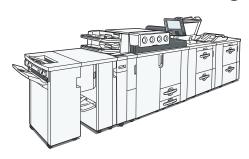


Pro C900s

Operating Instructions Troubleshooting





- 1 When the Machine Does Not Operate As Wanted
- Troubleshooting When Using the Copy/Document Server Function
- Troubleshooting When Using the Scanner Function
- 4 Adding Paper, Toner and Staples
- 5 Clearing Misfeeds
- 6 Remarks

Introduction

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

Important

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

Notes:

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

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

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

Caution:

Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

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

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

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

Power Source

208 - 240V, 50/60Hz, 24A or more

Please be sure to connect the power cord to a power source as above. For details about power source, see p.110 "Power Connection".

Manuals for This Machine

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

- 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

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

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

Troubleshooting

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

Copy/Document Server Reference

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

Scanner Reference

Explains Scanner functions and operations.

Network Guide

Explains how to configure and operate the machine in a network environment.

General Settings Guide

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

Security Reference

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

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

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

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

Information

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



• In addition to the above, manuals are also provided for the Printer function.

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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.

U Note

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

■ Reference

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

[]

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

Names of Major Options

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

- LCIT RT5020 → Wide Large Capacity Tray (Wide LCT)
- Finisher SR5000 → Finisher
- Booklet Finisher BK5000 → Booklet Finisher
- Bridge Unit BU5000 → Bridge unit

Ш

1. When the Machine Does Not Operate As Wanted

This chapter describes basic troubleshooting procedures.

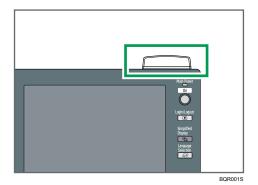
Indicators

This section describes indicators that appear on the display panel.

Display Panel Indicator

Indicator	Status	
♣ : Misfeed indicator	Appears when a misfeed occurs.	
	For details, see p.83 "Removing Jammed Paper".	
🛓 : Load Paper indicator	Appears when paper runs out.	
	For details, see p.53 "Loading Paper".	
ப் : Add Toner indicator	Appears when toner runs out.	
	For details, see p.77 "Adding Toner".	
ំ : Add Staple indicator	Appears when staples run out.	
	For details, see p.80 "Adding Staples".	
ំ : Add Fusing Oil indicator	Appears when fusing oil runs out.	
	For details, see p.114 "Adding the Fusing Oil".	
☑ : Waste Toner Full indicator	Appears when the waste toner bottle is full.	
	Contact your service representative.	
🖆 : Empty Hole Punch Receptacle	Appears when the hole punch receptacle is full.	
indicator	For details, see p.106 "Removing Punch and Staple Waste".	
ේ : Empty Waste Staple Receptacle	Appears when the waste staple receptacle is full.	
indicator	For details, see p.106 "Removing Punch and Staple Waste".	
i : Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.	
☐ : Open Cover indicator	Appears when one or more covers of the machine is open.	

Status Indicator



Indicator	Status
Off	The operation switch is turned off. Copies or prints can still be made.
Flashing green	Scanning originals.
Lit green	Copying (ready to scan originals).
Flashing red	Toner has nearly run out. For details, see p.77 "Adding Toner".
Lit red	A paper jam or some other malfunction has occurred. For details, see p.83 "Removing Jammed Paper".

■ Reference

- p.53 "Loading Paper"
- p.77 "Adding Toner"
- p.80 "Adding Staples"
- p.83 "Removing Jammed Paper"
- p.103 "Removing Jammed Staples"
- p.106 "Removing Punch and Staple Waste"
- p.114 "Adding the Fusing Oil"

Buzzer Alert

This section describes the different types of beep patterns.

Beep pattern	Meaning	Cause
Single short beep	Panel/screen input accepted.	A key on the control or display panels was pressed.
Short, then long beep	Panel/screen input rejected.	An invalid key was pressed 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	The initial screen returns when the machine goes into Energy Saver mode.
Five long beeps repeated four times.	Soft alert	A paper tray is empty.
Five short beeps repeated five times.	Strong alert	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.



