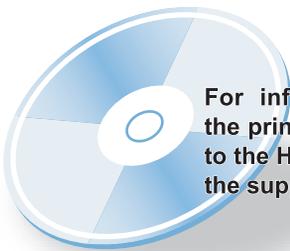


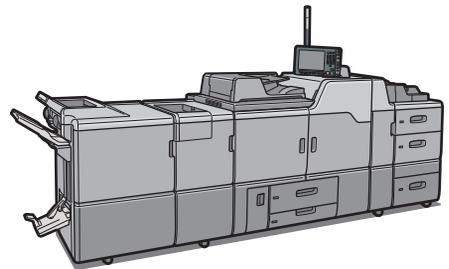


Pro C651_{EX}/C751_{EX}

Operating Instructions Troubleshooting



For information not in the printed manual, refer to the HTML/PDF files on the supplied CD-ROM.



-
- 1 When the Machine Does Not Operate As Wanted
 - 2 Troubleshooting When Using the Copy/Document Server Function
 - 3 Troubleshooting When Using the Scanner Function
 - 4 Clearing Misfeeds
 - 5 Appendix

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Scanner Reference	
Sending scan files	
Storing scan files	
Changing the default settings of the scanner function, and related information	
Network and System Settings Reference	
Connecting to a network.....	
Registering addresses for scanner functions.....	
Changing the default settings of the system, and related information.....	
Paper Settings Reference	 
Security Reference	
Guide to Paper.....	
VM Card Extended Feature Settings Device Reference	
VM Card Extended Feature Settings Web Reference	

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Manuals for This Machine

Read this manual carefully before you use this machine.

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

★ Important

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

About This Machine

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

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

Troubleshooting

Provides a guide for resolving common usage-related problems.

Copy and Document Server Reference

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

Scanner Reference

Explains Scanner functions and operations.

Network and System Settings Reference

Explains how to connect the machine to a network and how to configure and operate the machine in a network environment. It also explains how to change System Settings, how to specify Adjustment Settings for Operators, and how to register information in the Address Book.

Paper Settings Reference

Explains how to make paper settings for each tray using the paper library, which contains optimum printing conditions. It also explains how to manually specify a paper size and type for a paper tray.

Security Reference

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

- Install the Device Certificate.
- Enable SSL (Secure Sockets Layer) Encryption.

-
- Change the user name and password of the administrator using Web Image Monitor.

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

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

Guide to Paper

Explains paper characteristics and methods for handling paper.

VM Card Extended Feature Settings Device Reference

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

VM Card Extended Feature Settings Web Reference

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

↓ Note

- Manuals provided are specific to machine types.
- In addition to the above, manuals are also provided for the Printer function.

Notice

Important

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

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

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

How to Read This Manual

Symbols

This manual uses the following symbols:



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



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



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



Indicates instructions in book form.



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

Names of Major Items

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

- Auto Document Feeder → ADF
- LCIT RT5060 (optional) → Wide Large Capacity Tray (Wide LCT)
- Multi Bypass Tray BY5010 (optional) → Multi bypass tray (Tray 6)
- Multi-Folding Unit FD5010 (optional) → Multi-folding unit

Notes

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

Colors on color keys or the color circle may differ slightly from the colors of actual copies.

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.



1. When the Machine Does Not Operate As Wanted

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

Indicators

This section describes indicators that appear on the display panel when the machine requires the user to clear misfeeds, add paper, or perform other troubleshooting procedures.

Display Panel Indicator

Indicator	Status
 : Misfeed indicator	Appears when a misfeed occurs. For details, see p.75 "Removing Jammed Paper".
 : Original Misfeed indicator	Appears when an original misfeed occurs. For details, see p.75 "Removing Jammed Paper".
 : Load Paper indicator	Appears when paper runs out. For details, see "Loading Paper", About This Machine  .
 : Add Toner indicator	Appears when toner runs out. For details, see "Adding Toner", About This Machine  .
 : Add Staple indicator	Appears when staples run out. For details, see "Adding Staples", About This Machine  .
 : Waste Toner Full indicator	Appears when the waste toner bottle is full. Contact your service representative.
 : Empty Hole Punch Receptacle indicator	Appears when the hole punch receptacle is full. For details, see p.96 "Removing Punch Waste".
 : Empty Waste Staple Receptacle indicator	Appears when the waste staple receptacle is full. For details, see p.97 "Removing Staple Waste".

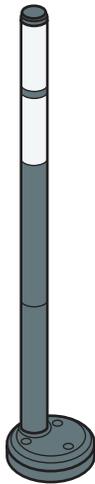
Indicator	Status
! : Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.
🔒 : Open Cover indicator	Appears when one or more covers of the machine are open.

Attention Light

This section describes the names and functions of the attention light.

CAUTION

- Do not push or pull the attention light when installed to the machine. Doing so may result in damage or malfunction of the attention light or the machine.



CAL154

The attention light notifies the user by light when there is a paper jam or no paper is left.

The colors of the lamp and their meanings are as follows:

Lamp	Status
The bottom lamp lights blue.	Printing
The bottom lamp flashes blue.	Scanning
The top lamp lights red.	Error (Example) <ul style="list-style-type: none"> Paper jam Out of paper Out of toner Memory overflow Read the message on the display panel, and then take appropriate action.

1

Lamp	Status
The top lamp flashes yellow.	Warning (Example) <ul style="list-style-type: none">• Toner has nearly run out.• Waste toner bottle is nearly full. Read the message on the display panel, and then take appropriate action.

Beep Alert

This section describes the different beep patterns that the machine emits to notify users of various events and conditions.

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

↓ Note

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

Checking Machine Status and Settings

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

1

Maintenance Info

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

- [Remaining Toner]
Displays the amount of remaining toner.
- [No Staples]
Displays whether there are staples remaining.
- [Waste Staple Recept. Full]
Displays whether the waste staple receptacle is full.
- [Punch Receptacle Full]
Displays whether the hole punch receptacle is full.
- [Paper Tray]
Displays the paper type and size loaded in the paper trays.
- [Output Tray Full]
Displays whether the output tray is overloaded.
- [Paper Misfeed]
Displays state of and solutions for paper misfeeds.
- [Original Misfeed]
Displays state of and solutions for original misfeeds.
- [Cover Open]
Indicates the cover that is open.

Data Storage

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

- [HDD Remaining Memory]
Displays the amount of available hard disk drive memory.
- [HDD File(s)]
Displays the total number of jobs stored on the hard disk drive.
- [Memory Erase Status]
Displays the state of the memory data.

Machine Address Info

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

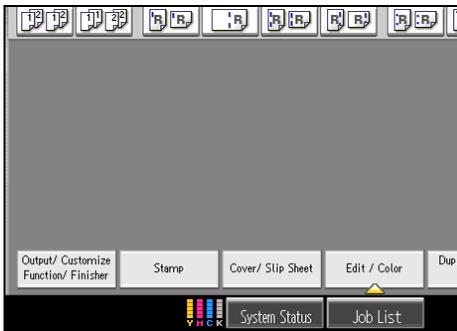
- [Machine IPv4 Address]
Displays the machine's IPv4 address.
- [Machine IPv6 Address]
Displays the machine's IPv6 address.
[Manual Configuration Address] displays the IPv6 address configured manually.

Inquiry

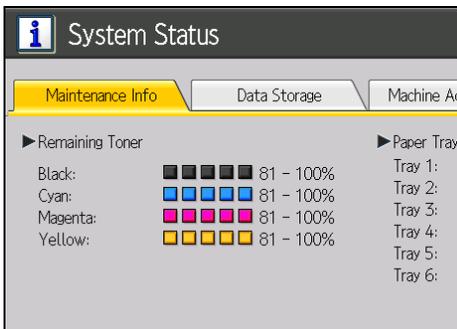
You can check the following items under [Inquiry]:

- [Machine Repairs]
Displays the machine number and contact number that are required for service.
- [Sales Representative]
Displays the sales representative's telephone number.
- [Supply Order]
Displays the contact number for placing orders for supplies.
- [Supply Details]
Displays the types of toner, staples, and other supplies for this machine.

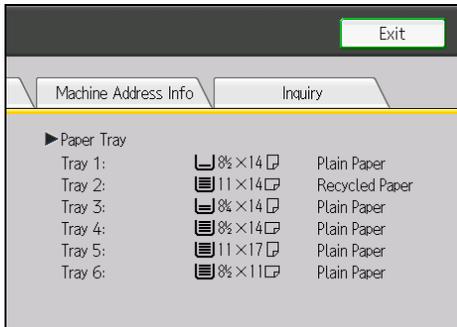
1. On the display panel, press [System Status].



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



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



Note

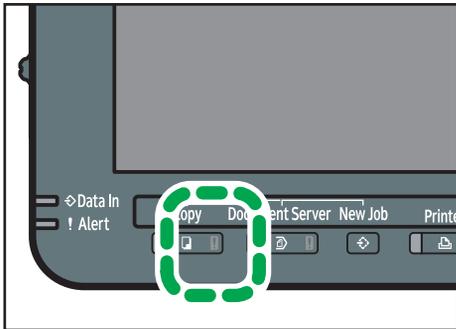
- [No Staples], [Waste Staple Recept. Full], [Punch Receptacle Full], [Output Tray Full], [Paper Misfeed], [Original Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- Depending on the security settings, the [Machine Address Info] tab might not be displayed.
- For details about how to locate and remove misfeeds, see p.75 "Removing Jammed Paper".

When an Indicator to the Right of a Function Key Is Lit

1

When an indicator to the right of a function key is lit, press the corresponding function key. Then, follow the instructions displayed on the control panel.

The following illustration shows the indicator of the copy function key as an example.



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If a function error occurs, check the message that appears on the control panel, and then see p.45 "Messages Displayed When Using the Copy/Document Server Function" or p.59 "Messages Displayed When Using the Scanner Function".

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

Problem	Causes	Solutions
Documents and reports do not print out.	The paper output tray is full.	Remove prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See "Loading Paper", About This Machine   .
An error has occurred.	The function is not working properly.	Check the displayed message, and then take an appropriate action. See p.45 "Messages Displayed When Using the Copy/Document Server Function" or p.59 "Messages Displayed When Using the Scanner Function". You can use the other functions as normal.

Problem	Causes	Solutions
<p>The machine is unable to connect to the network.</p>	<p>A network error has occurred.</p>	<ul style="list-style-type: none"> • Check the displayed message, and then take an appropriate action. See p.45 "Messages Displayed When Using the Copy/Document Server Function" or p.59 "Messages Displayed When Using the Scanner Function". • Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Interface Settings", Network and System Settings Reference . • Contact the network administrator. • If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.

When You Have Problems Operating the Machine

1

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

Problem	Causes	Solutions
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: <ul style="list-style-type: none"> • The ADF is open. • The machine is communicating with external equipment. • The hard disk is active. • The machine is cooling down. 	Check if the machine is communicating with external equipment.
The display is off.	The machine is in Energy Saver mode.	Press the [Energy Saver] key to cancel Energy Saver mode.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in two minutes, contact your service representative.
"Please wait." appears.	This message appears when the machine is warming up.	<ul style="list-style-type: none"> • Wait for a while. If the machine does not get ready in 10 minutes, contact your service representative. • Wait until the message disappears. Do not turn off the main power switch while the message is showing.

