CEZ286

20. Pull up the lever to close the plates.



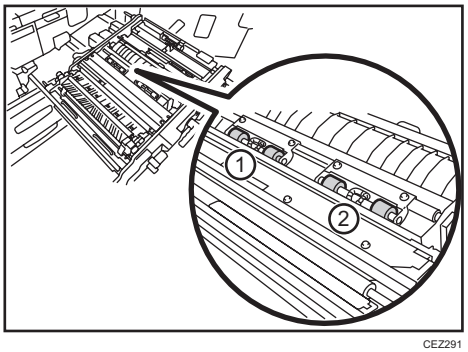
CEZ264

21. Use the blower brush on the registration timing sensor.



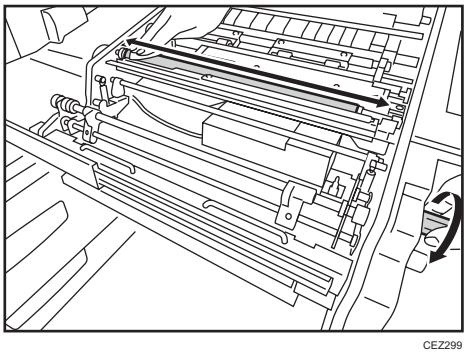
CEZ288

22. Use the dry cloth to clean the rollers.

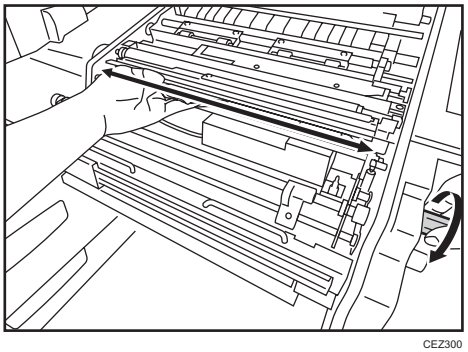


CEZ291

23. Turn the knob B6 while using a dry cloth on the transfer timing idle roller.

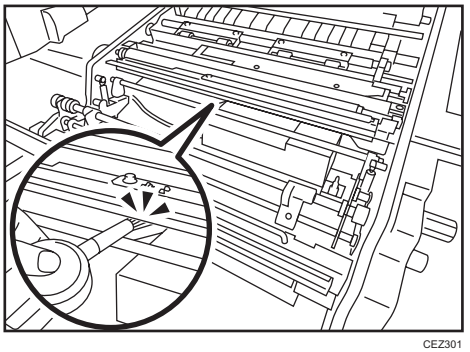


CEZ299



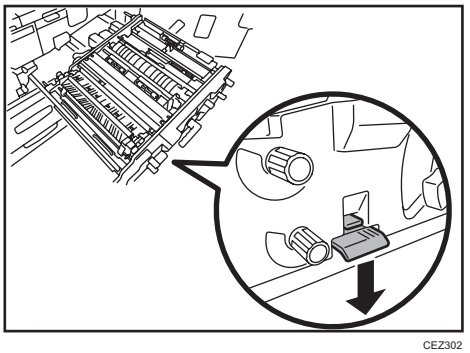
CEZ300

24. Use the blower brush on the transfer timing sensor.



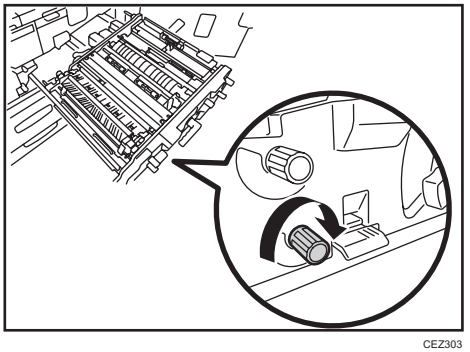
CEZ301

25. Lower the duplex transport path plate (Z4) on the front of the right drawer.



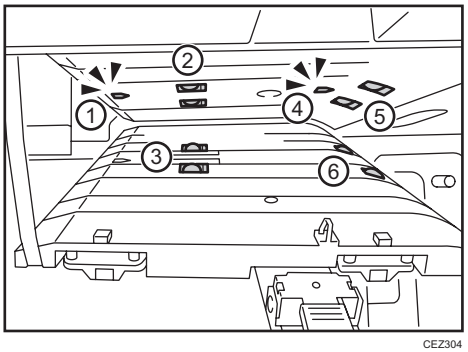
CEZ302

26. Rotate the knob Z2.



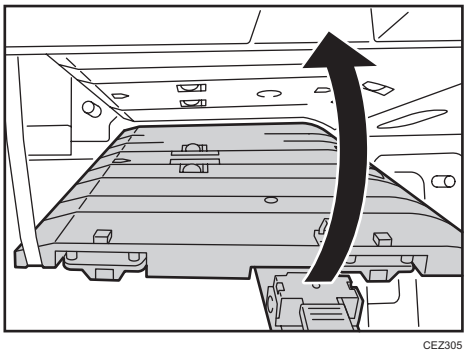
CEZ303

27. Clean the rollers (as you rotate the knob) and sensors.

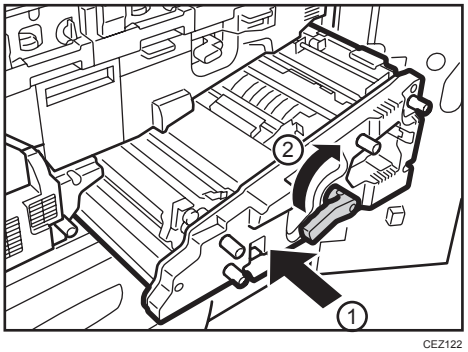


CEZ304

28. Close the duplex transport path plate (Z4).


CEZ305

29. Push the right drawer into the main unit until it stops, and then pull up the lever B5.



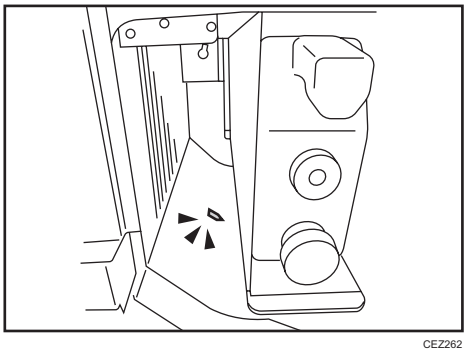
CEZ122

30. Close the front covers.

Purged Paper Sensor

1. Open the left front cover.
2. If there is any paper in the purge tray, remove it.

3. Clean the sensors.

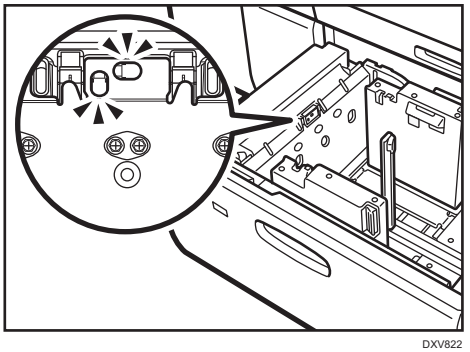


CEZ262

4. Close the left front cover.

Cleaning the Two-tray Wide LCT

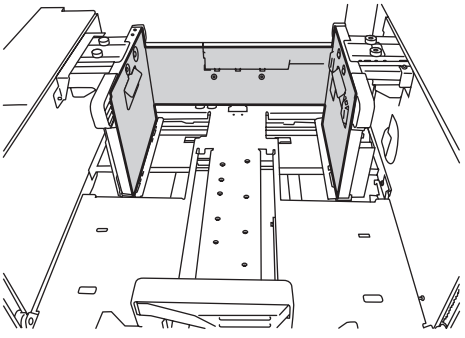
1. Remove the paper tray.
2. Clean the sensors.



DXV822

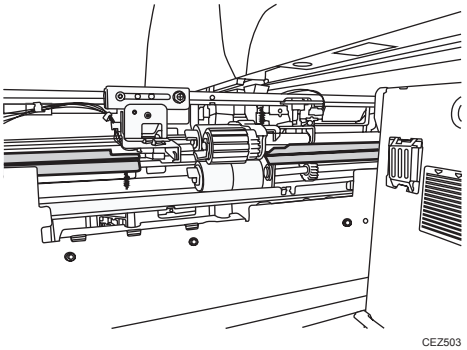
Cleaning the Paper Feed Path in the Three-tray Wide LCT

1. Clean the side fences and front guide.



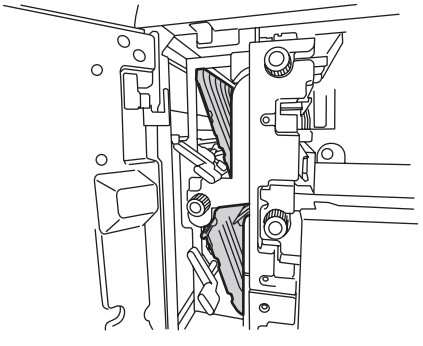
CEZ502

2. Clean the paper feed rollers.
3. Clean the guide board of the paper feed unit.



CEZ503

4. Clean the guide board interior.



CZC305

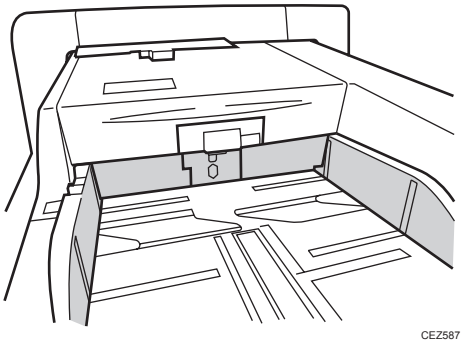
5. After cleaning, restore the machine so that it resumes operation.

Note

- For details about detaching and reattaching the parts, see the Replacement Guide.

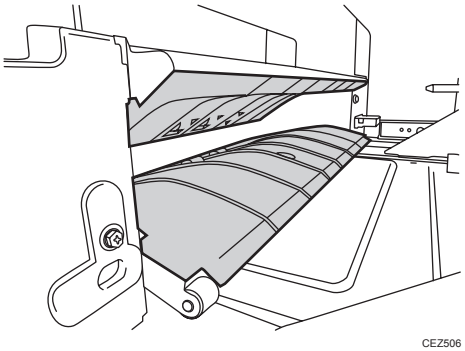
Cleaning the Paper Feed Path in the Multi Bypass Tray

1. **Clean the side fences and front guide.**



CEZ587

2. **Clean the paper feed rollers.**
3. **Clean the guide board.**



CEZ506

4. **After cleaning, restore the machine so that it resumes operation.**

Note

- For details about detaching and reattaching the parts, see the Replacement Guide.

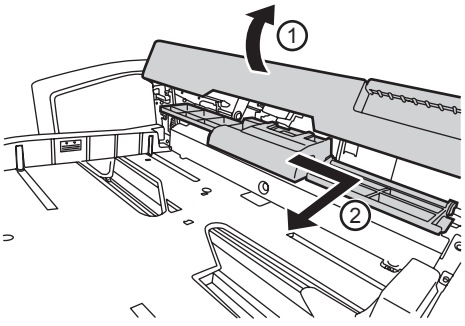
Cleaning the Paper Feed Rollers and Paper Feed Belt in the Interposer

Clean the paper feed belt and paper feed rollers in the interposer.

The procedure is explained using the interposer upper tray. The procedure is the same for the lower tray.

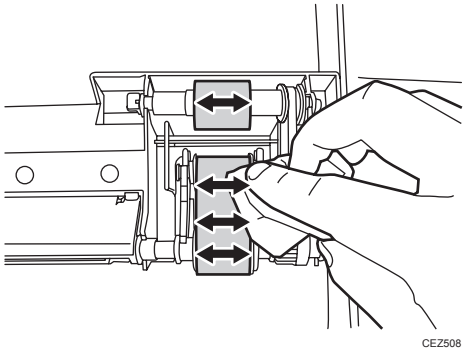
1. **Remove the loaded paper.**
2. **Open the upper cover, and then detach the paper feed unit.**

   Pull it out slightly, release the metal shaft, and then detach it.