- 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 buzzer alerts. For details, see Panel Key Sound in "System Settings", General Settings Guide.

Checking Machine Status and Settings

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

Maintenance Info

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

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

Data Storage

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

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

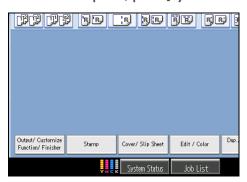
• [Supply Order]

Displays the contact number for placing orders for supplies.

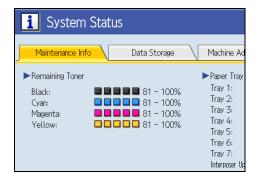
• [Supply Details]

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

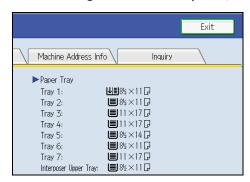
1. On the control panel, press [System Status].



2. Press each tab and check the contents.



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





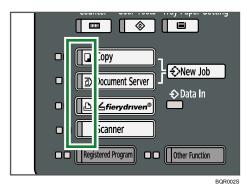
- [No Staples], [Punch Receptacle Full], [Output Tray Full], [Paper Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

■ Reference

• p.83 "Removing Jammed Paper"

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

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



If a function error occurs, check the message that appears on the control panel, and then refer to "Messages Displayed" for the relevant function.

To resolve problems, refer to the following:

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See p.53 "Loading Paper".
An error has occurred.	The function is not working properly.	Record the code number shown on the display and contact your service representative. See "Messages Displayed" of each chapter. You can use the other functions as normal.

Problem	Cause	Solution
The machine is unable to connect to the network.	A network error has occurred.	Check the displayed message and take the appropriate action. See "Messages Displayed" of each chapter.
		Check the machine is correctly connected to the network and that its network settings are correctly configured. For details about how to connect the machine to the network, see "Connecting the Machine", General Settings Guide.
		Contact your network administrator.
		If the indicator continues to flash, contact your service representative.

When You Have Problems Operating the Machine

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.



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

Problem	Cause	Solution
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: 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 2 minutes, contact your service representative.

Problem	Cause	Solution
"Please wait." appears.	This message appears when the machine is warning up.	 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.
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in 2 minutes, contact your service representative.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored in the hard disk.	 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 user password. For details, see "When the Authentication Screen is Displayed", About This Machine.
"Authentication has failed." appears.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.

Problem	Cause	Solution
"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.
An error message remains, even if misfed paper is removed.	 When a misfeed message appears, it remains until you open and close the cover as required. Paper is still jammed in the tray. 	Remove misfed paper, and then open and close the cover. For details, see p.83 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Place paper in the paper tray with the print side down. Load paper into the Wide LCT or bypass tray with the print side up.
Misfeeds occur frequently.	The side or end fences of the paper trays may not be set properly.	 Remove the misfed paper. For details, see p.83 "Removing Jammed Paper". Check the side or end fences are set properly. Also, check the side fences are locked. For details, see p.68 "Changing the Paper Size".
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	 Remove the misfed paper. For details, see p.83 "Removing Jammed Paper". When paper is loaded which cannot be detected automatically, the user must set the paper size on the control panel. For details, see p.68 "Changing the Paper Size".

Problem	Cause	Solution
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	Remove the misfed paper. For details, see p.83 "Removing Jammed Paper".
		Do not place anything on the finisher tray. It may cause a paper jam.
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. The Booklet Finisher requires the saddle stitch staple cartridge. For details about how to add staples, see p.80 "Adding Staples".
Misfeeds occur frequently. (The error message "Paper Misfeed (C)" appears repeatedly.)	A paper jam may occur when A4 or $8^{1}/2$ " × 11" size paper of 250 - 300 g/m ² (66.5 - 79.8 lb.) in weight is loaded in the vertical orientation (\square).	Load the paper in the horizontal orientation (□).
Z-folded paper is not properly aligned.	The auxiliary tray is not set.	Set the auxiliary tray for the finisher shift tray. For details about how to add the auxiliary tray, see p.100 "When Z-folded Paper Is Not Properly Aligned".
Cannot print in duplex mode.	[Apply Duplex] is set to [No] for Tray 1-7.	In [Tray Paper Settings], under Tray 1-7, set [Apply Duplex] to [Yes].
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Tab Stock], [Envelope], and [Label Paper].	In [Tray Paper Settings], under Tray 2-7, select a paper type other than [Tab Stock], [Envelope], and [Label Paper].
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's type and/or width correctly.	Contact the machine administrator or your service representative.