Problem	Causes	Solutions
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in two minutes, contact your service representative.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored on the hard disk.	<ul style="list-style-type: none"> • Press [Store File] to store pages that have been scanned. Delete unnecessary files with [Delete File]. • Press [No] if you are not storing pages that have been scanned. Delete unnecessary files with [Delete File].
"Self checking..." appears.	The machine is performing image adjustment operations.	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to get ready.
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	Enter the user code (up to eight digits), and then press [OK].
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and login password. For details, see "When the Authentication Screen is Displayed", About This Machine   .
"Authentication has failed." appears.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed." appears.	The machine cannot perform authentication.	Contact the administrator.
"You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user name.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Problem	Causes	Solutions
An error message remains, even if misfed paper is removed.	<ul style="list-style-type: none"> When a misfeed message appears, it remains until you open and close the cover as required. Paper is still jammed in the tray. 	Remove misfed paper, and then open and close the cover. For details, see p.75 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into the paper tray with the print side down. Load paper into the Wide LCT or multi bypass tray with the print side up.
Misfeeds occur frequently.	The side or end fences of the paper trays may not be set properly.	<ul style="list-style-type: none"> Remove misfed paper. For details, see p.75 "Removing Jammed Paper". Check the side or end fences are set properly. Also, check the side fences are locked. For details, see "Changing the Paper Size", About This Machine  .
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	<ul style="list-style-type: none"> Remove misfed paper. For details, see p.75 "Removing Jammed Paper". When paper is loaded which cannot be detected automatically, the user must set the paper size on the display panel. For details, see "Changing to a Size That Is Not Automatically Detected", About This Machine  .
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	<ul style="list-style-type: none"> Remove misfed paper. For details, see p.75 "Removing Jammed Paper". Do not place anything on the finisher tray. It may cause a paper jam.

Problem	Causes	Solutions
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. The Booklet Finisher SR5040 requires the saddle stitch staple cartridge. For details about how to add staples, see "Adding Staples", About This Machine   .
Misfeeds occur when printing to envelopes.	The envelopes are curled.	<ul style="list-style-type: none"> • Make sure you fully flatten curled envelopes before you load them. Do not stack envelopes over the limit mark on the paper tray. • If misfeeds still occur after the envelopes have been flattened, load envelopes on the Wide LCT one at a time and print them individually. • For details about how to load envelopes, see "Envelopes", About This Machine  .
Misfeeds occur when printing to envelopes.	You printed envelopes with a non-rectangular flap when [Skew Detection] was set to [On].	<p>Make sure you set [Skew Detection] to [Off] when printing envelopes with a non-rectangular flap.</p> <p>For details about setting of skew detection, see "Adjustment Settings for Operators", Network and System Settings Reference .</p>
When printing to envelopes, the envelopes may be fed in together, or the envelopes may not be fed.	The envelopes are curled.	<ul style="list-style-type: none"> • Make sure you fully flatten curled envelopes before you load them. Do not stack envelopes over the limit mark on the paper tray. • If misfeeds still occur after the envelopes have been flattened, load envelopes on the Wide LCT one at a time and print them individually. • For details about how to load envelopes, see "Envelopes", About This Machine  .

Problem	Causes	Solutions
Wrinkling occurs when gate fold, letter fold-in, or letter fold-out is applied.	Wrinkling can occur if gate fold, letter fold-in, or letter fold-out is applied to B4 JIS ☐, A3☐, 8 1/2" × 14", 11" × 17"☐, 12" × 18"☐, 8K ☐, or larger sizes of paper.	When applying gate fold, letter fold-in, or letter fold-out to paper larger than A4, we recommend you enable image reduction and use paper no larger than A4☐.
When you print Z-folded paper, the machine indicates that the output tray is full even though the output paper on the tray is less than the stack capacity.	The Z-fold support tray is not set.	Set the Z-fold support tray for finisher or multi-folding unit. For details about how to add the Z-fold support tray, see p.33 "When the Output Z-folded Paper Is Less than the Stack Capacity".
Cannot print in duplex mode.	"Apply Duplex" is set to [No] for Tray 1-6.	In [Tray Paper Settings], under Tray 1-6, set "Apply Duplex" to [Yes].
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Label Paper], [Translucent Paper], [OHP (Transparency)], [Envelope], or [Tab Stock].	In [Tray Paper Settings], under Tray 2-6, select a paper type other than [Label Paper], [Translucent Paper], [OHP (Transparency)], [Envelope], and [Tab Stock].
[Auto Paper Select] cannot be selected if plain paper or recycled paper is set in the paper tray.	The paper is too thick or too thin.	Set paper with a paper thickness that can be used for Auto Paper Select. For details about the types of paper that can be used for Auto Paper Select, see "Selecting Copy Paper", Copy and Document Server Reference   .
The multi-folding unit outputs sheets with creased edges when gate fold is applied.	The paper is curled.	Remove the paper, and then reload it upside down. Alternatively, remove the paper, and then reload it in the opposite direction.

Problem	Causes	Solutions
The position of the fold is incorrect when letter fold-in is applied to B5 sheet.	Multi-sheet fold has been specified when only one sheet is being printed.	In [Output/ Customize Function/ Finisher] on the initial copier screen, under [Fold], select [Letter Fold-in]. Press [Change], and then set "Multi-sheet Fold" to [Off]. For details about how to specify the multi-sheet fold function, see "Finishing", Copy and Document Server Reference   .
Paper is bent.	Paper may be bent when it is ejected from the finisher upper tray.	Change the output tray to the finisher shift tray.
The print image is not properly positioned on the paper.	The machine has not detected the paper type and/or width correctly.	Contact the machine administrator or your service representative.

 **Note**

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Recommended Paper Sizes and Types", About This Machine  .
- Curled paper causes misfeeds, soiled paper edges, or slipped positions while performing staple or stack printing. When using curled paper, first straighten the curl with your hands or by placing the paper upside down. Also, lay paper on a flat surface to prevent paper from curling, and do not lean it against the wall.

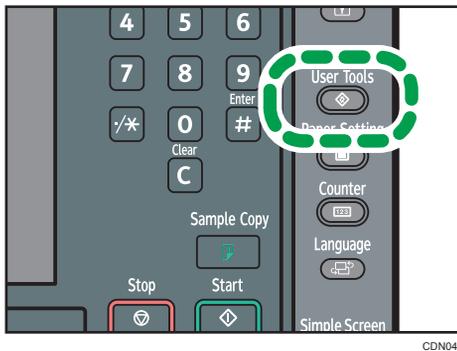
Adjusting the Color Registration

This section describes how to adjust the color registration by specifying a setting in [Maintenance].

When the machine is moved, the fusing unit is replaced, or after printing repeatedly for some time, registration shifting might occur. By performing color registration adjustment, you can maintain optimum print results.

1

1. Press the [User Tools] key.



2. Press [Maintenance].
3. Press [Color Registration].
4. Press [OK].

Auto color registration takes about 20 to 30 seconds. When it is completed, the display returns to the color registration menu.

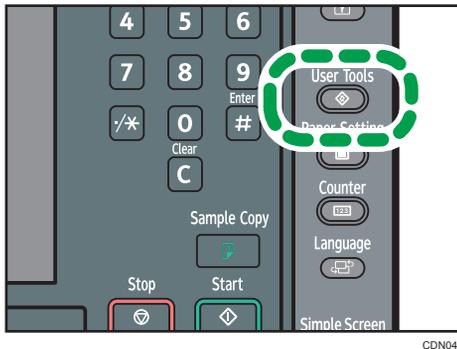
5. Press [Exit] twice to return to the initial display.

Auto Color Calibration

This section describes Auto Color Calibration.

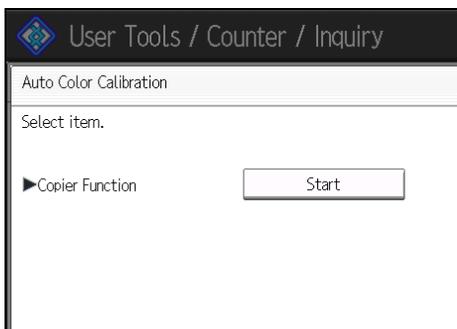
If a certain color is strong or the color of the copy differs from the original, adjust the yellow, magenta, cyan, and black balance.

1. Press the [User Tools] key.



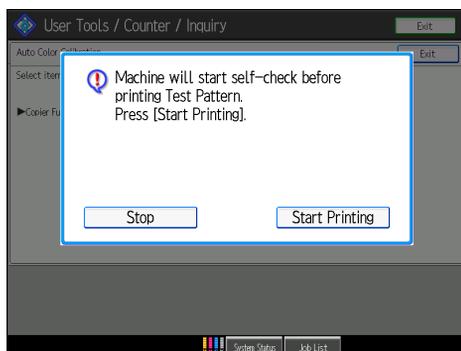
CDN044

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



5. Press [Start Printing].

A test pattern is printed.

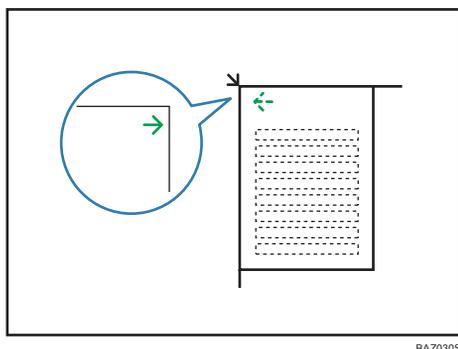


6. Place the test pattern on the exposure glass, and then press [Start Scanning].

The image will be corrected after "Scanning...Please wait." disappears.

Note

- The test pattern will not be read if it is set in the ADF.
- The test pattern will be printed on an A4, 8 1/2" × 11" size page. If A4 or 8 1/2" × 11" is not available, B4 JIS, A3, or 11" × 17" will be used. Make sure to check the paper set in the paper tray.
- Set the test pattern in the following way:

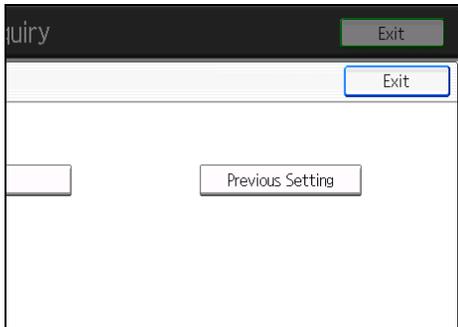


- Make sure to set the test pattern on the exposure glass, and then two or three white sheets, same size as the test pattern, above the test pattern.

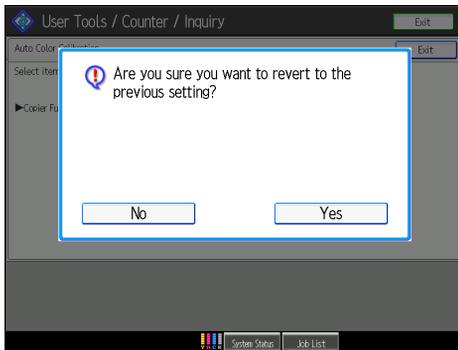
Returning to the Previous Setting

"Previous Setting" means to return to the previous status before any changes.

1. Press [Previous Setting].



2. Press [Yes].



Adjusting the Image Position

Depending on your machine, the procedure for adjusting the image position may be slightly different. For details, contact the machine administrator.

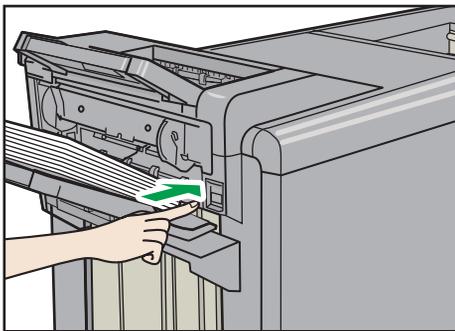
Pausing Print When Using Finisher SR5030 or Booklet Finisher SR5040

1

This section describes how to suspend a large copy or print job when using the Finisher SR5030 or Booklet Finisher SR5040.