CEZ507

3. **Clean the paper feed belt and paper feed rollers in the detached paper feed unit.**

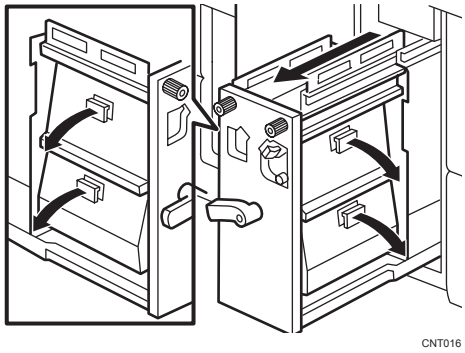

CEZ508

4. **After cleaning, restore the machine so that it resumes operation.**

Cleaning the Paper Path in the Buffer Pass Unit

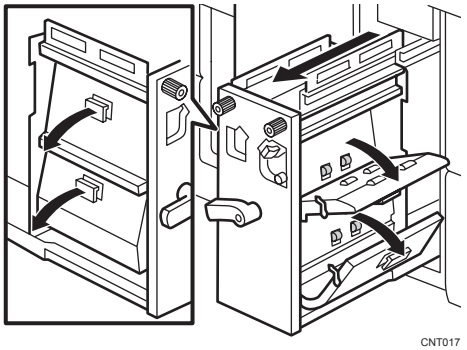
Clean the paper transport rollers and guide plates in the buffer pass unit.

1. **Pull out the buffer pass unit and open the guide plates.**


CNT016

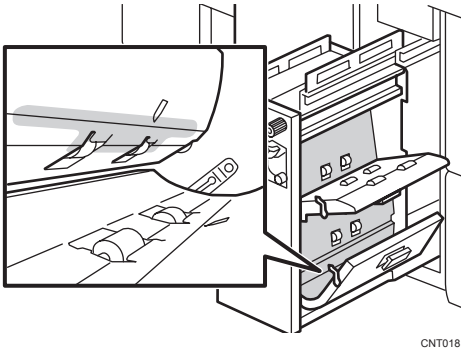
2. **Wipe the rubber rollers for the transport rollers with a slightly damp cloth.**

   There are twenty-four rubber rollers for the twelve transport rollers.



CNT017

3. **Wipe the guide plates (especially the ridgelines of the bends and the cut-and-bent portions) with a cloth moistened with alcohol.**

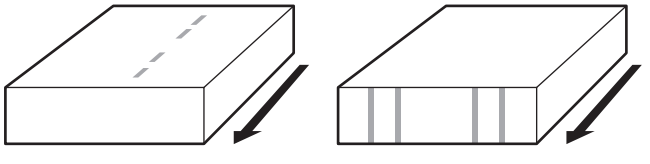


CNT018

4. **Close the guide plates and push the buffer pass unit back into the machine.**

Cleaning the Rollers and Guide Boards in the Finisher

When a sheet with a high-density image on it is delivered or when the toner is not fused well, toner may stick to the rollers and guide boards in the finisher, where it may stain the transfer surface or sheet edge.



DVX003

If you notice such staining, clean the rollers and guide boards in the finisher.

Use the following procedures to clean the rollers and guide boards in the finisher:

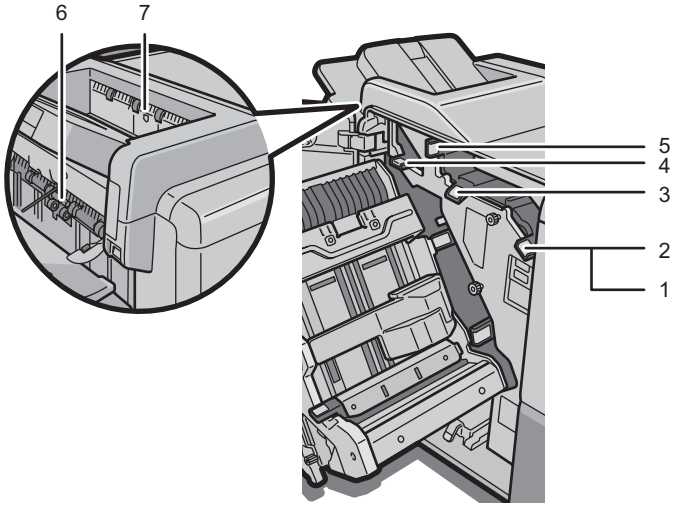
Roller

Wipe the roller with a well-wrung-out damp cloth, and then wipe with a dry, unused, lint-free cloth until no moisture remains.

Guide Board

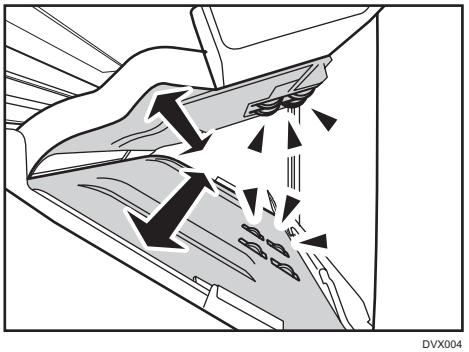
Wipe the guide board with a well-wrung-out damp cloth. To clean the innermost recesses, use a cloth that is as large as your palm.

Perform the following cleaning steps from Steps 1 to 7 in this order:



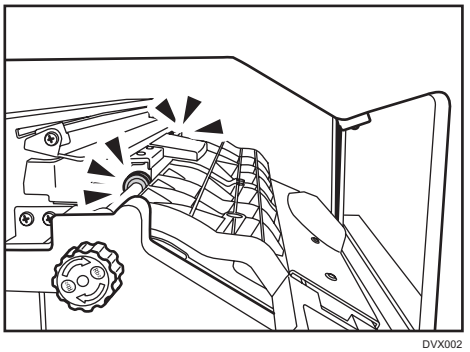
DVX001

1. **Open the guide board (Rb1) and clean the rollers and guide board.**



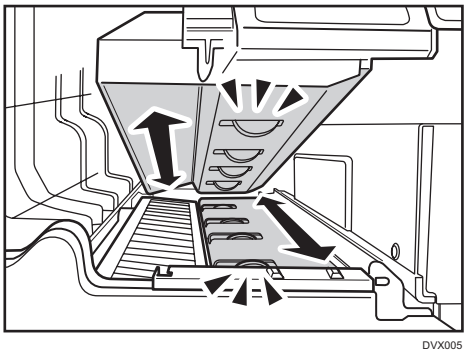
DVX004

2. Close the guide board (Rb1) and clean the rollers.



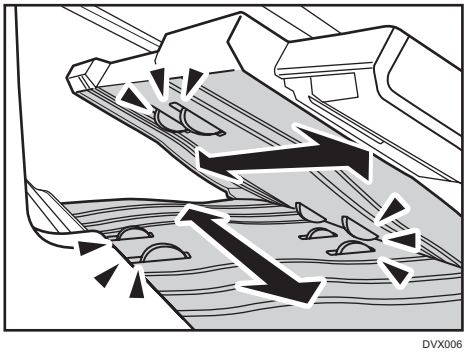
DVX002

3. Open the guide board (Rb3) and clean the rollers and guide board.



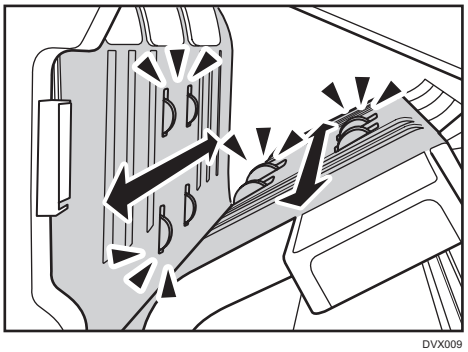
DVX005

4. Open the guide board (Rb5) and clean the rollers and guide board.



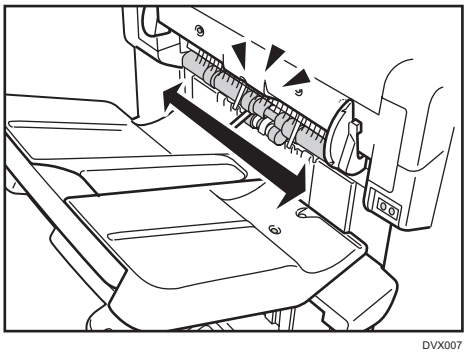
DVX006

5. Open the guide board (Rb4) and clean the rollers and guide board.



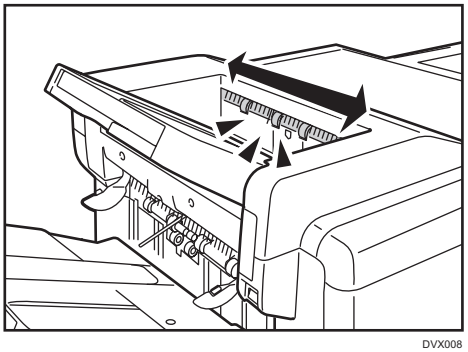
DVX009

6. Lower the shift tray and clean the guide board and rollers through the paper exit of the finisher shift tray.



DVX007

7. Clean the rollers through the paper exit of the finisher upper tray.



DVX008

9. Post-Processing Option Troubleshooting

Finisher

Delivered Sheets Are Not Stacked Properly

Solution:

Depending on the cause of the problem, do one of the following:

Coated paper is being used.

In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0617: [Output Fan Level] to [Increase Air Volume].

There is airflow in the room.

Minimize the airflow. For instance, turn the air conditioner off.

Printed sheets are curled.

<If the decurler unit is used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, select 0304: [Correct Output Paper Curl] and adjust the degree of decurling.

To correct curls facing up, specify "U Curl Correction Level".

To correct curls facing down, specify "Π Curl Correction Level".

Select "Strong" or "Weak" depending on the degree of decurling required.

<If the decurler unit is not used>

Load the sheets the other way up.

There are too many stacked sheets.

Reduce the number of the stacked sheets. To do this, suspend printing and remove the stacked sheets, and then resume printing.

To suspend printing, press the [Suspend] key on the finisher.

To resume printing, press the [Resume] key on the finisher.

Thin coated paper is used.

When stapling thin coated paper, the stapled sheets may be scratched or they may jam.

To follow the steps below, attach the decurler unit.

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "Π Curl Correction Level". To control the level of decurling, select "Weak" if the present setting is "Off" or "Strong" if the present value is "Weak".

Large Delivered Sheets Are Not Stacked Properly

Cause:

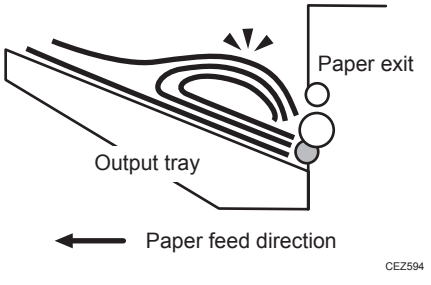
When using large-size or coated and paper-to-paper friction is very high, a sheet may push against another or paper deflection may occur.

This may occur if:

- B4⊐, $8\frac{1}{2}$" × 14"⊐, or larger size of paper is used.
- Paper that produces high paper-to-paper friction is used.
- The temperature or humidity is high.

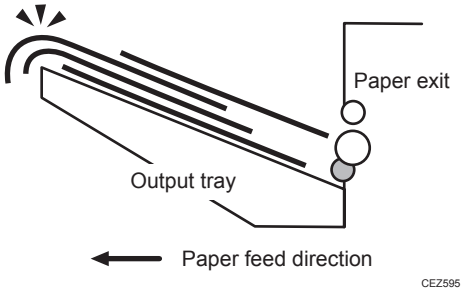
Sheet bending

The leading edge of the delivered sheet bends upward and backward.



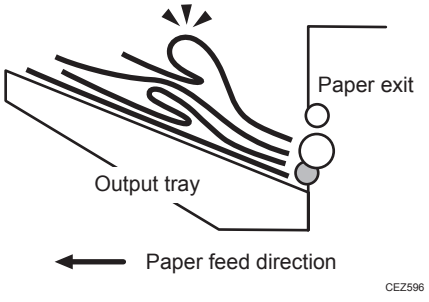
One sheet pushing out another

Because of high paper friction, the delivered sheet may get stuck and push out other sheets of paper.



Paper deflection

Because of high paper friction, the delivered sheet may arch up and become crimped.



Solution:

Depending on the cause of the problem, do one of the following:

<Sheet bending>

There is airflow in the room.

Minimize the airflow. For instance, turn the air conditioner off.

Sheets are curled upward.

<If the decurler unit is used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "U Curl Correction Level".

To control the level of decurling, select "Small" if the present setting is "Off" or "Large" if the present value is "Small".

<If the decurler unit is not used>

Load the sheets the other way up.

Coated paper is being used.

In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0617: [Output Fan Level] to [Increase Air Volume].

Standard paper is being used.

- In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0615: [Output Trail Edge Press Setting] to [On].
- In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0616: [Output Fan Setting] to [On].

<One sheet pushing out another or sheets becoming crimped>

Sheets are curled downward.