U 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, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

Reference

- p.68 "Changing the Paper Size"
- p.80 "Adding Staples"
- p.83 "Removing Jammed Paper"
- p.100 "When Z-folded Paper Is Not Properly Aligned"

1

Maintenance

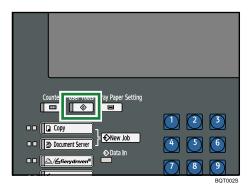
This section describes how to adjust the color registration and image position.

Adjusting the Color Registration

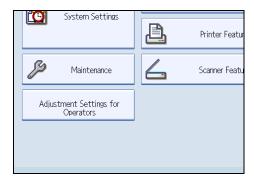
When the machine is moved, the Fusing Unit is replaced, or after printing repeatedly for some time, registration shifting might occur. By performing color registration adjustment, you can maintain optimum print results.

If the color documents show registration shifting, perform automatic color registration.

1. Press the [User Tools] key.



2. Press [Maintenance].



- 3. Press [Color Registration].
- 4. Press [OK].

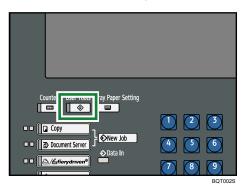
Auto color registration takes about fifteen to thirty seconds. When it is completed, the display returns to the color registration menu.

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

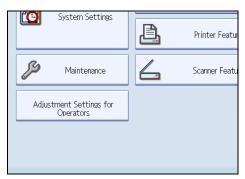
Auto Color Calibration

This section describes Auto Color Calibration.

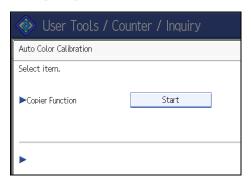
1. Press the [User Tools] key.



2. Press [Maintenance].

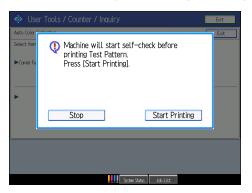


- 3. Press [Auto Color Calibration].
- 4. Press [Start].



21

5. Press [Start Printing] and a test pattern is printed.

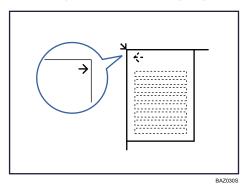


6. Place the test pattern on the exposure glass and press [Start Scanning].

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



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

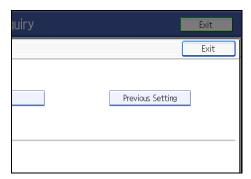


• Make sure to set the test pattern on the exposure glass, and then 2 or 3 white sheets, same size as the test pattern, above the test pattern.

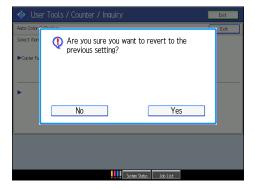
Returning to the Previous Setting

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

1. Press [Previous Setting].



2. Press [Yes].



The settings return to the previous contents.

Adjusting the Image Position

This section explains how to adjust the image position if it is out of alignment.

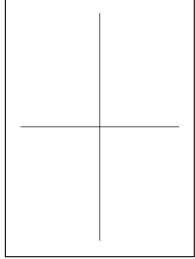
- 1. Press the [User Tools] key.
- 2. Press [Adjustment Settings for Operators].
- 3. Press [APL Window].
- 4. Select the paper tray that you want to adjust.
- Select 1 sided → 2 sided, or 2 sided → 2 sided.

When adjusting the image position for 1 sided copy, select 1 sided \rightarrow 2 sided.

When adjusting the image position for duplex copy, select 2 sided \rightarrow 2 sided.

6. Press the [Start] key.

7. Fold the test sheet into four. Adjust the image using the image position settings in Adjustment Settings for Operators, until the folds match the center lines of the test sheet.