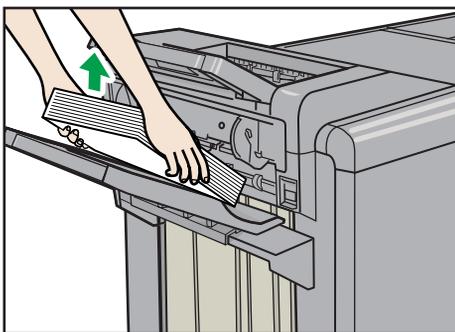
Depending on the image you are copying or printing, prints might not stack properly. If this happens, suspend the job, remove the prints and then restart the job.

1. Press the [Suspend/Resume] key.



CDN007

2. Remove the stack of paper from the finisher shift tray.



CDN008

3. Press the [Suspend/Resume] key to restart the print.

↓ Note

- You can suspend copying or printing only when the finisher's shift tray is selected as the output tray.

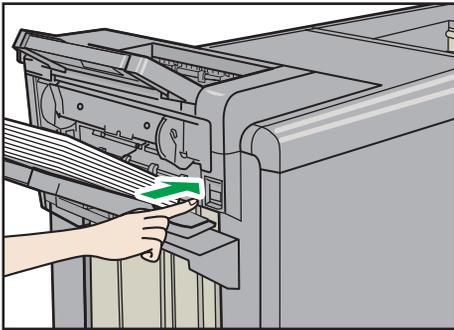
When the Output Z-folded Paper Is Less than the Stack Capacity

1

When you use the multi-folding unit, Finisher SR5030, or Booklet Finisher SR5040 to print Z-folded paper, the machine might indicate that the output tray is full even though the output paper on the tray is less than the stack capacity. If this occurs, use the Z-fold support tray.

Finisher SR5030 or Booklet Finisher SR5040

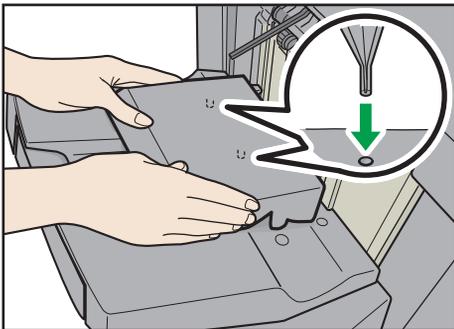
1. Press the [Suspend/Resume] key.



CDN007

2. Remove the copies/prints.
3. Set the Z-fold support tray for the finisher shift tray.

Attach the Z-fold support tray by inserting the two protrusions on its underside into the holes on the finisher shift tray.



CDN010

4. Press the [Suspend/Resume] key to restart the print.

Multi-Folding Unit

1

1. Lift up and slide the Z-fold support tray for multi-folding unit to the right, and then set it in place.



CDN003

Note

- When you have finished using the Z-fold support tray for multi-folding unit, lift it up and slide the tray to the left, and then lower it.



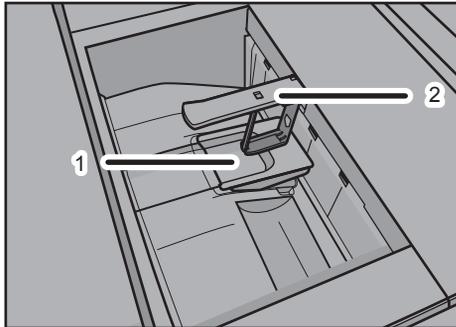
CDN001

When the Output Letter Fold-out Paper Is Less than the Stack Capacity

1

When you print letter fold-out paper with multi-sheet fold, the machine might indicate that the output tray is full even though the output paper on the tray is less than the stack capacity.

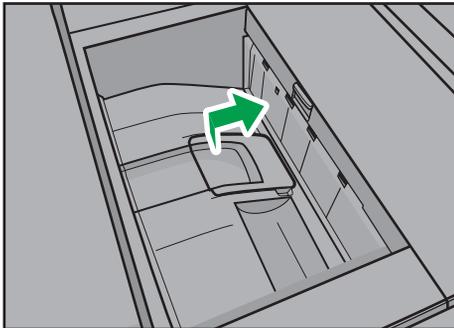
If this occurs, use the Z-fold support tray for multi-folding unit and the output holding unit for letter fold-out.



CDN022

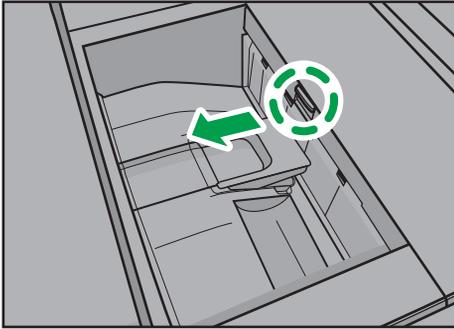
1. Z-fold support tray for multi-folding unit
2. Output holding unit for letter fold-out

1. Lift up and slide the Z-fold support tray for multi-folding unit to the right, and then set it in place.



CDN003

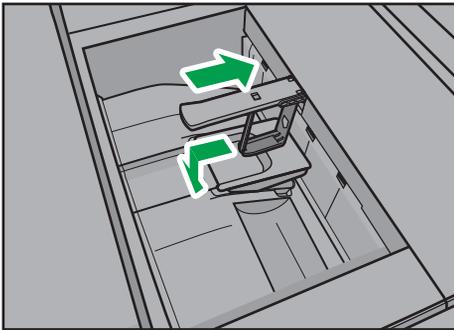
2. Pull out the output holding unit for letter fold-out.



CDN002

↓ **Note**

- When you have finished using the Z-fold support tray for multi-folding unit and the output holding unit for letter fold-out, return each to their previous positions.



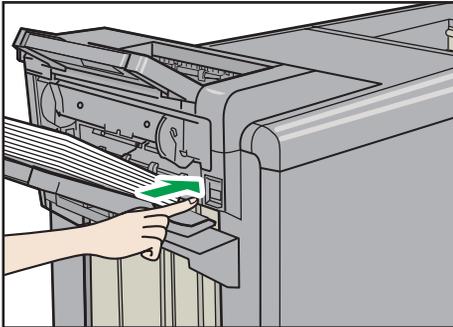
CDN004

When Large Size Paper Is Not Properly Aligned

This section describes what to do if paper with a size of B4□, 8 1/2"×14"□ or larger is not properly aligned or falls from the finisher shift tray when using Finisher SR5030 or Booklet Finisher SR5040.

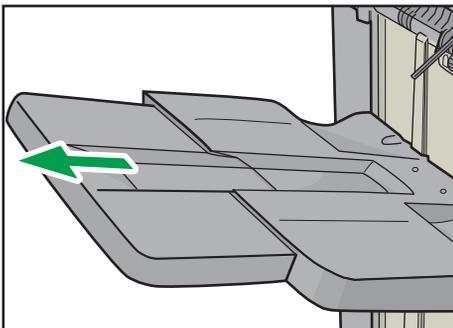
1

1. Press the [Suspend/Resume] key.



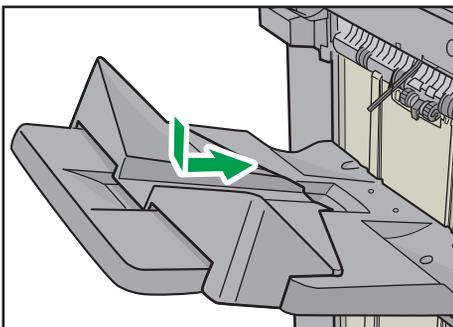
CDN007

2. Remove the copies/prints.
3. Pull out the finisher shift tray's extension.



CDN011

4. Set the auxiliary paper tray.



CDN012

5. Press the [Suspend/Resume] key to restart the print.

When Coated Paper Is Not Properly Aligned

1

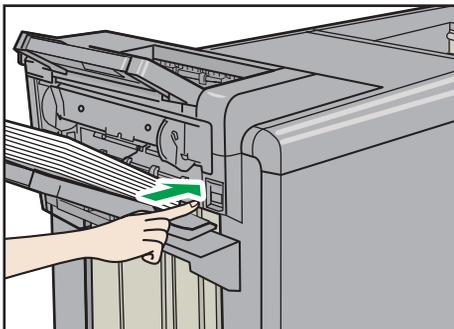
If the size of the coated paper used for printing is B4□, 8 1/2"×14"□, or larger, the output paper from Finisher SR5030 or Booklet Finisher SR5040 might be curled, might stick to other sheets and push it off the tray, or might not be aligned properly. If this occurs, use an auxiliary tray.

There are two types of auxiliary trays. Use the auxiliary tray which corresponds to the weight of the coated paper.

Using Thin Coated Paper

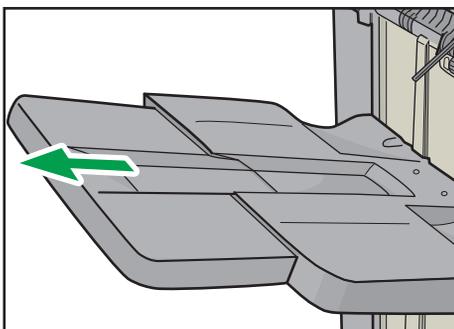
When the paper weight is 105.0 g/m², 28 lb. Bond or less (paper thickness: Paper Weight 3), and the paper size is B4□, 8 1/2"×14"□ or larger, use the auxiliary tray for thin coated paper.

1. Press the [Suspend/Resume] key.



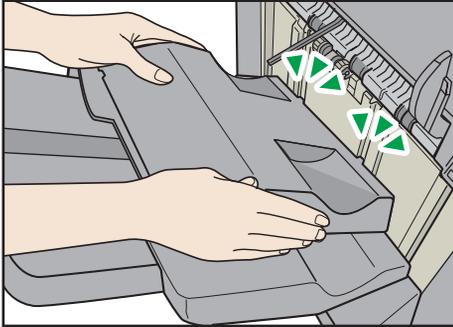
CDN007

2. Remove the copies/prints.
3. Pull out the finisher shift tray's extension.



CDN011

4. Set the auxiliary tray for thin coated paper by aligning the tray with grooves on the end fence.



CDN026

5. Press the [Suspend/Resume] key to restart the print.

Note

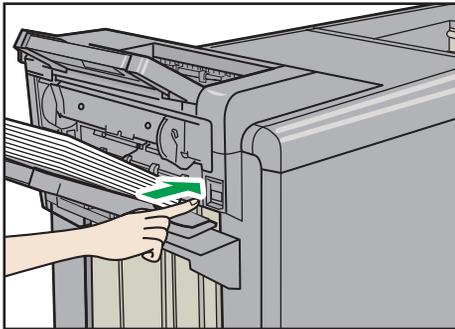
- When the output paper curls downward, it might not align properly, even if the auxiliary tray for thin coated paper is used. If the paper curls downward, fan the stack of paper and fix the curl before printing, then turn the paper over and place it back on the Wide LCT. If your machine has a paper curl correction function, correct the paper curl to make the paper flat or curl upward. For details about the paper curl correction function, see "Adjustment Settings for Operators", Network and System Settings Reference .
- If the output paper fails to align properly on the auxiliary tray for thin coated paper, use the auxiliary paper tray. For details about setting the auxiliary paper tray, see p.39 "Using Thick Coated Paper".
- When removing the output paper, make sure the auxiliary tray for thin coated paper remains in its set position.