<If the decurler unit is used>

In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "Π Curl Correction Level".

To control the level of decurling, select "Small" if the present setting is "Off" or "Large" if the present value is "Small".

<If the decurler unit is not used>

Load the sheets the other way up.

Coated paper is being used.

In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0617: [Output Fan Level] to [Increase Air Volume].

Standard paper is being used.

- In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0615: [Output Trail Edge Press Setting] to [On].
- In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, set 0616: [Output Fan Setting] to [On].

Trailing Edge of Stapled Sheets Close to the Paper Exit

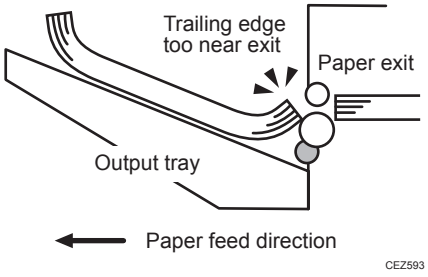
Cause:

The trailing edge of the sheets may be too close to the paper exit when the paper is stacked.

If this happens, stapled sheets, when delivered, may push the previously delivered sheet, resulting in paper bending or misfeeding.

This may occur if:

- There is a tight curl on a delivered set of stapled sheets.
- Limp paper such as thin or recycled paper is used.



Solution:

1. **Load the sheets the other way up.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

To follow the steps below, attach the decurler unit.

3. **In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "U Curl Correction Level".**

   Select "Large" or "Small" to control the level of decurling as required.

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Sheets Cannot Be Stapled Properly

Cause:

When the sheets are fed to the staple unit inside the finisher, they may be overlaid, resulting in a misalignment of 5 mm (0.2 inches) relative to each other after stapling.

When coated or other paper producing higher paper-to-paper friction is used, the paper edges are not aligned properly, resulting in misaligned stapling.

This may occur if:

- Coated or other paper producing higher paper-to-paper friction is used.
- Thin or other limp paper is used.

Solution:

Reduce the number of sheets to be stapled.

1. **In the [Finishing: Finisher] group on the [Adjustment Settings for Operators] menu, select 0606: [Number of Sheet Align for Stapling], and reduce the number of sheets to be stapled.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	If the problem persists even though the setting has reached its minimum value, contact your service representative.

Note

- If the number of sheets to be stapled is reduced, paper alignment will take longer, compromising the machine's throughput.

Misfeeding of Sheets Other Than the Cover Has Occurred

Cause

Misfeeding of sheets other than the cover has occurred in the tray for booklet folding.

This may occur if:

- Attempted booklet folding of paper with high image density at the folds.
- Attempted booklet folding of a bundle of 15 or more sheets.
- The temperature or humidity is low.

Solution:

1. **Press [Home] ( ) at the bottom of the screen in the center.**
2. **Press the [Copier (Classic)] icon.**
3. **Press [Dup./ Combine/ Series] on the copier screen.**
4. **Press [Book].**
5. **Select [1 Sided] or [2 Sided] for [Original:].**

6. **Select [Magazine].**
7. **Press [OK].**
8. **Press [Edit / Color].**
9. **Press [Margin Adj.].**
10. **Specify left margin on the front side to 5 mm and right margin on the back side to 5 mm.**

Paper Edges Are Stained

Cause:

While back curls are removed, the toner adhesion becomes insufficient when the fusing pressure roller is used on the paper, allowing the toner to stain the anti-static brush.

This may occur if:

- The decurler unit is attached.
- Paper needs to be curled backward.
- Sheets are delivered with their printed side facing up in the post-processing machine.

Solution:

1. **In the [Machine: Paper Feed/ Output] group of the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "U Curl Correction Level".**

   If "Off" is selected, change the value to "Small". If "Small" is selected, change the value to "Large".
2. **If you cannot remove back curls, print with the printed side face up for single-sided printing.**

Multi-Folding Unit

Inaccurate Folding (Folding Deviation)

Cause:

Depending on paper hardness, inaccurate folds may result. This is referred to as folding deviation.

Solution:

Change the folding position by adjusting the position of the paper edge stopper for folding.

For multi-sheet folding, change the folding position using the following settings in the [Finishing: Fold] group on the [Adjustment Settings for Operators] menu:

- 0701: [Z-fold Position 1]
- 0702: [Z-fold Position 2]
- 0703: [Half Fold Position: 1 sheet Fold]
- 0704: [Half Fold Position: Multi-sheet Fold]
- 0705: [Letter Fold-out Position 1: 1 sheet Fold]
- 0706: [Letter Fold-out Position 1: Multi-sheet Fold]
- 0707: [Letter Fold-out Position 2: 1 sheet Fold]
- 0708: [Letter Fold-out Position 2: Multi-sheet Fold]
- 0709: [Letter Fold-in Position 1: 1 sheet Fold]
- 0710: [Letter Fold-in Position 1: Multi-sheet Fold]
- 0711: [Letter Fold-in Position 2: 1 sheet Fold]
- 0712: [Letter Fold-in Position 2: Multi-sheet Fold]
- 0713: [Double Parallel Fold Position 1]
- 0714: [Double Parallel Fold Position 2]
- 0715: [Gate Fold Position 1]
- 0716: [Gate Fold Position 2]
- 0717: [Gate Fold Position 3]

Folding Deviation

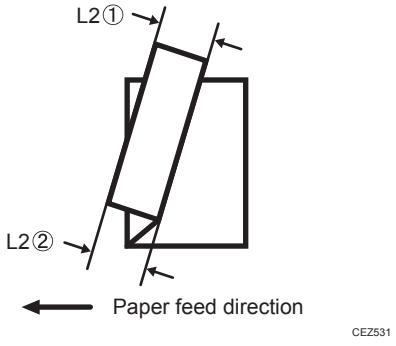
Cause:

Depending on paper hardness, folding deviations (skewed folding) may appear.

A deviation may appear if the edge dimensions of the parts between folds are different.

For example, in the following illustration, the dimensional difference between the top (L2[2]) and bottom (L2[1]) edges is a deviation.

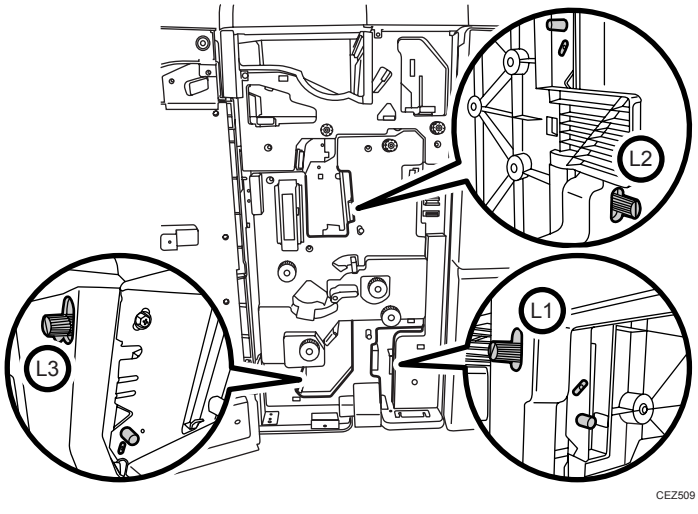
<Folding deviation sample of L2 for Z-fold>



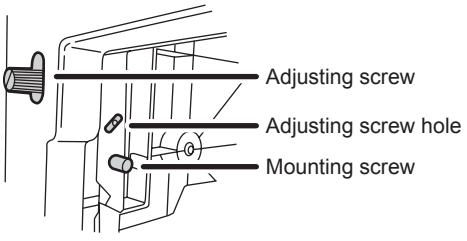
Solution:

Adjust the deviation.

The multi-folding unit has three adjusting screws (L1, L2, and L3) to adjust deviation.

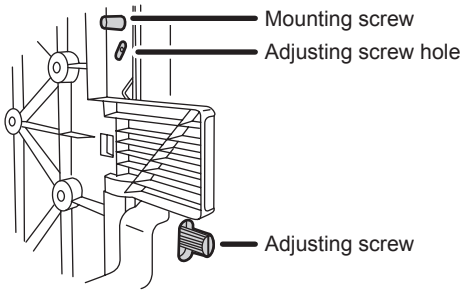


L1



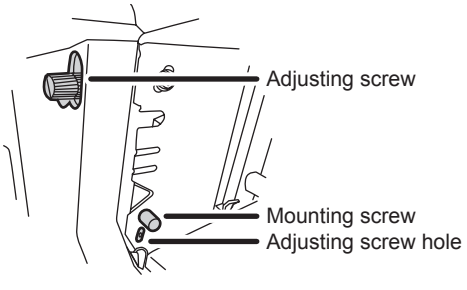
CEZ599

L2



CEZ600

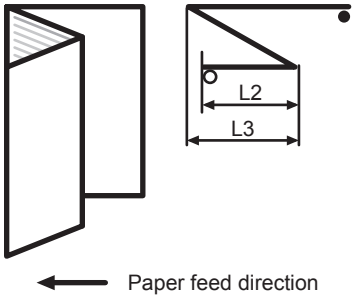
L3



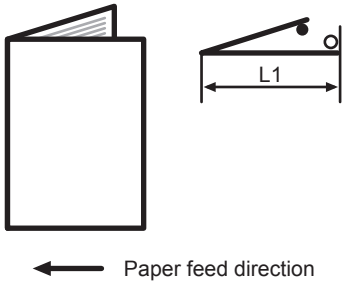
CEZ601

The screws adjust the folding deviations of the following parts:

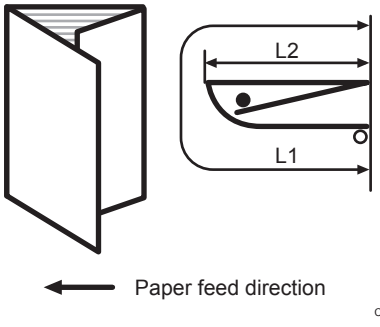
Z-fold



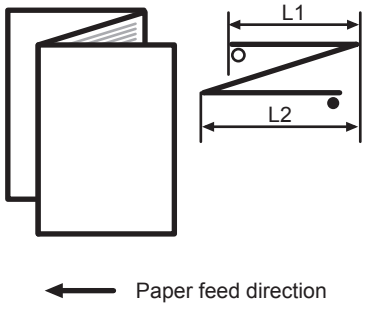
Half Fold



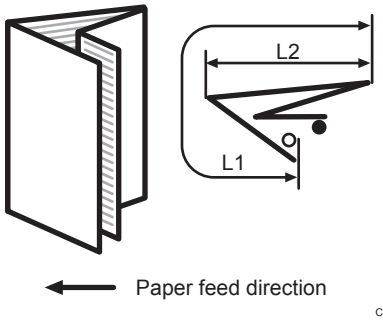
Letter Fold-in



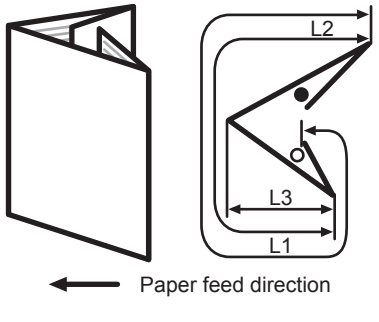
Letter Fold-out



Double Parallel



Gate Fold



The ○ mark indicates the leading edge (relative to the paper feed direction), and the ● mark indicates the trailing edge.

<How to adjust the folding deviation>

This procedure is the same for L1, L2, and L3.

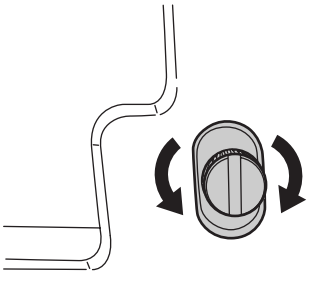
1. **Open the front cover of the multi-folding unit.**

2. **Remove the mounting screw.**

   If the mounting screw is attached to the adjusting screw hole, unfasten it.

3. **Turn the adjusting screw to adjust the deviation.**

   - To increase the length at the bottom part of paper, turn the screw clockwise.
   - To decrease the length at the bottom part of paper, turn the screw counterclockwise.



CEZ510

4. **Attach the mounting screw to fasten the adjusting screw.**

   If the mounting screw is attached to the adjusting screw hole, fasten it.