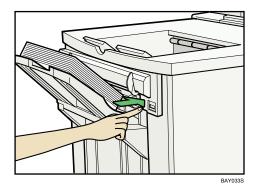
B.II.1900

Pausing Copy When Using Finisher

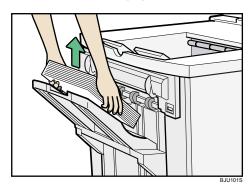
You can pause a large volume of copies when using Finisher.

1. Press the [Suspend/Resume] key.

The key lights up.



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



3. Press the [Suspend/Resume] key.

The key turns off, and then copying restarts.



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

When 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".

Combination Chart

Function Compatibility

- Δ : Simultaneous operations are possible.
- : Operation is enabled when the relevant function key is pressed and remote switching (of the scanner/external extension) is done.
- O: Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.
- \rightarrow : Operation is performed automatically once the preceding operation ends.
- × : Operation becomes possible after the preceding operation ends. (Simultaneous operations are not possible.)

1

Mode after you select		Сору		Interrupt Copying		Printer		Scanner		TWAIN	Document Server		Web Docu- ment				
							Print								Server		
Mode before you select		Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Data Reception	Printing	Stapling	Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing	
Сору	Op	erations for Copying	×	×	×	0	0	Δ	Δ	Δ	•	•	•	•	•	•	
	Stapling		Δ*1	→*1	→*1	0	O*4	Δ	Δ	→	•	●*2	●*2	•	●*2	Δ*3	Δ*3
	Sor	t	Δ*1	→*1	→*1	0	0	Δ	Δ	Δ	•	●*2	●*2	•	●*2	Δ	Δ
Interrupt Copying	Operations for Copying		0	0	0	×	×	Δ	Δ	Δ	×	×	×	×	×	×	Δ
	Copying		0	0	0	×	×	Δ	→	→	×	×	×	×	×	×	→
Printer	Dat	a Reception	Δ	Δ	Δ	Δ	Δ	Δ	→	→	Δ	Δ	Δ	Δ	Δ	Δ	Δ
	Print	Printing	Δ	Δ	Δ	0	0	Δ	→	→	Δ	Δ	Δ	Δ	Δ	Δ	Δ
		Stapling	Δ	→	Δ	0	O*4	Δ	→	→	Δ	Δ	Δ	Δ	Δ	Δ*3	△*3
Scanner	Op	erations for Scanning	•	•	•	0	0	Δ	Δ	Δ	×	×	•	•	•	•	Δ
	Scanning		•	●*2	●*2	O*2	O*2	Δ	Δ	Δ	×	×	×	•	•	•	Δ
TWAIN	Sca	anning	×	×	×	×	×	Δ	Δ	Δ	×	×	×	×	×	×	Δ
Document Server	t Operations for Document Server		•	•	•	0	0	Δ	Δ	Δ	•	•	•	×	×	×	Δ
001401	Scanning a Document to Store in Document Server		•	×	×	0	0	Δ	Δ	Δ	•	×	×	×	×	×	Δ
	Printing from Document Server		•	△*3	Δ	0	0	Δ	Δ	Δ	Δ	Δ	Δ	Δ*5	Δ*5	Δ*5	Δ
Web Document Server	Pri	nting	Δ	△*3	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ

BJY012S

- * 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].



- 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". This setting is factory-preset to "Display Mode". For details about Print Priority, see "System Settings", General Settings Guide.
- When Finisher or Booklet Finisher is installed on the machine, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "System Settings", General Settings Guide.

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• 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.

Messages Displayed When Using the Copy/ Document Server Function

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

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

■ Reference

• p.15 "When You Have Problems Operating the Machine"

Message	Cause	Solution
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator for the correct login user name and password.
"Authentication has failed."	The machine cannot perform authentication.	Contact your administrator.
"Cannot detect original size."	The size of the original cannot be detected.	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 "Specifying Original Sizes", Copy/Document Server Reference.
"Cannot detect original size."	The original is not placed.	Place your originals.