Using Thick Coated Paper

When the paper weight is 105.1 g/m², 28.1 lb. Bond or more (paper thickness: Paper Weight 4 to Paper Weight 7), and the paper size is B4 , 8 1/2"×14"  or larger, use the auxiliary paper tray.

1

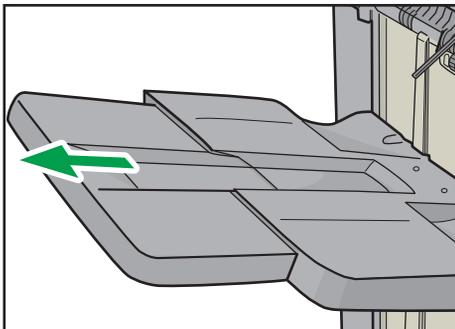
1. Press the [Suspend/Resume] key.



CDN007

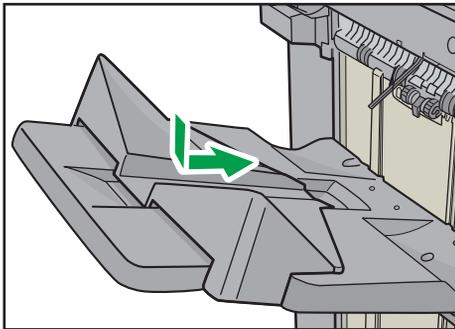
2. Remove the copies/prints.

3. Pull out the finisher shift tray's extension.



CDN011

4. Set the auxiliary paper tray.



CDN012

5. Press the [Suspend/Resume] key to restart the print.

↓ Note

- If the output paper fails to align properly on the auxiliary paper tray, use the auxiliary tray for thin coated paper. For details about setting the auxiliary tray for thin coated paper, see p.38 "Using Thin Coated Paper".

When a Job Is Not Performed

If the machine is busy processing another job, it will not be able to print your job.

If the machine is busy, wait until it completes the job in progress before trying to print your job again.

In certain cases, if the job that is already in progress uses a different function, you might be able to begin your job without interrupting the current job. Performing multiple functions simultaneously like this is called "Multi-accessing".

Function Compatibility

△: Simultaneous operations are possible.

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

○: Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.

→: Operation is performed automatically once the preceding operation ends.

×: Operation becomes possible after the preceding operation ends. (Simultaneous operations are not possible.)

Mode after you select		Copy			Interrupt Copying		Printer			Scanner		TWAIN	Document Server			Web Document Server	
		Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Data Reception	Print	Stapling	Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing	
Mode before you select		Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Data Reception	Print	Stapling	Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing	
Copy	Operations for Copying	x	x	x	○	○	△	△	△	●	●	●	●	●	●	△	
	Stapling	△*1	→*1	→*1	○	○*4	△	△	→	●	●*2	●*2	●	●*2	△*3	△*3	
	Sort	△*1	→*1	→*1	○	○	△	△	△	●	●*2	●*2	●	●*2	△	△	
Interrupt Copying	Operations for Copying	○	○	○	x	x	△	△	△	x	x	x	x	x	x	△	
	Copying	○	○	○	x	x	△	→	→	x	x	x	x	x	x	→	
Printer	Data Reception	△	△	△	△	△	→	→	→	△	△	△	△	△	△	△	
	Print	Printing	△	△	△	○	○	△	→	→	△	△	△	△	△	△	△
		Stapling	△	→	△	○	○*4	△	→	→	△	△	△	△	△	△*3	△*3
Scanner	Operations for Scanning	●	●	●	○	○	△	△	△	x	x	●	●	●	●	△	
	Scanning	●	●*2	●*2	○*2	○*2	△	△	△	x	x	x	●	●	●	△	
TWAIN	Scanning	x	x	x	x	x	△	△	△	x	x	x	x	x	x	△	
Document Server	Operations for Document Server	●	●	●	○	○	△	△	△	●	●	●	x	x	x	△	
	Scanning a Document to Store in Document Server	●	x	x	○	○	△	△	△	●	x	x	x	x	x	△	
	Printing from Document Server	●	△*3	△	○	○	△	△	△	△	△	△*6	△*5	△*5	△*5	△	
Web Document Server	Printing	△	△*3	△	△	△	△	△	△	△	△	△	△	△	△	△	

CDN009

- *1 Simultaneous operations are possible only if the preceding job documents are all scanned and [New Job] appears.
- *2 You can scan a document after the preceding job documents are all scanned.
- *3 During stapling, printing automatically starts after the current job.
- *4 Stapling is not available.
- *5 Simultaneous operation becomes possible after you press [New Job].
- *6 Depending on your machine, operability will resume when the relevant key function is pressed, or when the scanner or external extension is remotely switched.

Note

- Stapling cannot be used at the same time for multiple functions.
- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". The default is "Display Mode". For details about Print Priority, see "General Features", Network and System Settings Reference .

- When Finisher SR5030 or Booklet Finisher SR5040 is installed, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "General Features", Network and System Settings Reference .
- While printing is in progress, scanning a document using another function may take longer.

2. Troubleshooting When Using the Copy/Document Server Function

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

2

Messages Displayed When Using the Copy/Document Server Function

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

★ Important

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Recommended Paper Sizes and Types", About This Machine  .
- For messages that are not listed here, see p.21 "When You Have Problems Operating the Machine".

Message	Causes	Solutions
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size."	The size of the original cannot be detected.	<ul style="list-style-type: none">• Place the original on the exposure glass again. Place the original scan side down.• If the machine cannot detect the size of the original, specify the size manually. Do not use Auto Paper Select mode or the Auto Reduce/Enlarge function. See "Sizes Detectable with Auto Paper Select", Copy and Document Server Reference  .
"Cannot detect original size."	The original is not placed.	Place originals.

Message	Causes	Solutions
"Cannot punch this paper size."	The Punch function cannot be used with the paper size selected.	Select a supported paper size. See "Specifications for Punch Unit (Finisher SR5030, Booklet Finisher SR5040 (Optional))", About This Machine   .
"Cannot staple paper of this size."	The Staple function cannot be used with the paper size selected.	Select a supported paper size. See "Specifications for Finisher SR5030 (Optional)" or "Specifications for Booklet Finisher SR5040 (Optional)", About This Machine   .
"Check original orientation."	The orientation of the original is not correct.	Change the orientation of the original.
"Check paper size."	An irregular paper size is set.	If you press the [Start] key, copying will start using the selected paper.
"Clean the scanning glass. (Located next to the exposure glass.)"	The scanning glass or guide plate of the ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine   .
"Duplex is not available with this paper size."	A paper size that is not supported by Duplex mode has been selected.	Select a supported paper size. See "Duplex Copying", Copy and Document Server Reference   .
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The original has too many pages to be saved as a single file.	Press [Store File] to store scanned pages as a single file. Scanned data is stored as a file in the Document Server. If you do not want to store scanned files, press [No]. Scanned data is deleted.
"Exceeded the maximum number of multi-sheet fold. Printing will be cancelled."	A print job was canceled because more than the maximum number of multi-sheet folds was specified.	Specify fewer sheets for the multi-sheet fold function.
"File being stored exceeded max. number of pages per file. Copying will be stopped."	The scanned originals have too many pages as one document.	Press [Exit], and then store again with an appropriate number of pages.

Message	Causes	Solutions
"Magazine or Booklet mode is not available due to mixed image mode."	You selected the "Magazine" or "Booklet" function for the original scanned using different functions, such as copier and printer.	Make sure the original for the "Magazine" or "Booklet" function is scanned using the same function.
"Magazine or Booklet mode is not available due to mixed color modes."	You selected the "Magazine" or "Booklet" function for originals stored using copier function with different color mode, such as full color mode and black & white mode.	Make sure originals for the "Magazine" or "Booklet" function are stored using the same color mode.
"Maximum number of sets is n." (A figure is placed at n.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity using the [Max. Copy Quantity] setting in [General Features] under [Copier / Document Server Features]. For details about Max. Copy Quantity, see "General Features", Copy and Document Server Reference   .
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	The Copier function is not available.	Cancel the job. Press [Exit], and then press the [Document Server] key. Next, press the [Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Rotate Sort is not available with this paper size."	The Rotate Sort function does not support the selected paper size.	Select a supported paper size. See "Sort", Copy and Document Server Reference   .
"Stapling capacity exceeded."	The number of sheets per set is over the staple capacity.	Check the stapler capacity. See "Specifications for Finisher SR5030 (Optional)" or "Specifications for Booklet Finisher SR5040 (Optional)", About This Machine   .

Message	Causes	Solutions
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You do not have permission to delete the selected file(s).	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
"You do not have the privileges to use this function."	The logged in user does not have permission to use the selected function.	Contact the administrator about permission for the required function.

When You Cannot Make Clear Copies

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

Problem	Causes	Solutions
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference   .
Copies appear dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of the original shows through on copies.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference   .
The reverse side of the original shows through on copies.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
A shadow appears on copies if you use pasted originals.	Image density is too high.	<ul style="list-style-type: none"> Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference  . Change the orientation of the original. Put mending tape on the pasted part.
Identical blemishes appear in the same place on every copy.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine   .
Identical blemishes appear in the same place on every copy.	<ul style="list-style-type: none"> The printed original is scanned again. Original Type is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded. 	On the control panel, in [Others], press [Generation Copy], and then begin copying.

Problem	Causes	Solutions
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference   .
Copies are too light.	A light copy may result when you use damp or rough grain paper.	<ul style="list-style-type: none"> • Use recommended paper only. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine  . • Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine  .
Copies are too light.	The toner cartridge is almost empty.	Add toner. See "Adding Toner", About This Machine   .
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy and Document Server Reference   .
Parts of images are not copied.	The correct paper size is not selected.	Select the correct paper size.
Parts of images are not copied.	Even if you place originals on the exposure glass, or ADF correctly, margin of a few millimeters on all four sides of the original might not be copied.	Use "Create Margin" function to reduce the image of its original size. For details about missing image area, see "Create Margin", Copy and Document Server Reference   .
Images appear only partially colored.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine   .
Colored lines appear.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine   .

Problem	Causes	Solutions
White lines appear.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine  .
White lines appear.	When  is flashing, toner is beginning to run out.	Add toner. See "Adding Toner", About This Machine  .
Copies are blank.	The original is not set correctly.	When placing originals on the exposure glass, make sure the side to be scanned is facing down. When placing originals in the ADF, make sure the side to be scanned is facing up.
A moire pattern appears. 	The original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: <ul style="list-style-type: none"> Place an OHP transparency on the exposure glass, and then place the photograph on the OHP transparency. Place the photograph on the exposure glass, and then place two or three sheets of white paper over it. Leave the ADF open when copying.
White stripes appear on the OHP.	Fragments of paper are stuck to the OHP.	Use a dry cloth to wipe any paper fragments off the back of the OHP.