5. **Close the front cover of the multi-folding unit.**

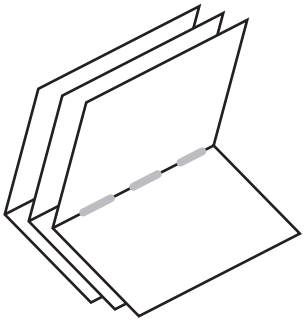
Note

- For multi-sheet folding, the folding deviation that appears in the center of paper will be adjusted.
- If the deviation is large, the paper may be skewed. For further information, see page 227 "Paper Skew".

Folds Stained by Multi-sheet Folding

Cause:

If multi-sheet folding is performed after a large number of Z-folds have been performed, the tip of the blade used for the multi-sheet folding may be stained, resulting in stained paper.



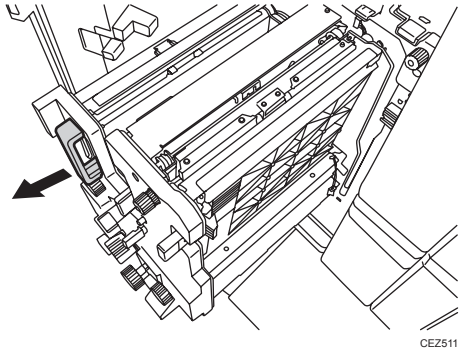
CEZ571

This will produce paper stain of 1-3 cm (0.4-1.2 inches) in width (equal to the width of the blade) in the fold in the center of paper.

Solution:

Clean the blade.

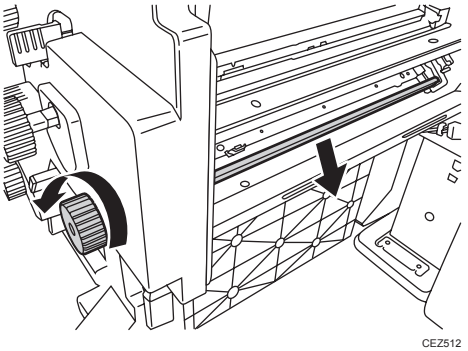
1. **Open the front cover of the multi-folding unit.**
2. **Pull the multi-folding unit out.**



CEZ511

3. **Turn the N11 knob counterclockwise until the blade appears.**

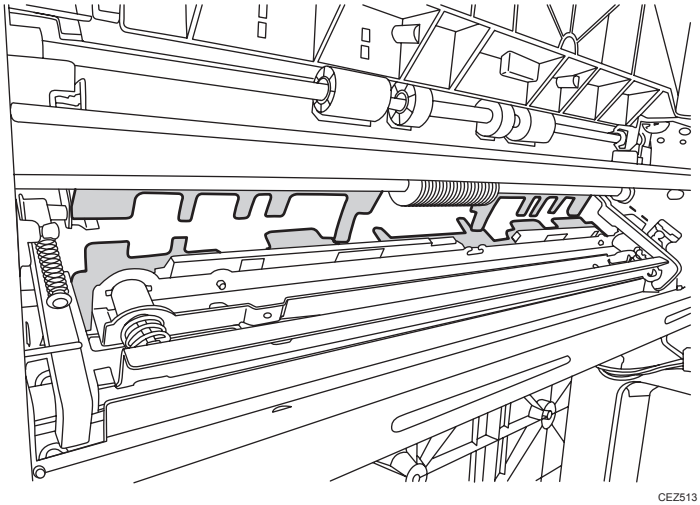
   The blade is located in the right part of the multi-folding unit.



CEZ512

4. **Wipe the tip and top of the blade with a soft dry cloth.**

   Be careful not to damage the blade.



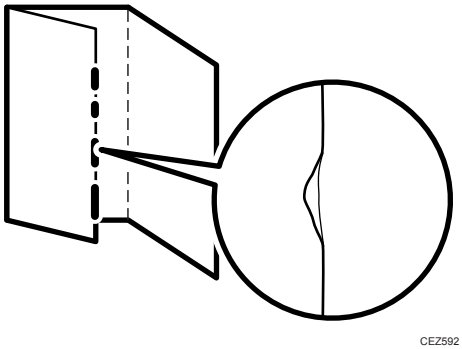
CEZ513

5. **After cleaning, restore the machine so that it resumes operation.**

   Apply multi-sheet folding and print 3-5 copies. The paper stain will disappear.

Edges of Letter Fold Bent

When letter folding is applied, the edge of the inner flap may become bent.



CEZ592

Solution:

The solution depends on whether letter folding is applied to multiple sheets or a single sheet.

<When letter folding is applied to multiple sheets>

1. **Load the paper the other side up.**

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **In the [Finishing: Fold] group on the [Adjustment Settings for Operators] menu, set 0710: [Letter Fold-in Position 1: Multi-sheet Fold] to "0.0 mm".**
4. **In [General Features] in [System Settings], set [Letter Fold-in Position] for multiple sheets to "7 mm".**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

<When letter folding is applied to a single sheet>

Note

- This procedure is applied especially to coated paper.
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

1. **In [General Features] in [System Settings], set [Letter Fold-in Position] for a single sheet to "7 mm".**
2. **In the [Finishing: Fold] group on the [Adjustment Settings for Operators] menu, increase the value in 0709: [Letter Fold-in Position 1: 1 sheet Fold] by "0.2 mm".**
3. **Print the image. Has the problem been resolved?**

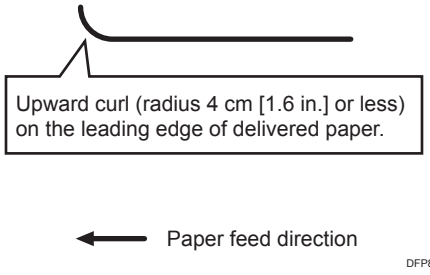
Yes	Finished!
No	Repeat Step 2 to 3. If the problem persists even though the setting value is 4 mm larger than the maximum value, contact your service representative.

Z-Folding is Not Performed Properly

Cause:

If a sheet is curled and its edge touches the guide board, proper folding may not be possible.

This may occur if:



Solution:

1. **Load the paper the other way up.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

To follow the steps below, attach the decurler unit.

3. **In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "U Curl Correction Level".**

   To control the level of decurling, select "Small" if the present setting is "Off" or "Large" if the present value is "Small".

4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Note

- This folding error will not occur if uncurled paper is used or sheets that curl downward.

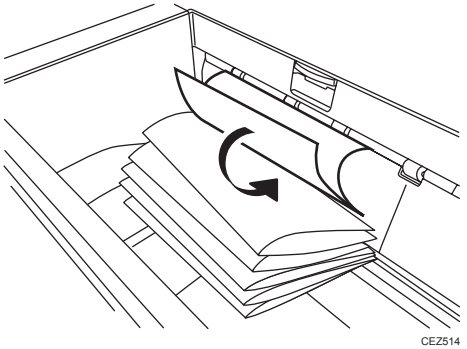
Folded Sheets Are Not Stacked Properly

Cause:

If a large number of half-folded multi-sheet is delivered, the edge of the sheets may bulge and some part of the edge will be swollen. If this happens, other sheets loaded on the bulged paper may turn over in the output tray.

This may occur if:

- Thick, relatively stiff paper is used.
- When 1231: [Print Speed] in [Advanced Settings] for the custom paper you are using is set to [Low].



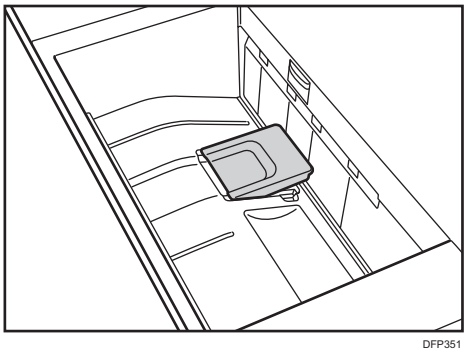
CEZ514

As a bundle is delivered, its folded edge may droop and catch on the stacked bundles, causing the delivered bundle to flip over.

Solution:

Use the Z-fold support tray for multi-folding unit.

This will reduce the angle of stacked bundles and prevent bundles flipping over as they are delivered.



DFP351

For details about using the Z-fold support tray for multi-folding unit, see "Preparation" supplied with the machine.

Note

- If the Z-fold support tray for the multi-folding unit is attached, folded paper such as letter-folded paper or gate-folded paper will not turn over in the output tray when delivered.

Ring Binding

Important

- Be sure not to exit from Energy Saver mode or to switch the machine on when the ring binder door is open and the binding unit is disconnected. Doing so will affect initialization, causing the ring binder function to become unavailable (although other functions will be unaffected).
- If you inadvertently do this, connect the ring binder's binding unit again, close the door, and then turn the power off and back on to restore normal operation.

SC756-48 Appears

Cause:

This may occur if the machine recovers from Energy Saver mode or the power is turned on while the ring binder tray is pulled out.

Solution:

1. Push the ring binder tray in.
2. Close the cover.
3. Turn the machine on.
4. If the problem persists, contact your service representative.

Buffer Pass Unit

The Fan Is Noisy

You can change the buffer pass unit fan activation setting according to the type of paper and ambient temperature.

1. **In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, change the value in 0311: [Buffer Pass Unit Fan Activation Setting].**

Note

- Depending on the setting, blocking (heat and pressure causing toner particles on stacked copies to form clumps which then detach) may occur.

High Capacity Stacker

Delivered Sheets Are Severely Curled

Cause:

Sheets with downward curls cause strong friction on the leading edges. This may result in paper misfeeds. Sheets will not be ejected completely and the trailing edges will be left inside the paper exit.

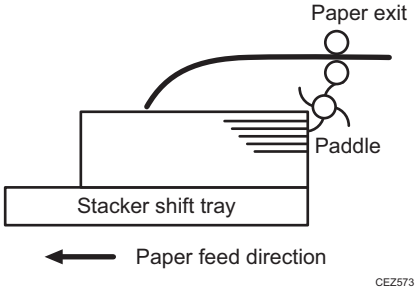
If this happens, other sheets may slip under the delivered sheets, so that the delivered sheets may be curled when loaded.

This may occur if:

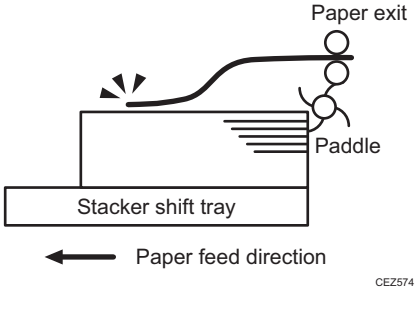
- A4 or larger coated paper weighing up to 135 g/m^2 (50 lb. Cover) is used.
- When using the thin paper with a thickness of Paper Weight 1.

<How the problem occurs>

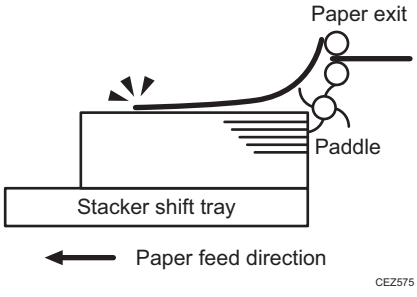
1. Downward curled paper is delivered to the stacker tray.



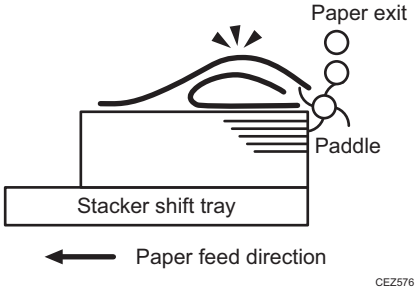
2. The leading edge of the sheet, while delivered, causes strong paper-to-paper friction against the top sheet of the stack. As there is no air gap between the sheets, and the delivered sheet becomes stuck.



3. The trailing edge of the sheet, while delivered, is left in the paper exit.



4. The next sheet to be delivered slips under the sheet still in the paper exit and bends back.



Solution:

Straighten out the sheet by decurling it upward.

1. **Load the sheets the other way up.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

To follow the steps below, attach the decurler unit.

3. **In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to [U Curl Correction Level: Small].**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Go to the next step.

5. **Set 0304: [Correct Output Paper Curl] to [U Curl Correction Level: Large].**
6. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

7. **Does the paper curl downwards?**

Yes	Contact your service representative.
No	Load the sheets the other way up, and then repeat from Step 3.

Delivered Sheets Are Not Aligned

Cause:

When sheets are delivered to the stacker tray, because of paper-to-paper friction, the paddle fails to pull the trailing edge back into the front guide, resulting in misalignment.

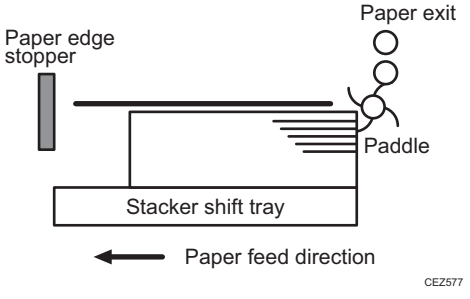
The paper edge stopper also fails to push back the protruding leading edge.

This may occur if:

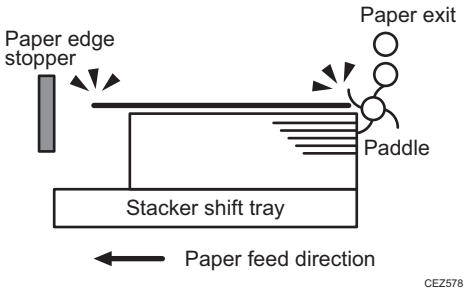
- Thick (280 g/m^2 [105 lb. Cover] or heavier), uncurled A3 or larger paper is used.

<How the problem occurs>

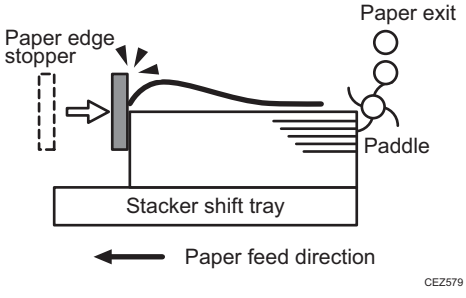
1. An uncurled sheet is delivered to the stacker shift tray.



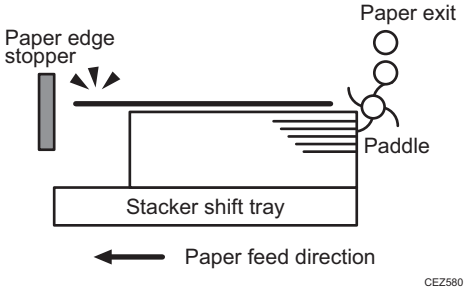
2. Strong friction occurs on the trailing edge so that the paddle cannot pull the sheet back and align the edges of the sheet with those of the stack.



3. The paper edge stopper fails to push back the protruding leading edge and align the sheet as required.



4. Stacked sheets are not aligned properly.



Solution:

Curl the sheet upward.

To do this, the decurler unit must be attached.

1. **In the [Machine: Paper Feed/ Output] group on the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "Π Curl Correction Level: Small".**

2. **Print the image. Has the problem been resolved?**

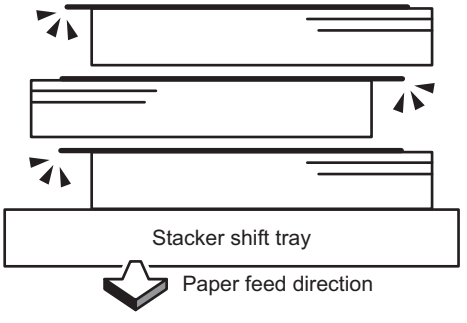
Yes	Finished!
No	Go to the next step.

3. **Set 0304: [Correct Output Paper Curl] to "Π Curl Correction Level: Large".**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Note

- The top sheet of each offset bundle of delivered sheets may protrude above the rest of the bundle by about 7 mm.



The Machine Wrongly Detects That the Tray Is Full

Cause:

Depending on the paper size, the machine may detect that the shift tray has reached the maximum number of sheets that can be stacked on it.

This may occur if paper with a width of 191-261 mm (7.6 - 10.4 inches) is being used.

Solution:

< Paper with a width of 191–261 mm (7.6 - 10.4 inches) is being used >

1. **Load the sheets the other way up.**

2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

To follow the steps below, attach the decurler unit.

3. **In the [Machine: Paper Feed/ Output] group of the [Adjustment Settings for Operators] menu, set 0304: [Correct Output Paper Curl] to "U Curl Correction Level: Off".**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

5. **Set 0304: [Correct Output Paper Curl] to "U Curl Correction Level: Small".**
6. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

7. **Set 0304: [Correct Output Paper Curl] to "U Curl Correction Level: Large".**
8. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

9. **Set 0304: [Correct Output Paper Curl] to "Π Curl Correction Level: Small".**
10. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

11. **Set 0304: [Correct Output Paper Curl] to "Π Curl Correction Level: Large".**
12. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

The Paper Press Leaves an Impression on the Paper

Cause:

The pressure applied by the paper press leaves an impression on the paper.

Solution:

Insert an extra sheet of paper between the paper press and the paper stack.

Paper Pressed Down Insufficiently

Cause:

The screws on the handle of the paper cart and the bolts at its bottom are loose.

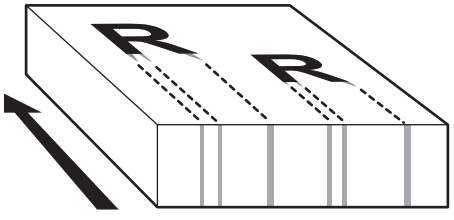
Solution:

Tighten the screws on the handle and the bolts at the bottom of the paper cart.

Other Post- Processing Options

Scratched Images and Stained Paper Edges

Scratched images or stained paper edges appear.



CNT008

Cause:

When a relatively stiff, thick paper is delivered, the entrance guide board for the transfer unit is warped toward the intermediate transfer belt due to the stiffness of the paper. The edge of the entrance guideboard comes into contact with the toner on the belt to cause images to be scratched and paper edges to be stained.

This may occur if:

- Paper with a thickness equivalent to Paper Weight 7 is used
- Paper with its grain parallel to the paper feed direction is used. For example, A3/DLT long grain paper is delivered, A4/LT short grain paper is delivered from its long edge, or A4/LT long grain paper is delivered from its short edge
- Paper is stored at low temperature or humidity

Solution:

Change the direction of paper grain for paper delivery.

Note

- When storing paper at low humidity, wrap the paper in coated paper or a plastic sheet.

Poor Paper Output With Thin Papers

The following problems may occur with paper output when printing thin paper types.

- Paper curling
- Not stacked properly
- Paper jams
- Folded edges

Cause:

Curling may occur due to differences in the fusion and pressure application temperatures. Paper output during post-processing may also fail to occur properly.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

If the decurler unit is used

1. **In [Advanced Settings] for the custom paper you are using, select 1321: [Correct Paper Curl], and then set [Correct Mode] to [U Curl Correction Level: Large] or [Π Curl Correction Level: Large] according to the curl.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **Is the finisher shift tray selected to the output tray?**

Yes	Proceed to Step 6.
No	Go to the next step.

4. **Select the finisher shift tray to the output tray.**
5. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

6. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
7. **Print 20 or more sheets. Is the condition of the image acceptable?**

Yes	Go to the next step.
No	Contact your service representative.

8. **Is the toner fusibility within the permissible range?**

Yes	Go to the next step.
No	Contact your service representative.

9. **Has the paper output improved?**

Yes	Finished!
No	Repeat Steps 6 to 9. If the problem persists, contact your service representative.

If the decurler unit is not used

1. **Is the finisher shift tray selected to the output tray?**

Yes	Proceed to Step 4.
No	Go to the next step.

2. **Select the finisher shift tray to the output tray.**
3. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

4. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]
     [Heat Roller Temp]
   - [FCS]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]
     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]
     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
5. **Print 20 or more sheets. Is the condition of the image acceptable?**

Yes	Go to the next step.
No	Contact your service representative.

6. **Is the toner fusibility within the permissible range?**

Yes	Go to the next step.
No	Contact your service representative.

7. **Has the paper output improved?**

Yes	Finished!
No	Repeat Steps 4 to 7. If the problem persists, contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

Poor output of Metallic Papers and Synthetic Papers

Printing on metallic or synthetic papers can lead to the following problems.

- Paper curling
- Not stacked properly
- Paper jams
- Folded edges

Cause:

Curling may occur due to differences in the fusing and pressure application temperatures. Paper output during post-processing may also fail to occur properly.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

1. **Load the sheets the other way up.**
2. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

3. **In the printer settings, change the paper to be output in face up.**
4. **Print the image. Has the problem been resolved?**

Yes	Finished!

No	Go to the next step.

5. **Is the finisher shift tray selected to the output tray?**

Yes	Proceed to Step 8.
No	Go to the next step.

6. **Select the finisher shift tray to the output tray.**
7. **Print the image. Has the problem been resolved?**

Yes	Finished!
No	Go to the next step.

8. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then decrease the value in the following corresponding settings by 5°C.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
9. **Print 20 or more sheets. Is the condition of the image acceptable?**

Yes	Go to the next step.
No	Contact your service representative.

10. **Is the toner fusibility within the permissible range?**

Yes	Go to the next step.
No	Contact your service representative.

11. Has the paper output improved?

Yes	Finished!
No	Repeat Steps 8 to 11. If the problem persists, contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.
  - The toner does not come off even if it is lightly rubbed by a nail.
  - The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

10. Improving Throughput

Reducing the Waiting Time Prior to Printing

After receiving a print job, the machine usually stops to let the fusing temperature reach an appropriate level for printing.

The waiting time for the fusing unit to cool down may be quite long, especially before printing on thin paper. By decreasing the fusing temperature during standby, you can reduce the waiting time.

By changing the fusing temperature to feed paper after warm-up, you can also reduce the waiting time.

Note

- When printing on paper other than thin paper, we recommend leaving the above settings unchanged.
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

1. **Register the paper in the custom paper profile.**
2. **In [Advanced Settings] for the custom paper you are using, select 1232: [Fusing Temperature], and then check the present value in the following corresponding settings.**
   - [BW/FC/FCS]

     [Heat Roller Temp]
   - [FCS]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Heat Roller Temp]
   - [FCS: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
   - [S: Fuser Setting HQ]

     [Heat Roller Temp: Clr/Sp], [Heat Roller Temp: White]
3. **Is it 160°C or lower?**

Yes	Go to the next step.

No	Proceed to Step 5.

4. **In the [Machine: Productivity] group on the [Adjustment Settings for Operators] menu, select 0403: [Fusing Temperature on Standby], and then decrease the values in the following settings by 10°C.**
   - [Heat Rlr: On Standby]
   - [Heat Rlr: On Panel Off]
   - [Press Rlr: Before Process]
5. **In [Advanced Settings] for the custom paper you are using, select 1235: [Fusing Temperature Range], and then increase the value in the following corresponding settings by 3 step.**
   - [BW/FC/FCS]

     [Level: BW/FC/FCS]
   - [FCS]

     [Level: Clear/Special], [Level: White]
   - [S]

     [Level: Clear/Special], [Level: White]
   - [BW/FC/FCS: Fuser Setting HQ]

     [Level: BW/FC/FCS]
   - [FCS: Fuser Setting HQ]

     [Level: Clear/Special], [Level: White]
   - [S: Fuser Setting HQ]

     [Level: Clear/Special], [Level: White]

When Using Envelope

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

1. **In [Advanced Settings] for the custom paper you are using, check the present value in 1242: [Initial Fusing Temperature for Envelope]. Is it [On]?**

Yes	Go to the next step.
No	You cannot improve throughput under the present condition.

2. **Set 1242: [Initial Fusing Temperature for Envelope] to [Off].**

Improving Throughput when Continuously Performing Black and White and Color Printing

When a combination of black-and-white, full-color and special color printing is performed, switching color modes takes time, resulting in insufficient throughput.

Optimize the amount of sheets the machine prints in the current color mode before switching to another mode.

You can switch the color mode as follows:

- From special-color to full-color
- From special-color to black-and-white
- From full-color to black-and-white

Because switching color modes takes time, increasing the amount of sheets before modes are switched will improve throughput.

1. **In the [Machine: Productivity] group on the [Adjustment Settings for Operators] menu, change the value in 0401: [No. of Sheets for Auto Color Selection].**

   Optimize the amount of sheets for your operating environment.

Value	Behavior
1 (Minimum)	• When black-and-white printing is performed after full color printing, full color mode switches to black-and-white mode after 1 black-and-white sheet is printed in full color mode. Although throughput is not improved by this setting, cyan, magenta, and yellow development units are not used for black-and-white printing. • When black-and-white printing is performed after special color printing, special color mode switches to black-and-white mode after 1 black-and-white sheet is printed in special color mode. Although throughput is not improved by this setting, special color development unit is not used for black-and-white printing. • When full color printing is performed after special color printing, special color mode switches to full color mode after 1 full color sheet is printed in special color mode. Although throughput is not improved by this setting, special color development unit is not used for full color printing.