When You Cannot Make Copies As Wanted

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

Basic

Problem	Causes	Solutions
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences slightly outward, and then reset them. Also, we recommend you set at least 20 sheets of thick paper.
Misfeeds occur frequently.	The paper is damp.	Store paper in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine   .
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .
Misfeeds occur frequently.	Printed paper is being used.	Do not use paper that has been already copied or printed.
Copies are not stapled.	There are jammed staples in the stapler.	Remove jammed staples. See p.92 "Removing Jammed Staples".
Copies are not stapled.	Copy paper is curled.	Turn the copy paper over in the tray.
Copies are not stapled.	There are too many copies for the stapler to staple as a single batch.	Check the stapler capacity. See "Specifications for Finisher SR5030 (Optional)" or "Specifications for Booklet Finisher SR5040 (Optional)", About This Machine   .
Staples are wrongly positioned.	Originals are not set correctly.	Check the correct position to place the originals. For details about how to place originals with stapling, see "Staple", Copy and Document Server Reference   .
Saddle-stitched documents come apart and do not stack properly.	Certain types of paper cannot be used for folding and open out after being folded and stitched.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .

Problem	Causes	Solutions
You cannot combine certain functions.	The selected functions cannot be used together.	Check the combination of functions, and then make the settings again. See "Function Compatibility", Copy and Document Server Reference   .
When sorting, the pages are divided into two blocks.	The memory became full during sorting and pages were delivered in two blocks.	In [Copier / Document Server Features], under [Input / Output], set [Memory Full Auto Scan Restart] to [Off].
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", About This Machine   .
Images are skewed.	The paper is feeding in at an angle.	Load the paper correctly. See "Loading Paper", About This Machine   .
Paper does not output during printing with stapling.	When you stop printing while using the staple function, paper not stapled during printing may be left in the staple unit.	Press the [Clear Modes] key, and then cancel copy settings, including stapling. Remove the paper that was left in the stapling unit while copying.

Edit

Problem	Causes	Solutions
In Double Copies mode, parts of the original image are not copied.	The combination of original and copy paper is not correct.	Select the paper size again. For example, select A3  for A4  originals. See "Double Copies", Copy and Document Server Reference   .
In Erase Border, Erase Center, or Erase Center / Border mode, parts of the original image are not copied.	You have entered a wide erase margin.	Reduce the width of the erase margin. For details, see "Erase Center / Border", Copy and Document Server Reference   .
In Erase Border, Erase Center, or Erase Center / Border mode, parts of the original image are not copied.	The originals are not scanned correctly.	Place the originals correctly.

Problem	Causes	Solutions
In Margin Adjustment mode, parts of the original image are not copied.	<ul style="list-style-type: none"> You have specified a wide erase margin. There is a lack of margin space on the opposite side of the binding position. 	Reduce the width of the margin. For details, see "Margin Adjustment", Copy and Document Server Reference   .
In Image Repeat mode, the original image is not copied repeatedly.	The size of the selected copy paper is the same as the originals, or you did not select the correct reproduction ratio.	Select copy paper larger than the original or select the correct reproduction ratio.

Stamp

Problem	Causes	Solutions
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when copying in Duplex mode.	The back side stamp position is incorrect for the paper size.	Reset the back side stamp position. For details about Duplex Back Page Stamping Position, see "Copier and Document Server Features", Copy and Document Server Reference   .

Combine

Problem	Causes	Solutions
Copies made with the Booklet or Magazine function cannot be folded into a book correctly.	You have selected a setting that does not match the orientation of the original.	In [Copier / Document Server Features], under [Edit], set [Orientation: Booklet, Magazine] correctly.

Problem	Causes	Solutions
When using Combine, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of the originals and copy paper.	When you enter a reproduction ratio using Manual Paper Select mode, make sure the ratio matches the originals and the copy paper. Select the correct reproduction ratio before using Combine mode. See "One-Sided Combine", "Two-Sided Combine", or "Auto Reduce / Enlarge", Copy and Document Server Reference   .
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place the originals on the exposure glass, start with the first page to be copied.

Duplex

Problem	Causes	Solutions
Cannot copy in Duplex mode.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .
Cannot copy in Duplex mode.	"Apply Duplex" is set to [No] for Tray 1-6.	In [Tray Paper Settings], under Tray 1-6, set "Apply Duplex" to [Yes].
Cannot print in duplex mode.	You have selected a paper type that cannot be used for duplex copying.	In [Tray Paper Settings], select a paper type that can be used for duplex print. For details about the paper types that can be used, see "Duplex Copying", Copy and Document Server Reference   .
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place the originals on the exposure glass, start with the first page to be copied.

2

Problem	Causes	Solutions
When using Duplex, the copy is made top to bottom, even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the originals in the correct orientation. See "Duplex Copying", Copy and Document Server Reference   .

Document Server

Problem	Causes	Solutions
Cannot access file.	The file is password protected.	Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "Administrator Tools", Network and System Settings Reference  .
You cannot identify the contents of a file.	You cannot check the contents of the file simply from the file name.	You can switch the Select File screen between [List] and [Thumbnails] display to check the contents of the file. <ul style="list-style-type: none"> • List display The file name, date of storage, and user name are shown. • Thumbnails display An image of the stored file appears. You can enlarge the image by pressing [Preview]. See "Checking the Details of a Stored Document", Copy and Document Server Reference   .

Problem	Causes	Solutions
Memory frequently becomes full.	The document server memory is full.	Delete unnecessary files. On the file selection display, select unnecessary files, and then press [Delete File]. If this does not increase available memory, switch to the scanner screen, and then delete unnecessary files.
You want to check copy quality before making a large print run.	You can print a single copy without specifying the print job settings again.	Check print quality by printing out only the first set using the [Sample Copy] key. See "Finishing", Copy and Document Server Reference   .
"Cannot display preview of this page." appears, and you cannot check the thumbnail image.	Image data might have become corrupted.	Press [Exit] to display the preview screen without a thumbnail. If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page.

When Memory Is Full

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

Message	Causes	Solutions
"Press [Continue] to scan and copy remaining originals."	After printing scanned originals, the machine checks if there are remaining originals to be copied.	Remove all copies, and then press [Continue] to continue copying. Press [Stop] to stop copying.

Note

- Even if the machine's memory becomes full, the memory overflow message will not appear if [Memory Full Auto Scan Restart] is set to [On] in [Input / Output] of User Tools. Instead, the machine will copy scanned originals, and then automatically begin copying any remaining originals. When the machine does this, the resulting pages will not be in order. For details about Memory Full Auto Scan Restart, see "Input / Output", Copy and Document Server Reference  .

3. Troubleshooting When Using the Scanner Function

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

Messages Displayed When Using the Scanner Function

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

Messages Displayed on the Control Panel When Using the Scanner Function

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

Message	Causes	Solutions
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact your administrator.
"Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]."	The entered user name or password was invalid.	<ul style="list-style-type: none">• Check that the user name and password are correct.• Check that the login user name and login password for the destination folder are correct.• A password of 128 or more characters may not be recognized.
"Cannot communicate with PC. Contact the administrator."	WSD (Device) protocol or WSD (Scanner) protocol is disabled.	Contact your administrator.

Message	Causes	Solutions
"Cannot detect original size. Select scan size."	The machine cannot detect the size of the original.	<ul style="list-style-type: none"> Place the original correctly. Specify the scan size. If you place the original directly on the exposure glass or in the ADF, the automatic original size detection process starts. Lift the ADF by 30 degrees or more.
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check that the computer name or the folder name for the destination is correct.
"Cannot find the specified path. Please check the settings."	An antivirus program or a firewall is preventing the machine connecting to your computer.	<ul style="list-style-type: none"> Antivirus programs and firewalls can prevent client computers from establishing connection with this machine. To prevent an antivirus application blocking the connection, register the scanner program in the antivirus program's exclusion list. For details about the procedure for excluding a program, see your antivirus application's Help. To prevent a firewall blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your firewall's Help.
"Cannot start scanning because communication was failed."	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to do this, see "Changing a Scan Profile", Scanner Reference  .
"Cannot start scanning because communication was failed."	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner properties, click the [Events] tab, and then select [Start this program] as the computer's response on receipt of scan data. For details, see your operating system's Help.

Message	Causes	Solutions
"Cannot start scanning. Check the setting(s) on the PC."	The Scan Profile might be incorrectly configured.	Check the Scan Profile configuration.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The job contains too many pages to be scanned and sent as a single large file.	Separate the job, and then send it as multiple smaller files. See "Storage function", Scanner Reference  .
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none"> • Try the operation once more. If the message is still shown, the network may be busy. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Reference .
"Could not send the data because the PC timed out before it was sent."	<p>A time out occurred when using WSD Scanner. Time outs occur when too much time passes between scanning an original and sending its data. The followings are likely causes of time outs:</p> <ul style="list-style-type: none"> • Too many originals per set. • Misfed originals. • Transmission of other jobs. 	<ul style="list-style-type: none"> • Reduce the number of originals, and then scan again. • Remove any misfed original, and then scan again. • Use Scanner Journal to check there are no jobs awaiting transmission, and then scan again.
"Destinations to which encrypted files will be sent contain users without certificates or with invalid certificates. Check the destinations."	The destination's S/MIME certificates are invalid or cannot be found.	Contact your administrator.

Message	Causes	Solutions
"Destinations to which encrypted files will be sent contain users that could not be verified by the certificates. Check the destinations."	S/MIME certificates are valid, but the Certificate Authority could not be found for the destination.	Contact your administrator.
"Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features."	The file size per page has reached the maximum e-mail size specified in [Scanner Features].	<ul style="list-style-type: none"> • In [Scanner Features], under [Send Settings], change the [Max. E-mail Size] setting. • In [Scanner Features], under [Send Settings], set [Divide & Send E-mail] to [Yes (per Page)] or [Yes (per Max. Size)].
"Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)	There are too many search results to display.	Search again after changing the search conditions.
"Exceeded max. data capacity. Check the scanning resolution, then press the Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference  .
"Exceeded max. data capacity. Check the scanning resolution, then reset original (s)."	The volume of the scan data is too large.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference  .
"Exceeded max. number of alphanumeric characters for the path."	The path contains too many alphanumeric characters.	The maximum number of characters which can be entered for the path is 256. Check the number of the characters you entered, and then enter the new characters in the path again.

Message	Causes	Solutions
"Exceeded max. number of alphanumeric characters for the path."	There are too many alphanumeric characters.	Enter no more than the maximum number of alphanumeric characters. See "Values of Various Set Items for Transmission/Storage Function", Scanner Reference  .
"Exceeded max. number of files which can be used in Document Server at the same time."	The document server is already full.	Check the files stored by the other functions, and then delete unnecessary files. For details about how to delete files, see "Deleting a Stored Document", Copy and Document Server Reference  .
"Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."	Too many files are waiting to be delivered.	Try again after they have been delivered.
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none"> Try the operation once more. If the message is still shown, the network may be busy. In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Reference .
"LDAP server authentication has failed. Check the settings."	The user name and password differ from those set for LDAP Authentication.	In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Reference  .
"Invalid certificates or no S/MIME certificates were found."	The destination's S/MIME certificates are invalid or cannot be found.	Contact your administrator.

Message	Causes	Solutions
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	Try one of the following measures: <ul style="list-style-type: none"> • Wait a while, and then try again. • Reduce the scan area or scanning resolution. See "Scan Settings", Scanner Reference ⑥. • Delete unnecessary files. See "Deleting a Stored File", Scanner Reference ⑥.
"Now loading WSD... Please wait."	WSD scanner function is being prepared.	Wait a while.
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	A function of the machine other than the Scanner function is being used such as the Copier function.	Cancel the job in progress. For example, press [Exit], and then press the [Copy] key. Next, press the [Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Output buffer is full. Sending the data has been cancelled. Please try again later."	Sending was cancelled. Because there are too many files in stand by status.	Try again when the files in stand by status have been delivered.
"SMTP authentication E-mail address and Administrator E-mail address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	Contact your administrator.
"Scanner journal is full. Please check Scanner Features."	"Print & Delete Scanner Journal" in [Scanner Features] is set to [Do not Print: Disable Send], and Scanner Journal is full.	Print or delete Scanner Journal. For details, see "General Settings", Scanner Reference ⑥.
"Selected file is currently in use. Cannot change file name."	You cannot change the name of a file whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then change the file name.
"Selected file is currently in use. Cannot change password."	You cannot change the password of a file whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then change the password.