Value	Behavior
10 (Maximum)	• When black-and-white printing is performed after full color printing, full color mode switches to black-and-white mode after 10 black-and-white sheets are printed in full color mode. • When black-and-white printing is performed after special color printing, special color mode switches to black-and-white mode after 10 black-and-white sheets are printed in special color mode. • When full color printing is performed after special color printing, special color mode switches to full color mode after 10 full color sheets are printed in special color mode.

Note

- If black-and-white printing is performed in full-color mode, cyan, magenta, and yellow development units are used for black-and-white printing, so that the Photoconductor unit needs to be replaced in a shorter period of time.
- If black-and-white printing is performed in special color mode, the special color development units are used for black-and-white printing, so that the Photoconductor unit needs to be replaced in a shorter period of time.
- When black-and-white printing is performed after full color printing, full color mode is always enabled as color printing cannot be performed in black-and-white mode.
- When special color printing is performed after black-and-white printing, special color mode is always enabled as color printing cannot be performed in black-and-white mode.
- Special color mode is available for Pro C7200X, Pro C7210X, Pro C7200SX, and Pro C7210SX.

11. Advanced Instructions

Operating Procedure for Color Calibration

To improve color reproduction and achieve color output with consistent quality, follow this procedure.

It is recommended to perform color calibration for each print job.

To improve CMYK image reproduction, adjust image density, and then perform calibration. Also, you can improve mixed color reproduction by adjusting image density and color registration and performing calibration. To perform calibration, calibrate using the automated inline sensor equipped in the printer or the optional ES-2000.

1. **In the [Machine: Image Quality] group on the [Adjustment Settings for Operators] menu, select 0201: [Execute Image Quality Adjustment] and execute [Adjust Image Density].**
2. **When the color density adjustment is completed, press [Exit].**
3. **Press [Exit].**
4. **Press [Home] ( ) at the bottom of the screen in the center.**
5. **Press the [User Tools] icon ( ).**
6. **Press [Machine Features].**
7. **Press [Maintenance].**
8. **Press [Color Registration].**
9. **Press [OK].**

   Auto color registration takes about 20 seconds.
10. **Press [Exit].**
11. **Press [User Tools] ( ).**
12. **[Home] ( ) at the bottom of the screen in the center.**
13. **Start Fiery Command WorkStation 6.**

Start Calibrator

How you start Calibrator depends on what you want to do.

1. To calibrate for any calibration setting on the Fiery server, do one of the following:
   - In Job Center, click the Calibrate icon in the toolbar.
   - In Device Center, click the General tab, click Tools, and then click Calibrate.
2. To calibrate for the calibration setting used in a particular job, select the job in Job Center and then select Actions > Calibrate.

If you use this method, calibration updates only the calibration setting that is used to print this job.

Creating a new calibration set

1. **Creating a new calibration set, create a name for it and click [Next].**
2. **Enter a calibration name and an optional comment, and then click [Next].**
3. **Select a device, and then click [Print].**

   If using the automated inline sensor

   Select the [Automated inline sensor], and then check that [Calibration] is selected in the "Patch set" list.

   If using the optional ES-2000

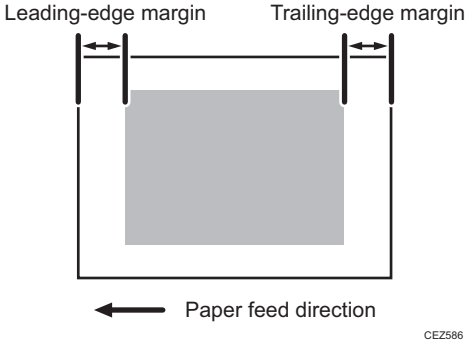
   Select [EFI ES-2000].
4. **Configure the settings for the paper, and then click [OK].**
5. **Measure using ES-2000, and then apply the measurement values.**

Note

- The color reproducibility may be improved after executing 0506: [Execute Developer Refreshing] in the [Machine: Maintenance] group on the [Adjustment Settings for Operators] menu.
- After this procedure is repeated three times, the difference between each color's [D-Max] value in the measurement column and that in the target column may not be equal to +0.3 or lower and -0.3 or higher for cyan, magenta, and black, or +0.1 or lower and -0.1 or higher for yellow. If this is the case, print solid images on both sides of 100 sheets of A4 or LTR paper continuously. Desired results may be obtained.
- If the difference between each color's [D-Max] value in the measurement column and that in the target column may not be equal to +0.3 or lower and -0.3 or higher for cyan, magenta, and black, or +0.1 or lower and -0.1 or higher for yellow, color reproducibility may be improved after printing solid images on both sides of 100 sheets of A4 or LTR paper continuously.

Shortening the Leading/Trailing Edge Margins

Depending on the paper being used, the margins on the copy vary. You can shorten the leading/trailing edge margins.



Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

1. **In [Advanced Settings] for the custom paper you are using, 1239: [Margin], and then decrease the value in the following corresponding settings.**
   - [BW/FC/S]

     [Leading Edge], [Trailing Edge]
   - [FCS]

     [Leading Edge: Clr/Sp], [Leading Edge: White]

     [Trailing Edge: Clr/Sp], [Trailing Edge: White]

Note

- The adjusted margin cannot be applied to masked images that are solid-filled or contain ruled lines at the leading/trailing edges.
- Reducing the leading/trailing edge margin may result in a paper jam on the fusing belt stripper plate.

Adjusting the Image Position of the Either Side of the Paper

Adjusting the Image Position on Side 1

<If custom paper is used>

Perform the solution described in "(a) Adjust the image skew", "(b) Adjust the image position (If custom paper is used)", "(c) Adjust the magnification (Across feed direction)" and then "(d) Adjust the magnification (With feed direction)".

<If custom paper is not used>

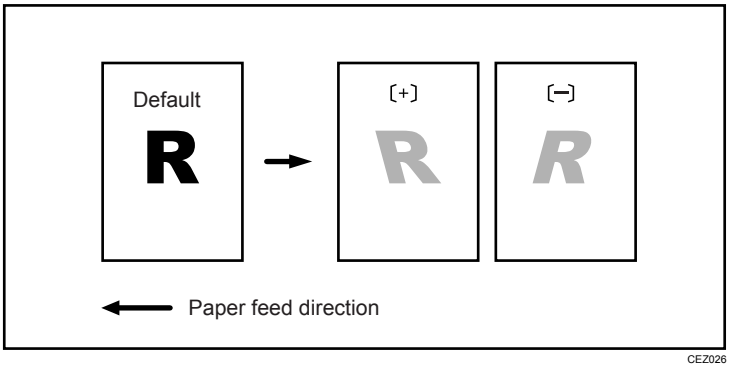
Perform the solution described in "(a) Adjust the image skew", "(e) Adjust the image position (If custom paper is not used)".

Note

- You cannot adjust the vertical magnification and horizontal magnification of all types of paper other than custom paper. Therefore, it is recommended to pre-register the type of paper in use as a custom paper.
- When manual adjustments or adjustments using a template are performed, even if 1103: [Image Position Feedback Correction] is set to [Detection Mark: Back] or [Detection Mark: Front & Back], the adjustments may not correct the image position.

(a) Adjust the image skew

Adjust the vertical skew of the image.



1. **Print the image in black and white.**
2. **Check the direction of the skew.**
3. **In the [Machine: Image Position] group on the [Adjustment Settings for Operators] menu, select 0105: [Perpendicularity Adjustment] and adjust the value.**

   Move the cursor to [+] to skew the image counterclockwise or to [−] to skew it clockwise.

4. **Print the image in black and white. Check the image skew. If the problem persists, increase the value slightly.**
5. **Execute color registration.**

   In executing color registration, the black adjustment will also be applied to cyan, magenta, yellow and special color.

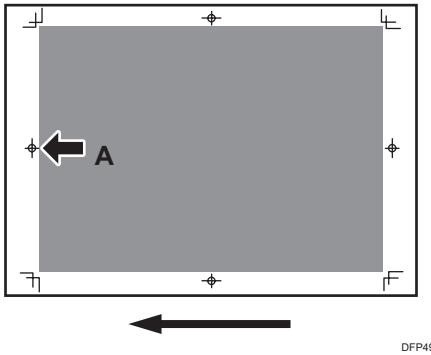
   For details about color registration, see "Adjusting the Color Registration" in the Maintenance and Management supplied with the machine.

Note

- In 0105: [Perpendicularity Adjustment], you cannot individually adjust the image position on sides 1 and 2.
- You cannot skew paper with 0105: [Perpendicularity Adjustment]. For details about adjusting paper skew, page 227 "Paper Skew".
- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(b) Adjust the image position (If custom paper is used)

Adjust the vertical and horizontal image position so that the center (A) of the leading edge of the image is aligned to the registration mark.



DFP492

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the image position.

- [Across Feed] of [Image Position: Side 1]
- [With Feed] of [Image Position: Side 1]

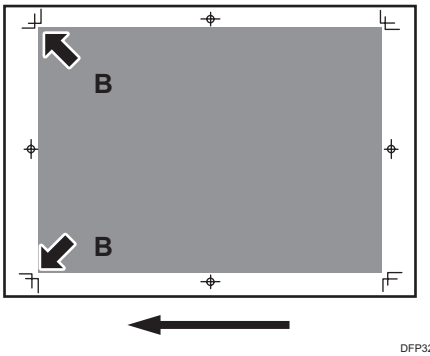
Note

- For details about specifying settings in the [Adjustment Settings for Operators] menu, and [Advanced Settings] menu, see the Adjustment Item Menu Guide.
- If the problem persists even though you have adjusted the setting to its maximum and minimum values, contact your service representative.

- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(c) Adjust the magnification (Across feed direction)

Adjust the horizontal magnification to adjust the width between the front and back corners (B) on the leading edge of the image.



DFP320

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [Across Feed] of [Image Magnification: Side 1].

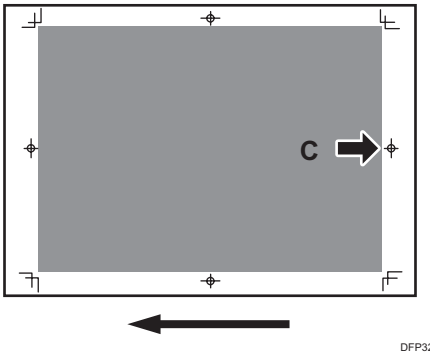
Press [+] to increase the scaling and [−] to reduce it.

Note

- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(d) Adjust the magnification (With feed direction)

Adjust the vertical magnification to adjust the length (position of (C)) of the image.



DFP321

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [With Feed] of [Image Magnification: Side 1].

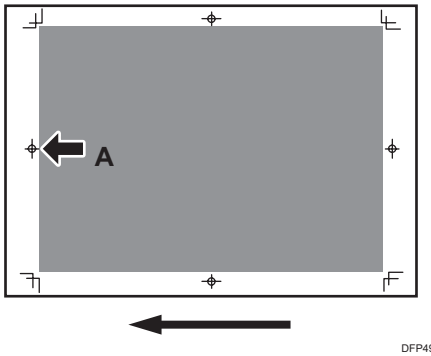
Press [+] to increase the scaling and [−] to reduce it.

Note

- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(e) Adjust the image position (If custom paper is not used)

Adjust the vertical and horizontal image position so that the center (A) of the leading edge of the image is aligned to the registration mark.



DFP492

In the [Machine: Image Position] group on the [Adjustment Settings for Operators] menu, adjust the image position.

- 0101: [Image Position: Across Feed: Side 1]
- 0102: [Image Position: Across Feed: Side 2]
- 0103: [Image Position: With Feed: Side 1]
- 0104: [Image Position: With Feed: Side 2]

Note

- For details about specifying settings in the [Adjustment Settings for Operators] menu, and [Advanced Settings] menu, see the Adjustment Item Menu Guide.
- If the problem persists even though you have adjusted the setting to its maximum and minimum values, contact your service representative.
- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

Adjusting the Image Position on Side 2

If you want to align an image position on Side 2 to an image position on Side 1 that has been adjusted, see page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

<If custom paper is used>

Perform the solution described in "(a) Adjust the image skew", "(b) Adjust the image position (If custom paper is used)", "(c) Adjust the magnification (Across feed direction)" and then "(d) Adjust the magnification (With feed direction)".

<If custom paper is not used>

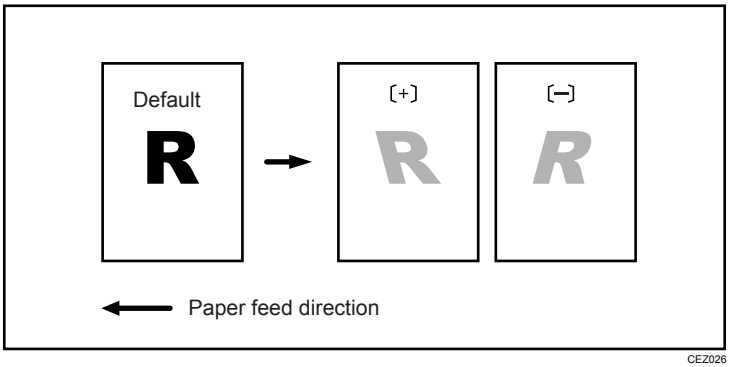
Perform the solution described in "(a) Adjust the image skew", "(e) Adjust the image position (If custom paper is not used)".

Note

- You cannot adjust the vertical magnification and horizontal magnification of all types of paper other than custom paper. Therefore, it is recommended to pre-register the type of paper in use as a custom paper.
- When manual adjustments or adjustments using a template are performed, even if 1103: [Image Position Feedback Correction] is set to [Detection Mark: Back] or [Detection Mark: Front & Back], the adjustments may not correct the image position.

(a) Adjust the image skew

Adjust the vertical skew of the image.



1. **Print the image in black and white.**
2. **Check the direction of the skew.**
3. **In the [Machine: Image Position] group on the [Adjustment Settings for Operators] menu, select 0105: [Perpendicularity Adjustment] and adjust the value.**

   Move the cursor to [+] to skew the image counterclockwise or to [–] to skew it clockwise.
4. **Print the image in black and white. Check the image skew. If the problem persists, increase the value slightly.**
5. **Execute color registration.**

   In executing color registration, the black adjustment will also be applied to cyan, magenta, yellow and special color.

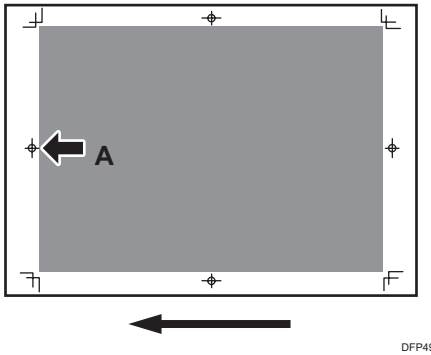
For details about color registration, see "Adjusting the Color Registration" in the Maintenance and Management supplied with the machine.

Note

- In 0105: [Perpendicularity Adjustment], you cannot individually adjust the image position on sides 1 and 2.
- You cannot skew paper with 0105: [Perpendicularity Adjustment]. For details about adjusting paper skew, page 227 "Paper Skew".
- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(b) Adjust the image position (If custom paper is used)

Adjust the vertical and horizontal image position so that the center (A) of the leading edge of the image is aligned to the registration mark.



DFP492

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the image position.

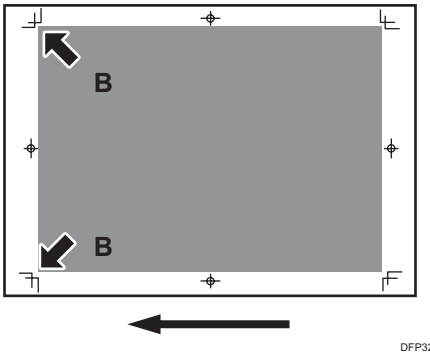
- [Across Feed] of [Image Position: Side 2]
- [With Feed] of [Image Position: Side 2]

Note

- For details about specifying settings in the [Adjustment Settings for Operators] menu, and [Advanced Settings] menu, see the Adjustment Item Menu Guide.
- If the problem persists even though you have adjusted the setting to its maximum and minimum values, contact your service representative.
- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(c) Adjust the magnification (Across feed direction)

Adjust the horizontal magnification to adjust the width between the front and back corners (B) on the leading edge of the image.



DFP320

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [Across Feed] of [Image Magnification: Side 2].

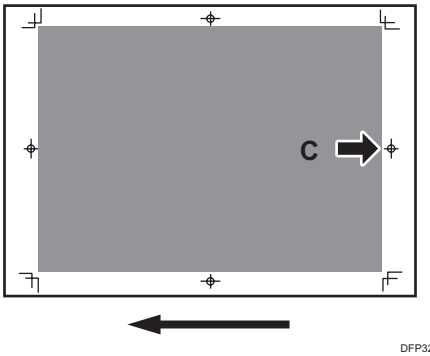
Press [+] to increase the scaling and [−] to reduce it.

Note

- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(d) Adjust the magnification (With feed direction)

Adjust the vertical magnification to adjust the length (position of (C)) of the image.



DFP321

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [With Feed] of [Image Magnification: Side 2].

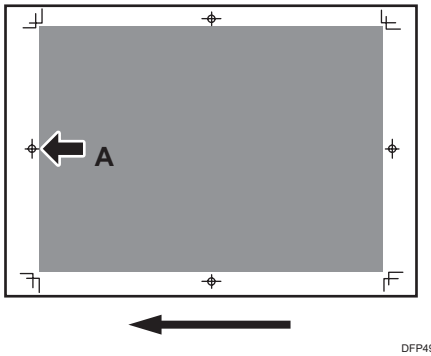
Press [+] to increase the scaling and [−] to reduce it.

Note

- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

(e) Adjust the image position (If custom paper is not used)

Adjust the vertical and horizontal image position so that the center (A) of the leading edge of the image is aligned to the registration mark.



DFP492

In the [Machine: Image Position] group on the [Adjustment Settings for Operators] menu, adjust the image position.

- 0101: [Image Position: Across Feed: Side 1]
- 0102: [Image Position: Across Feed: Side 2]
- 0103: [Image Position: With Feed: Side 1]
- 0104: [Image Position: With Feed: Side 2]

Note

- For details about specifying settings in the [Adjustment Settings for Operators] menu, and [Advanced Settings] menu, see the Adjustment Item Menu Guide.
- If the problem persists even though you have adjusted the setting to its maximum and minimum values, contact your service representative.
- If it is difficult to check and adjust the image position on the printed sheet, print one side of the format used in page 331 "Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)".

Aligning the Image Position on Side 2 to That on Side 1 (Using a Template to Align the Image Position on Side 1 and 2)

This section explains how to adjust settings so that images on both sides are aligned using duplex printing.

First, print the format and measure the length of specified parts. By specifying the measured length on the machine, you can adjust the image position automatically.

It is necessary to specify the settings for each paper size being used. The adjusted settings are stored as custom paper presets and can be applied again in the future.

To adjust the image position, the machine administrator privilege is required.

Note

- When manual adjustments or adjustments using a template are performed, even if 1103: [Image Position Feedback Correction] is set to [Detection Mark: Back] or [Detection Mark: Front & Back], the adjustments may not correct the image position.

Supported paper size and paper type

Supported Paper Size

A3, A4, A4, B4, B5, B5, DLT, Legal, Letter, Letter, Government LG, 8K, 16K, 16K, 12 × 18, 13 × 19.2, 13 × 19, 13 × 18, SRA3, SRA4, SRA4

Unsupported Paper Type

Index paper, tracing paper, label paper, envelope, magnet paper, clear file

Note

- There is no limit to paper thickness.

Preparation

To adjust the image position, you need to:

- Prepare a 500 mm or longer stainless steel ruler (with the scale in 0.5 mm) and magnifier (for measuring the format)
- Check the supported paper size and paper type.
- From the supplied CD, print the file of the format matching the size of the paper requiring image position adjustment.
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.
- Select 1101: [Image Position], and then adjust the image position on Side 1. For details about adjusting the position, see page 324 "Adjusting the Image Position on Side 1".
- Select 1101: [Image Position], and then set the values in the following settings to "0".

  [Across Feed] of [Image Position: Side 2]

  [With Feed] of [Image Position: Side 2]

  [Across Feed] of [Image Position: Adjust Front & Back]

[With Feed] of [Image Position: Adjust Front & Back]

[Across Feed] of [Image Magnification: Side 2]

[With Feed] of [Image Magnification: Side 2]

[Across Feed] of [Image Magnification: Adjust Front & Back]

[With Feed] of [Image Magnification: Adjust Front & Back]

[Opposite Side of Operator] of [Trapezoidal Distortion: Side 2]

[Operator Side] of [Trapezoidal Distortion: Side 2]

[Opposite Side of Operator] of [Trapezoidal Distortion: Adjust Front & Back]

[Operator Side] of [Trapezoidal Distortion: Adjust Front & Back]

Printing the Format

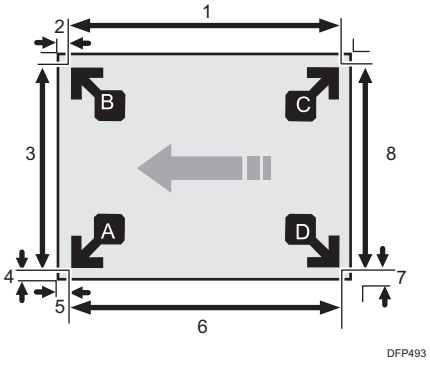
Using the computer and the machine, print the format matching the size of the paper requiring image position adjustment.

1. **Continuously print the format on both sides of 10 sheets.**

   The format has arrows on 4 corners.

2. **Measure the length of specified parts on the 6th sheet among the printed copies of the format.**

   Using the ruler and magnifier, measure the length between each corner of the paper and the top of its adjoining arrow, and the length between the top of arrows with the scale in 0.1 mm.



1. **Length between the top of each arrow**
2. **Length between each corner and the top of its adjoining arrow**
3. **Length between the top of each arrow**
4. **Length between each corner and the top of its adjoining arrow**
5. **Length between each corner and the top of its adjoining arrow**
6. **Length between the top of each arrow**

7. **Length between each corner and the top of its adjoining arrow**
8. **Length between the top of each arrow**

3. **Write the measured value within the framework of the format.**

   In total (including both sides of the sheet), measure the position of 16 parts.

Note

- Depending on the paper size, when you print continuously, the feeding interval differs for each sheet of the first and last 3 to 4 sheets and the sheets in the middle (in the case of printing 10 sheets, the 5th and 6th sheets). Therefore, it is recommended to use the 6th sheet for measurement.

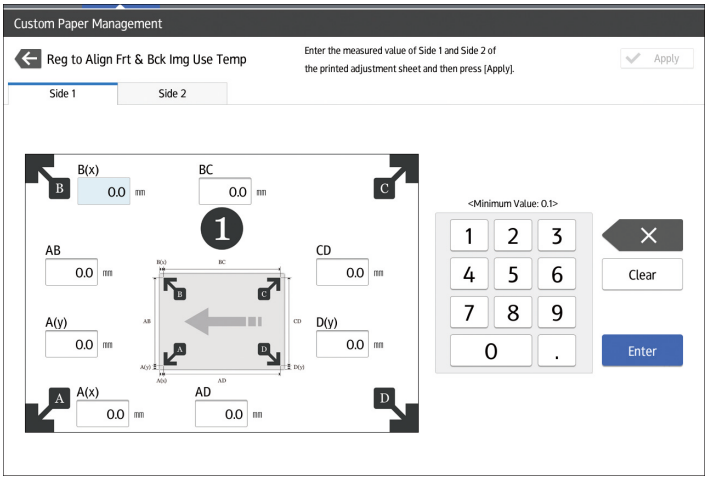
Entering the Value

When you specify the lengths of the template after measuring them, the values to adjust the image position are automatically calculated and applied.

1. **In [Advanced Settings] for the custom paper you are using, select [Registration to Align Front and Back Images Using Template].**
2. **Enter the value you wrote on the printed template.**

   Select the item, enter the value using the number keys, and then press [#].

   You can enter values from 0.1 to 999.9 mm in 0.1 mm increments.



3. **Press [OK].**
4. **Press [Exit].**
5. **Press [OK].**
6. **Press [Overwrite].**
7. **Press [Yes].**
8. **Press [Exit].**

Checking Adjusted Results

1. **From the supplied CD, print the file of the format matching the size of the paper requiring image position adjustment. Continuously print the format on both sides of 10 sheets.**
2. **Using the 6th sheet among the printed copies, check whether any misregistration occurs on the front and back of the paper.**
   - When using thin paper, check for misregistration by seeing through the paper.
   - When using thick paper or paper that cannot be seen through, pierce the paper with a tool such as an eyeleteer and check for misregistration.