Message	Causes	Solutions
"Selected file is currently in use. Cannot change user name."	You cannot change the user name of a file whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then change the user name.
"Sending the data has failed. The data will be resent later."	A network error occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact the network administrator.
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file whose status is "Waiting...".	Cancel transmission ("Waiting..." status cleared), and then delete the file.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You do not have permission to delete the selected file(s).	The files can be deleted by the file administrator. To delete a file which you are not authorized to delete, contact your administrator.
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	Try the operation once more. If the message is still shown, the network may be busy. Contact the network administrator. If multiple files were sent, use the Scanned Files Status screen to check which file was affected.
"Updating the destination list has failed. Try again?"	A network error occurred.	Check that the server has network connectivity.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.

Message	Causes	Solutions
"You do not have the privileges to use this function."	The logged in user does not have permission to use the selected function.	Contact your administrator about permission for the required function.
"Please wait for the current job to finish." "Requested job will start after current job finishes."	The scanner function was used to scan an original while printing was being performed by another function.	Wait a while. Scanning will start automatically when printing finishes.

Messages Displayed on the Client Computer

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

Message	Causes	Solutions
"Cannot add any more scanning mode."	The maximum number of scan modes is already registered.	The maximum number of modes that can be stored is 100. Delete unnecessary modes.
"Cannot specify any more scanning area."	The maximum number of scan areas is already registered.	The maximum number of scanning areas that can be stored is 100. Delete unnecessary scanning areas.
"Communication error has occurred on the network."	A network communication error occurred.	Enable TCP/IP on the client computer.
"Error has occurred in the scanner driver."	A driver error has occurred.	<ul style="list-style-type: none"> • Check whether the network cable is connected correctly to the client computer. • Check that the client computer's operating system has detected the Ethernet board. • Enable TCP/IP on the client computer.

Message	Causes	Solutions
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	<ul style="list-style-type: none"> Specify a smaller scan size. Change the resolution setting. Do not use compression functions. See TWAIN Driver help. <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference .
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	Check that both devices have network connectivity and that their network settings are correct.
"No response from the scanner."	The network is busy.	Wait a while, and then try again.
"Scanner is in use for other function. Please wait."	A function other than the Scanner function is being used.	<ul style="list-style-type: none"> Wait a while, and then try again. Cancel the job in progress. <p>For example, press [Exit], and then press the [Copy] key. Next, press the [Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].</p>
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Turn on the main power switch.

Message	Causes	Solutions
<p>"Scanner is not available. Check the scanner connection status."</p>	<p>The machine is not connected to the network correctly.</p>	<ul style="list-style-type: none"> • Check whether the machine is connected to the network correctly. • Check the firewall settings of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Remote Maintenance Using telnet", Network and System Settings Reference .
<p>"Scanner is not ready. Check the scanner and the options."</p>	<p>The ADF cover is open.</p>	<p>Close the ADF cover.</p>

When You Cannot Send Scanned Files

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

When Stored Files Cannot Be Accessed

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

Problem	Causes	Solutions
The stored file is locked and not accessible.	The password-protected file is locked. Because the password was incorrectly entered ten times.	Contact your administrator.

3

When Stored Files Cannot Be Edited

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

Problem	Causes	Solutions
Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered.	File permissions have been applied using the available extended security function.	Contact your administrator.

When You Cannot Browse the Network to Send a Scan File

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

Problem	Causes	Solutions
The network cannot be browsed when specifying the destination folder.	The following machine settings might be incorrect: <ul style="list-style-type: none"> • IP address • Subnet Mask 	Check the settings. See "Interface Settings", Network and System Settings Reference  .

When the TWAIN Driver Cannot Be Started

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

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

3

When S/MIME Cannot Be Used

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

Problem	Causes	Solutions
If multiple destinations are selected for the broadcasting sequence, the data is sent twice.	Encrypted e-mails are sent to the destinations for which S/MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separate from plain text destinations. Contact the administrator for details about destination settings.
When attaching a signature to an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator's name appears in the "From" field, and the sender's name appears in the "Reply-to" field.	Contact your administrator.

Note

- Protecting an e-mail by S/MIME increases its data volume.

When You Cannot Send Scan Files Using WSD

This section describes likely causes of and possible solutions for sending scan files using WSD.

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

When Scanning Is Not Done As Expected

This section describes causes and solutions if scan results are not as expected.

Problem	Causes	Solutions
The scanned image is dirty.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine   .
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not flat against the exposure glass.	Make sure the original is flat on the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See "Setting of Original Feed Type", Scanner Reference  .
No image results from scanning.	The original was placed with the front and back reversed.	When placing originals on the exposure glass, make sure the side to be scanned is facing down. When placing originals in the ADF, make sure the side to be scanned is facing up.
Scanned images are rotated.	If you set the original with its top edge backward and save full color/gray scale images as a TIFF or JPEG file, scanned images are rotated.	When placing an original directly on the exposure glass, align its top edge flush against the left side of the exposure glass. When inserting a stack of originals into the ADF, insert them top edge leading in. For details, see "Setting of Original Feed Type", Scanner Reference  .
The scanned image contains white spaces.	If you scan originals using other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the selected size because of margins to the sides.	Scanning at a higher resolution may reduce the margins.

Problem	Causes	Solutions
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent the scanned data from being sent to the wrong destination, this machine has a function that cancels the settings once the scanned data is sent.	Contact your service representative.

4. Clearing Misfeeds

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

Removing Jammed Paper

This section describes how to locate and remove jammed paper.

CAUTION

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

CAUTION

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

CAUTION

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

Important

- When clearing misfeeds, do not turn off the operation switch. If you do, your settings will be lost.
- When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.
- If the error message remains displayed even after you remove misfed paper, open and close the front cover.

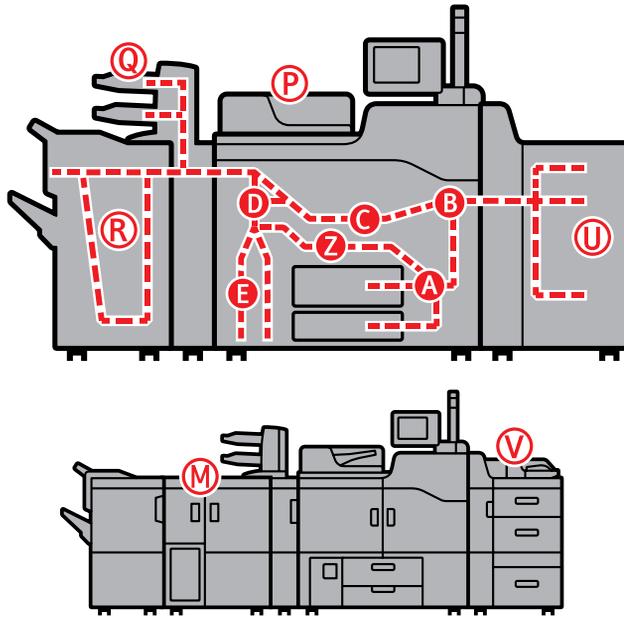
Note

- Inside the finisher, or inside the front cover, there is a sticker explaining how to remove misfed paper.
- If a detailed removal instruction appears on the right of the screen, follow it.
- You can also use the procedure indicated in [System Status] to remove jammed paper.

Locating Jammed Paper

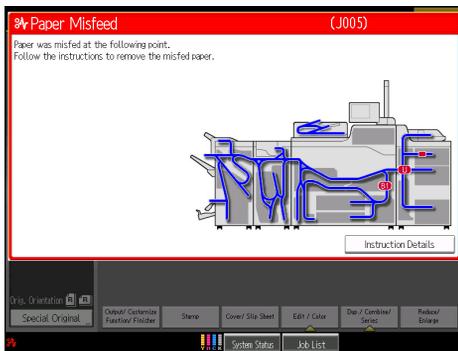
If a misfeed happens, remove the misfed paper or original following the procedures stated on the sticker inside the finisher or front cover.

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

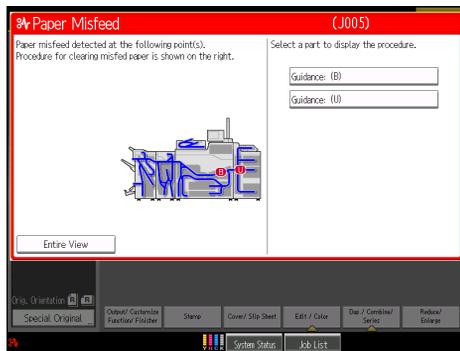


CDN035

1. Press [Instruction Details].

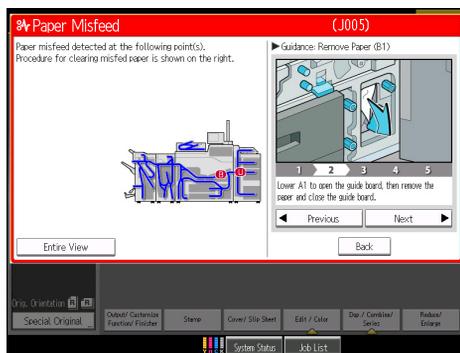


2. Press the key of the section from where you want to remove the jammed paper.



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

4



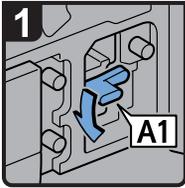
Press [Entire View], the entire machine is displayed.

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

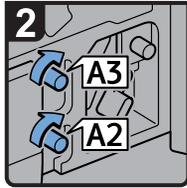
↓ Note

- More than one misfeed may be indicated. When this happens, check all the areas indicated.
- If there is no misfed paper in the first area you check, see the other areas that are indicated.

When A Is Displayed



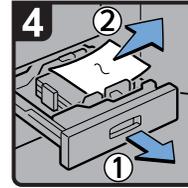
- Open both front covers.
- Lower lever A1.



- Turn knobs A2 and A3 clockwise.



- Remove misfed paper.
- Return lever A1 to its original position.

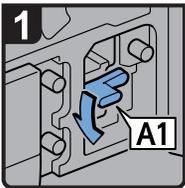


- Open the paper tray, and then remove misfed paper.
- Return the paper tray to its original position.
- Close both front covers.

CDN028

4

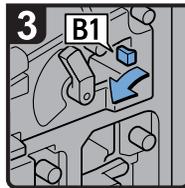
When B1 Is Displayed



- Open both front covers.
- Lower lever A1.



- Remove misfed paper.
- Return the lever A1 to its original position.



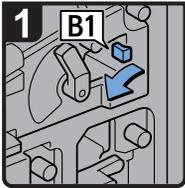
- Turn lever B1 to the left.



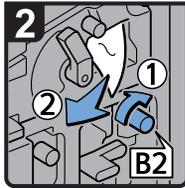
- Turn knob B2 clockwise, and then remove misfed paper.
- Return lever B1 to its original position.
- Close both front covers.