Eliminating misregistrations on the front and back of the paper

Adjust the image position and magnification on Side 2 to match those on Side 1.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Adjustment Method

1. **From the supplied CD, print the file of the format matching the size of the paper requiring image position adjustment. Continuously print the format on both sides of 10 sheets.**

   Use the 6th sheet among the printed copies for adjustment.
2. **Through visual inspection of the 4th, 5th, and 6th sheets, check that misregistrations on Side 1 and 2 are almost the same.**

   If not, adjust the misregistrations according to the usual method.
3. **In [Advanced Settings] for the registered custom paper preset, select 1101: [Image Position], and then adjust the following settings to match the image position on Side 1.**

   [Across Feed] of [Image Position: Side 2]

   [With Feed] of [Image Position: Side 2]

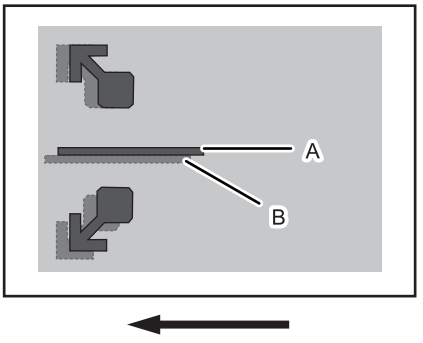
   [Across Feed] of [Image Magnification: Side 2]

   [With Feed] of [Image Magnification: Side 2]

Adjusting the image position in the vertical and horizontal directions

<Across feed direction>

Adjusting the center line (A) on Side 2 to match the center line (B) on Side 1

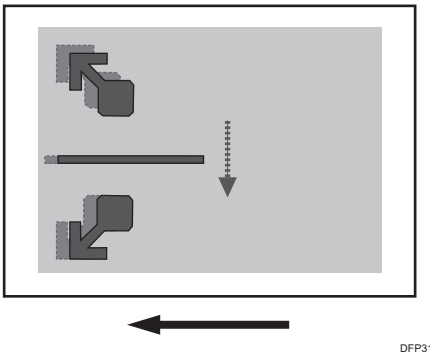


DFP312

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [Across Feed] of [Image Position: Side 2]

Press [+] to shift the image to the top.

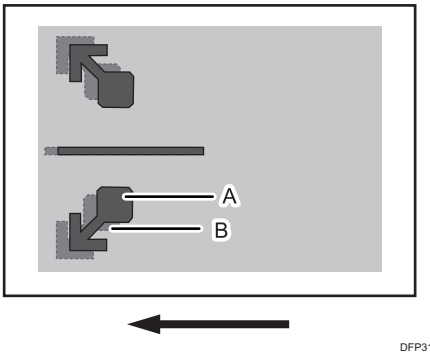
Press [−] to shift the image to the bottom.



DFP313

<With feed direction>

Adjusting the image (A) on the leading edge of the paper on Side 2 to match the corresponding image (B) on Side 1

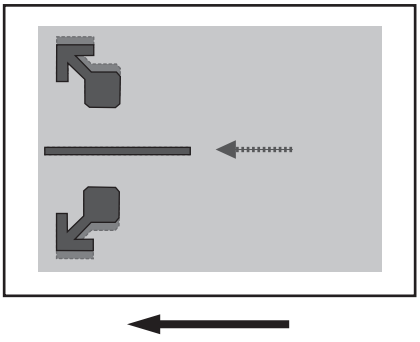


DFP314

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [With Feed] of [Image Position: Side 2]

Press [+] to shift the image to the left (trailing edge).

Press [−] to shift the image to the right (leading edge).

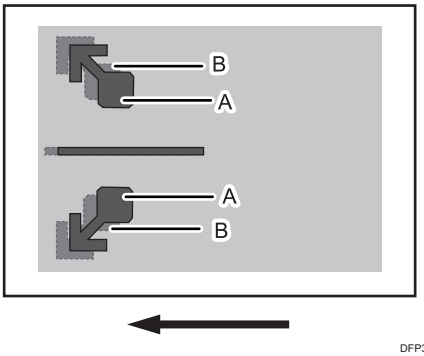


DFP315

Adjusting magnification in the vertical and horizontal directions

<Across feed direction>

Adjusting magnification to match the length between the arrows (A) on the leading edge of the paper on Side 2 to the length between the arrows (B) on Side 1



DFP319

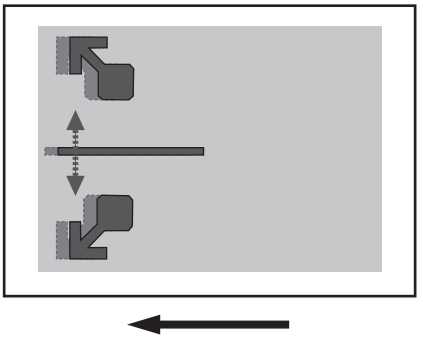
In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [Across Feed] of [Image Magnification: Side 2]

Press [+] to increase the scaling.

Press [−] to reduce the scaling.

The adjustment value is applied evenly both upward and downward.

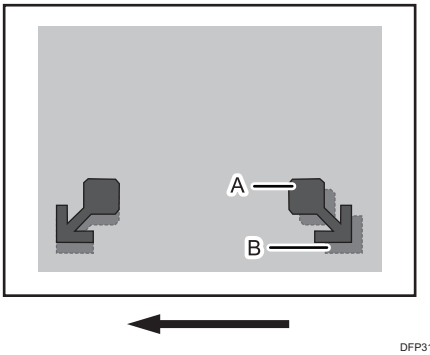
To feed A3 paper with its short side parallel to the paper feed direction, increase the value by 0.025% to move the image by approximately 0.1 mm.



DFP316

<With feed direction>

Adjusting magnification to match the position of the arrow (A) on the trailing edge of the paper on Side 2 to the position of the arrow (B) on Side 1



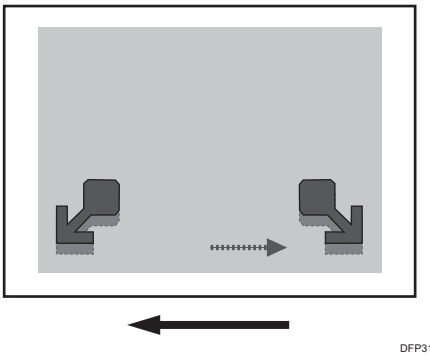
DFP317

In [Advanced Settings] for the custom paper you are using, select 1101: [Image Position] and adjust the value in [With Feed] of [Image Magnification: Side 2]

Press [+] to increase the scaling.

Press [−] to reduce the scaling.

To feed A3 paper with its long side parallel to the paper feed direction, increase the value by 0.025% to move the image by approximately 0.07 mm.



DFP318

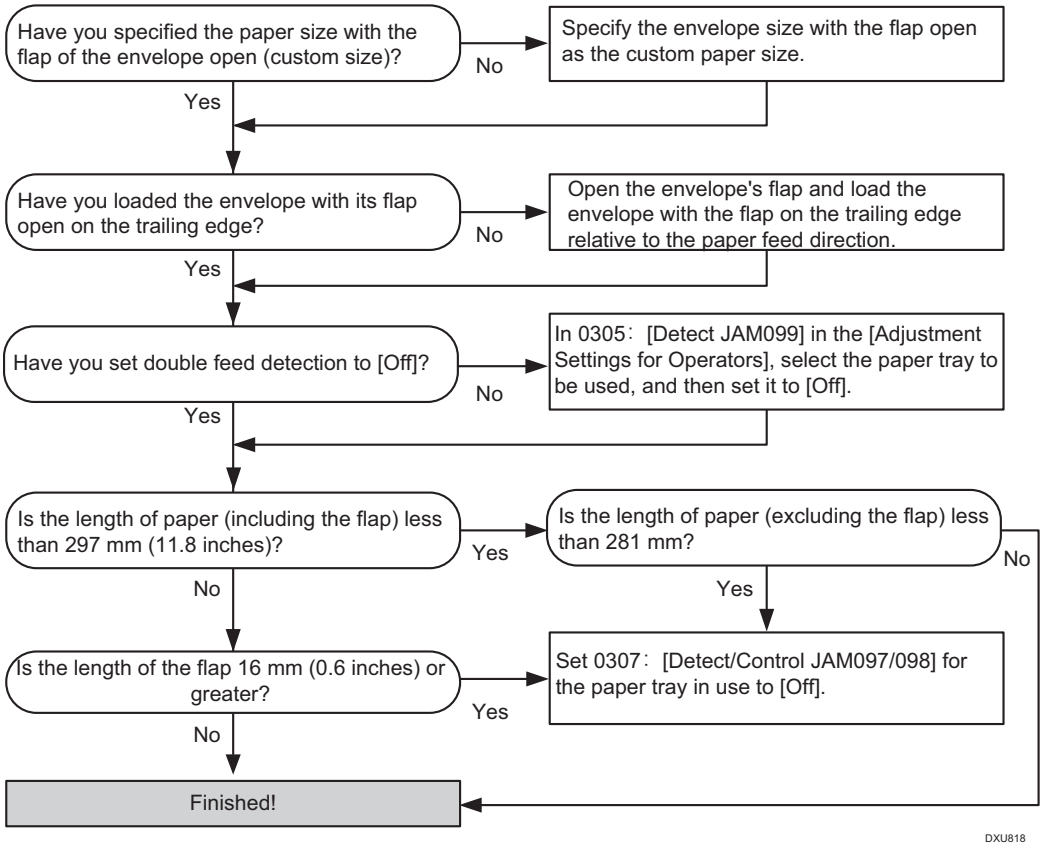
When to check for misregistrations on the front and back of the paper

Check for misregistrations on the front and back of the paper when:

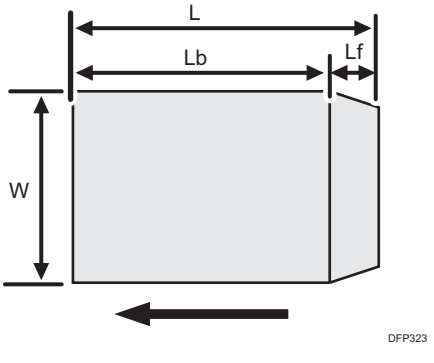
- Using paper of a different lot, means of acquisition, or storage condition
- Changing an advanced fusing settings
- The machine's ambient temperature has changed drastically. For instance, the machine's adjustment values and settings are checked in summer while the machine is used in winter)
- Changing the paper size in a custom paper preset
- Registering a custom paper preset based on an already registered custom paper preset

Envelopes

Before printing on envelops, carry out the following settings;



Specifying the Paper Size and Orientation



W: Paper width

L: Paper length

Lf: Flap length

Lb: Length without the flap

Creases, Wavy Streaks, or Fusing Error

Creases occur when printing on an envelope. Creases or a fusing error occur when printing on an envelope.

DFP435

Cause:

Creases, wavy streaks

Depending on the storage conditions of the envelope or printing environment, the envelope may absorb water, causing the paper rigidity of the envelope to lower.

Fusing error

Misalignment may occur between the envelope nip width at the default setting and the actual operation, resulting in a fusing error.

Note

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Specifying a Custom Paper", Preparation.

Solution:

(a) Creases or wavy streaks

1. **In [Advanced Settings] for the custom paper you are using, select 1241: [Fusing Nip Width Adjustment], and then decrease the value in [Envelope] by 250 µm.**
2. **Print 10 or more sheet. Has the problem been resolved?**

Yes	Go to the next step.

No	Repeat Steps 1 to 2.

3. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Contact your service representative.

(b) Fusing error

1. **In [Advanced Settings] for the custom paper you are using, check the value in 1244: [Fusing Pressure Roller On Before Fusing].**
2. **Is 1244: [Fusing Pressure Roller On Before Fusing] set to [On]?**

Yes	Set 1244: [Fusing Pressure Roller On Before Fusing] to [Off].
No	Proceed to Step 5.

3. **Print 10 or more sheet.**
4. **Is the toner fusibility within the permissible range?**

Yes	Finished!
No	Go to next step.

5. **Select 1241: [Fusing Nip Width Adjustment], and then increase the value in [Envelope] by 250 μm.**
6. **Print 10 or more sheet**
7. **Is the toner fusibility within the permissible range?**

Yes	Go to next step.
No	Repeat Steps 5 to 6.

8. **Has the problem been resolved?**

Yes	Finished!
No	Contact your service representative.

Note

- After performing the solution, it is recommended to perform the color calibration of the external controller.
- Check the toner fusibility as follows:
  - The printed image does not come off.

- The toner does not come off even if it is lightly rubbed by a nail.
- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

MEMO