CDN036

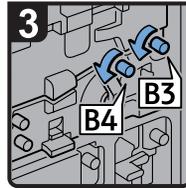
When B Is Displayed



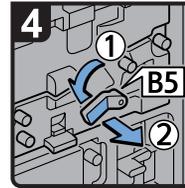
- Open both front covers.
- Turn lever B1 to the left.



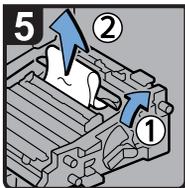
- Turn knob B2 clockwise, and then remove misfed paper.
- Return lever B1 to its original position.



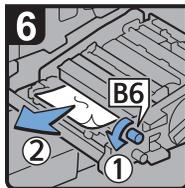
- Turn knobs B3 and B4 counterclockwise.



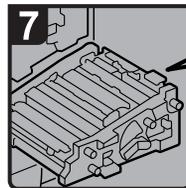
- Turn lever B5 to the left, and then pull out the unit.



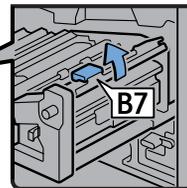
- Open the clear cover.
- Remove misfed paper.
- Close the clear cover.



- Turn knob B6 counterclockwise, and then remove misfed paper.



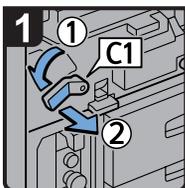
- Open B7 guide board. If there is any misfed paper, remove it.
- Close B7 guide board.
- Return the unit to its original position.
- Return lever B5 to its original position.
- Close both front covers.



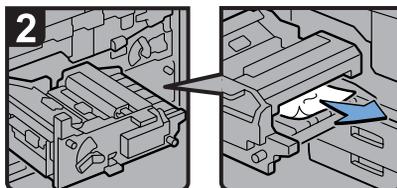
4

CDN029

When C Is Displayed



- Open both front covers.
- Turn lever C1 to the left, and then pull out the unit.

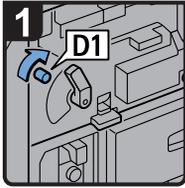


- Remove misfed paper.
- Return the unit to its original position.
- Return lever C1 to its original position.
- Close both front covers.

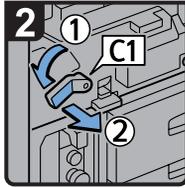
CDN030

When D Is Displayed

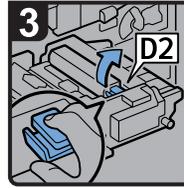
4



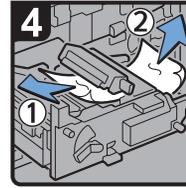
- Open both front covers.
- Open the cover of the unit on the left of the machine, and then open the guide board.
- Turn knob D1 clockwise, and then remove misfed paper from the unit on the left of the machine.
- Close the guide board of the unit on the left of the machine.



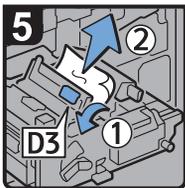
- Turn lever C1 to the left, and then pull out the unit.



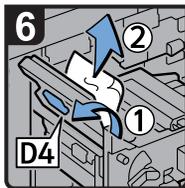
- Pull lever D2 up to release the lock, and then raise the lever D2.



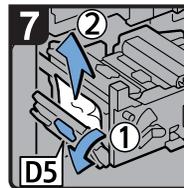
- Remove misfed paper.
- If you cannot remove the misfed paper, remove it from the right side of the unit.



- Raise lever D3, and then remove misfed paper.
- Return levers D2 and D3 to their original positions.



- Raise lever D4, and then remove misfed paper.
- Return lever D4 to its original position.

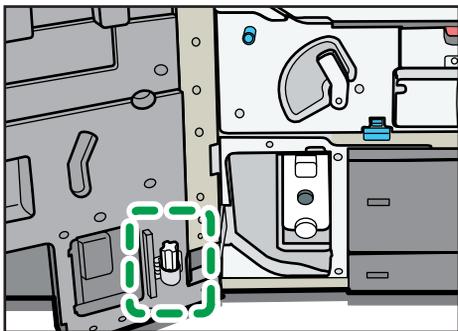


- Lower lever D5, and then remove misfed paper.
- Return lever D5 to its original position.
- Return the unit to its original position.
- Return lever C1 to its original position.
- Close both front covers.

CDN031

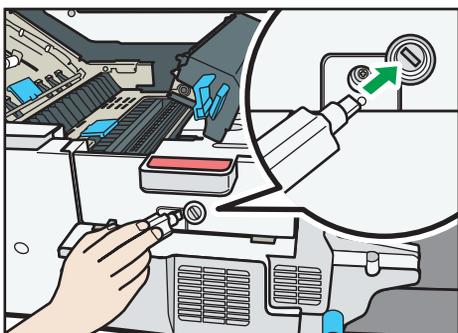
Note

- If you cannot remove the misfed paper from the right side of the unit, use the knob located on the inside of the left front cover.
 1. Pull out the knob located on the inside of the left front cover.



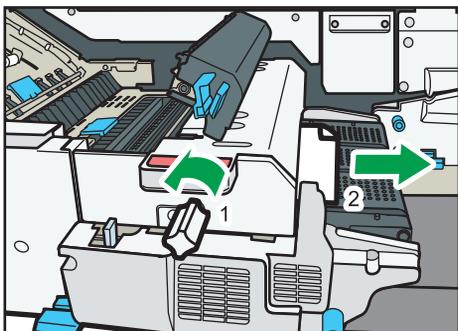
CDN042

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



CDN041

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



CDN040

4. Return the knob to its original position.

When E Is Displayed

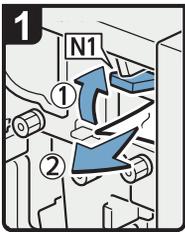


- Open the front left cover.
- Remove misfed paper.
- Close the front left cover.

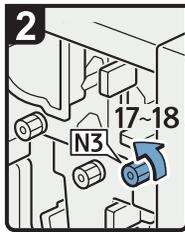
CDN032

4

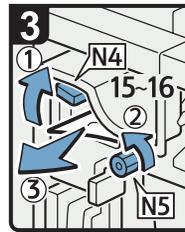
When N1 - N5 Is Displayed



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



- Turn knob N3 17 to 18 times counterclockwise.



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

CDN025

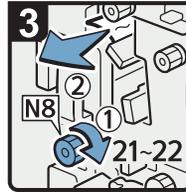
When N6 - N22 Is Displayed



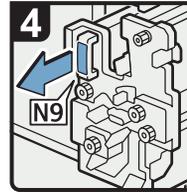
- Open the multi-folding unit front cover.
- Turn knob N6 15 to 16 times clockwise.



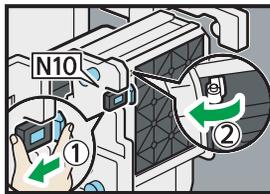
- Turn knob N5 15 to 16 times clockwise.
- Pull lever N7 to the right.
- Remove misfed paper.



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



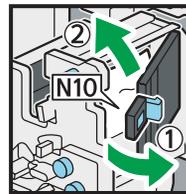
- Pull handle N9 and pull the unit fully out.



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

Note

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

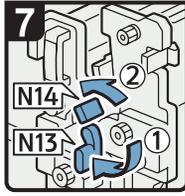


- Leave the cover N10 in its open position.
- Remove misfed paper from inside.
- Close the cover N10.

CDN023



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



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



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



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



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



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

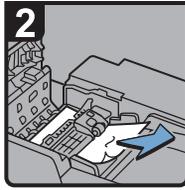


- Open cover N22.
- Turn knob N8 21 to 22 times clockwise.
- Remove misfed paper.
- Close cover N22.
- Return the unit to its original position.
- Close the multi-folding unit front cover.

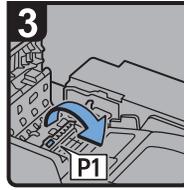
When P1 Is Displayed



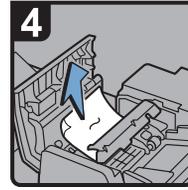
· Open the ADF cover.



· Remove misfed originals.



· Open the P1 guide board.

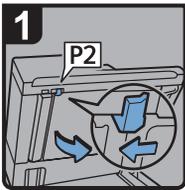


- Remove misfed originals.
- Return the P1 guide board to its original position.
- Close the ADF cover.

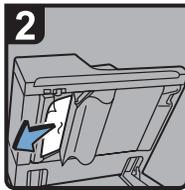
CDN037

4

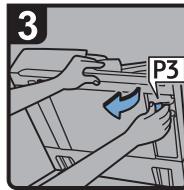
When P2 - P3 Is Displayed



- Lift the ADF.
- Slide the lever P2 to the left, and then open the cover.



- Remove misfed originals.
- Push the center at the left side of the cover to close it.



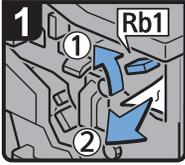
· Pull P3 to open the cover.



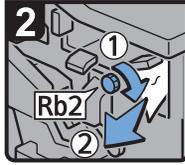
- Remove misfed originals.
- Close the cover.
- Lower the ADF.

CDN039

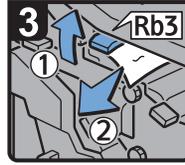
When Rb1 - Rb5 Is Displayed in the Case of Finisher SR5030



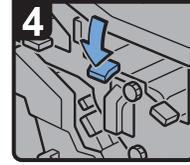
- Open the finisher front cover.
- Raise lever Rb1, and then remove misfed paper.



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

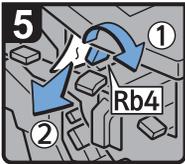


- Raise lever Rb3, and then remove misfed paper.

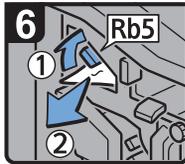


- Return lever Rb3 to its original position.

4



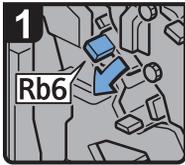
- Turn lever Rb4 to the right, and then remove misfed paper.
- Return lever Rb4 to its original position.



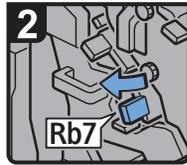
- Raise lever Rb5 to the right, and then remove misfed paper.
- Return lever Rb5 to its original position.
- Close the finisher front cover.

CDN013

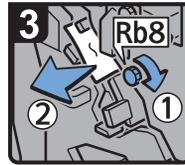
When Rb6 - Rb9 Is Displayed in the Case of Finisher SR5030



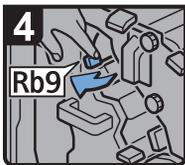
- Open the finisher front cover.
- Lower lever Rb6.



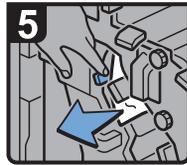
- Pull lever Rb7 to the left.



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



- Pull lever Rb9 to the left.

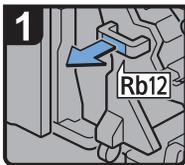


- Remove misfed paper.
- Close the finisher front cover.

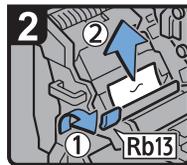
4

CDN014

When Rb12 - Rb13 Is Displayed in the Case of Finisher SR5030



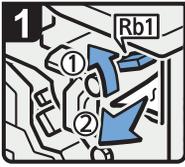
- Open the finisher front cover.
- Pull handle Rb12, and then pull out the staple unit.



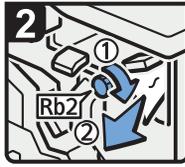
- Raise lever Rb13, and then remove misfed paper.
- Return lever Rb13 to its original position.
- Return the staple unit to its original position, and then close the finisher front cover.

CDN015

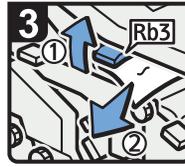
When Rb1 - Rb5 Is Displayed in the Case of Booklet Finisher SR5040



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



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



- Raise lever Rb3, and then remove misfed paper.

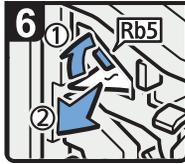


- Return lever Rb3 to its original position.

4



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



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

CDN019

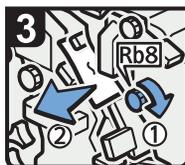
When Rb6 - Rb9 Is Displayed in the Case of Booklet Finisher SR5040



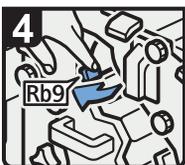
- Open the finisher front cover.
- Lower lever Rb6.



- Pull lever Rb7 to the left.



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



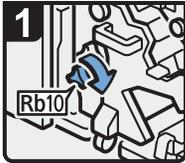
- Pull lever Rb9 to the left.



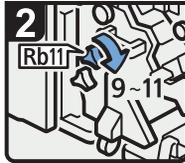
- Remove misfed paper.
- Close the finisher front cover.

CDN020

When Rb10 - Rb17 Is Displayed in the Case of Booklet Finisher SR5040



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



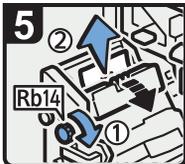
- Turn knob Rb11 9 to 11 times.



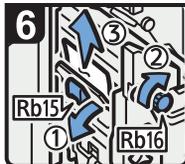
- Pull handle Rb12, and then pull out the staple unit.



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



- Turn knob Rb14, and then remove misfed paper.

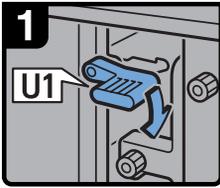


- Lower lever Rb15, and then turn knob Rb16.
- Remove misfed paper.

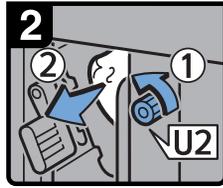


- Raise lever Rb17, and then remove misfed paper.
- Return lever Rb17 to its original position.
- Return the staple unit to its original position, and then close the finisher front cover.

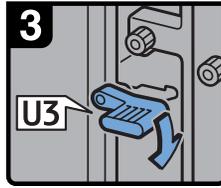
When U Is Displayed



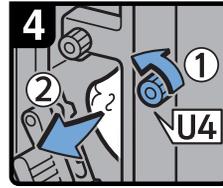
- Open the Wide LCT front cover.
- Lower lever U1.



- Turn knob U2, and then remove misfed paper.
- Return lever U1 to its original position.

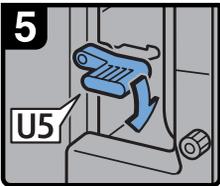


- Lower lever U3.

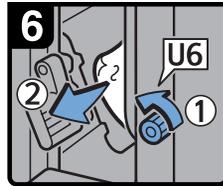


- Turn knob U4, and then remove misfed paper.
- Return lever U3 to its original position.

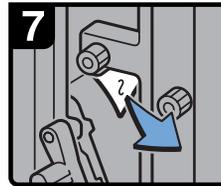
4



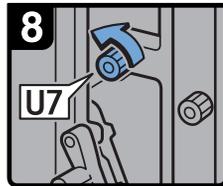
- Lower lever U5.



- Turn knob U6, and then remove misfed paper.
- Return lever U5 to its original position.



- Remove misfed paper.



- Turn knob U7, and then remove misfed paper.
- Close the Wide LCT front cover.



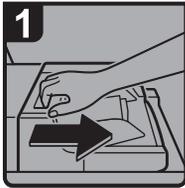
Next, follow the procedure under the "When B Is Displayed".

CDN005

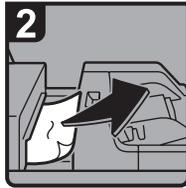
↓ Note

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

When V Is Displayed



- Disconnect the multi bypass tray.

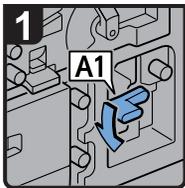


- Remove misfed paper.
- Return the multi bypass tray to its original position.

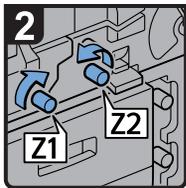
CDN006

4

When Z Is Displayed



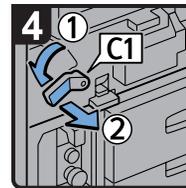
- Open both front covers.
- Lower lever A1.



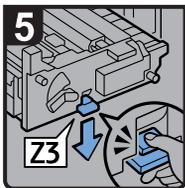
- Turn knobs Z1 and Z2.



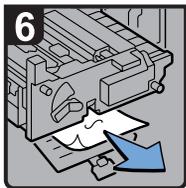
- Remove misfed paper.
- Return lever A1 to its original position.



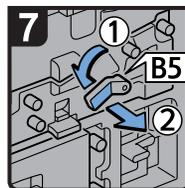
- Turn lever C1 to the left, and then pull out the unit.



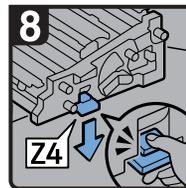
- Lower lever Z3 by pressing it down.



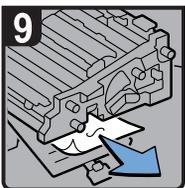
- Remove misfed paper, and then return lever Z3 to its original position.



- Turn lever B5 to the left, and then pull out the unit.



- Lower lever Z4 by pressing it down.



- Remove misfed paper, and then return lever Z4 to its original position.
- Return the two units to their original positions.
- Close both front covers.

CDN033

Removing Jammed Staples

This section describes how to remove jammed staples.

CAUTION

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

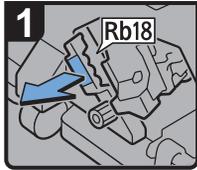
Important

- Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.
- After jammed staples are removed, the stapler will automatically staple up to 10 times without stapling paper. If a staple jam occurs on the saddle stitch, the stapler will not staple after the jammed staples are removed.

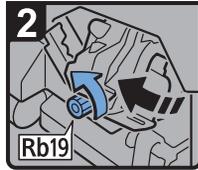
Note

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

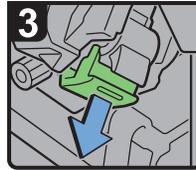
Finisher SR5030



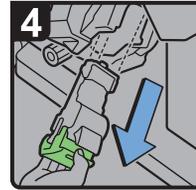
- Open the finisher front cover.
- Pull handle Rb18, and then pull out staple unit.



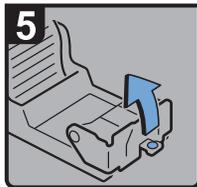
- Turn knob Rb19 counterclockwise to rotate the staple unit.



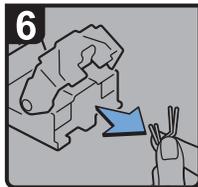
- Pull out the cartridge lever.



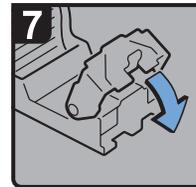
- Pull out the cartridge gently.



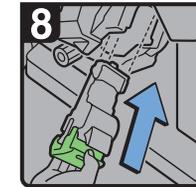
- Open the face plate of the cartridge.



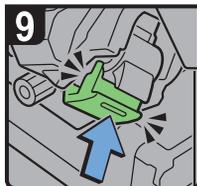
- Remove jammed staples.



- Pull down the face plate until it clicks.



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

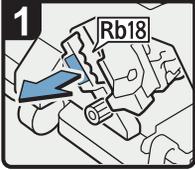


- Push the cartridge until it clicks.
- Return the staple unit to its original position.
- Close the finisher front cover.

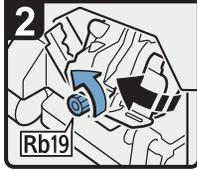
Booklet Finisher SR5040

When S1 Is Displayed

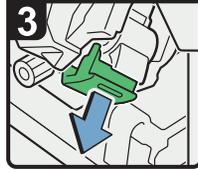
4



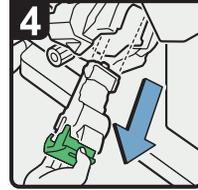
- Open the finisher front cover.
- Pull handle Rb18, and then pull out staple unit.



- Turn knob Rb19 counterclockwise to rotate the staple unit.



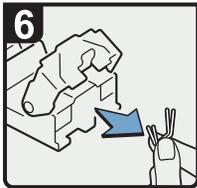
- Pull out the cartridge lever.



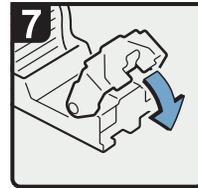
- Pull out the cartridge gently.



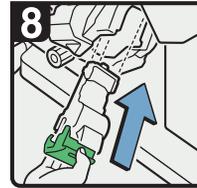
- Open the face plate of the cartridge.



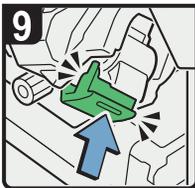
- Remove jammed staples.



- Pull down the face plate until it clicks.



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



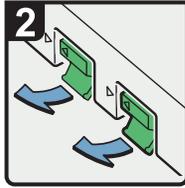
- Push the cartridge until it clicks.
- Return the staple unit to its original position.
- Close the finisher front cover.

CDN034

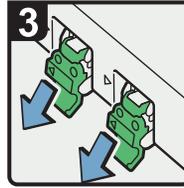
When S2 Is Displayed (Saddle Stitch)



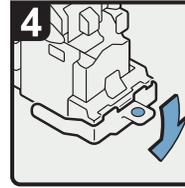
- Open the finisher front cover.
- Pull handle Rb12, and then pull out the staple unit.



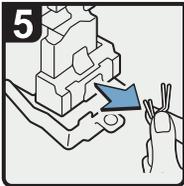
- Pull out the cartridge levers.



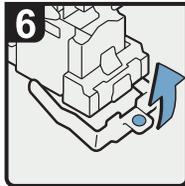
- Pull out the cartridge gently.



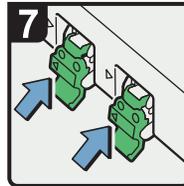
- Open the face plate of the cartridge.



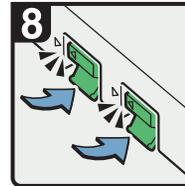
- Remove jammed staples.



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



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



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

CDN027

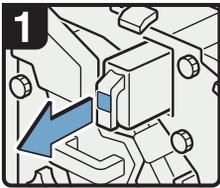
Removing Punch Waste

This section describes how to remove punch waste when using the Finisher SR5030 or Booklet Finisher SR5040.

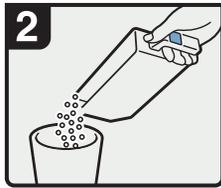
Note

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

4



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



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

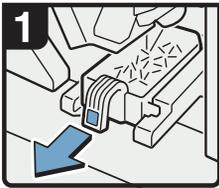
CAL132

Removing Staple Waste

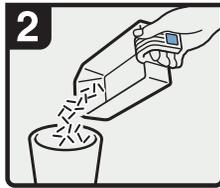
This section describes how to remove staple waste when using the Finisher SR5030 or Booklet Finisher SR5040.

↓ Note

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



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



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

5. Appendix

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MEMO

MEMO

Operating Instructions Troubleshooting