Message	Cause	Solution		
"Cannot punch this paper size."	The Punch function cannot be used with paper size selected.	Select a supported paper size. See "Supplementary Information", Copy/ Document Server Reference.		
"Cannot staple paper of this size."	The Staple function cannot be used with paper size selected.	Select a supported paper size. See "Supplementary Information", Copy/ Document Server Reference.		
"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, copy will start onto the selected paper.		
"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 "Supplementary Information", Copy/ 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.	To store scanned pages as a single file, press [Store 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.		
"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.		
"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 copy and printer.	Make sure the original for the "Magazine" or "Booklet" function is scanned using the same function.		
"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].		

Message	Cause	Solution		
"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 "Supplementary Information", Copy/ Document Server Reference.		
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You do not have permission to delete the selected file(s).	Contact the file creator and request him/ her to carry out the deletion.		
"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 the permission for the required function.		

When You Cannot Make Clear Copies

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

Problem	Cause	Solution		
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.		
Copies are 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/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].		
Shadow appears on copies of pasted originals.	Image density is too high.	 Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference. Change the orientation of the original. Use clear tape to fix down pasted parts of the original. 		
Identical blemishes appear in the same place on every copy.	The exposure glass or ADF is dirty.	Clean the exposure glass and/or ADF. See p.112 "Maintaining Your Machine".		
Identical blemishes appear in the same place on every copy.	 The printed original is scanned again. Original Type Select is set to [Text / Photo], but the original features text and photographs that the machine cannot distinguish between. 	On the control panel, in [Others], press [Generation Copy], and then begin copying.		

Problem	Cause	Solution			
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference.			
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.			
Copies are too light.	Toner cartridge is almost empty.	Add toner. See p.77 "Adding Toner".			
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy/Document Server Reference.			
Parts of images are not copied.	The correct paper size is not selected.	Select the correct paper size.			
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 is dirty.	Clean the exposure glass. See p.112 "Maintaining Your Machine".			
White lines appear.	The exposure glass is dirty.	Clean the exposure glass. See p.112 "Maintaining Your Machine".			
White lines appear.	When 🛓 is flashing, toner is beginning to run out.	Add toner. See p.77 "Adding Toner".			
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.			

Problem	Cause	Solution		
A moiré pattern appears. R ⇒ R	Your 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: • Place an OHP transparency on the exposure glass, and then place the photograph on the OHP transparency. • Place the photograph on the exposure glass, then place two or three sheets of white paper over it. Leave the ADF open when copying.		

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When You Cannot Make Copies As Wanted

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

Basic

Problem	Cause	Solution
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences slightly outward, and then reset it. 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.103 "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 "Supplementary Information", Copy/ Document Server Reference.
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/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	Cause	Solution
You cannot combine certain functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Function Compatibility", Copy/Document Server Reference.
When sorting, the pages are divided into two blocks.	The memory became full in 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 p.68 "Changing the Paper Size".
Images are skewed.	The paper is feeding in at an angle.	Load the paper correctly. See p.53 "Loading Paper".

Edit

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

Problem	Cause	Solution
In Margin Adjustment mode, parts of the original image are not copied.	 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/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	Cause	Solution
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when 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/ Document Server Features", General Settings Guide.

Combine

Problem	Cause	Solution
Copies made with the Booklet or Magazine function cannot be folded into a book correctly.		In [Copier / Document Server Features], under [Edit], set [Orientation: Booklet, Magazine] correctly.

Problem	Cause	Solution
When using Combine, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using Manual Paper Select mode, make sure the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using Combine mode. See "One-Sided Combine", "Two-Sided Combine", or "Auto Reduce/Enlarge", Copy/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 original on the exposure glass, start with the first page to be copied.

Duplex

Problem	Cause	Solution
Cannot copy in Duplex mode.	You loaded paper in the bypass tray.	Remove paper loaded in the bypass tray. Load paper in a tray other than bypass tray.
Cannot copy in Duplex mode.	[Apply Duplex] is set to [No] for Tray 1-7.	In [Tray Paper Settings], under Tray 1-7, set [Apply Duplex] to [Yes].
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 an original on the exposure glass, start with the first page to be copied.
When using Duplex, copy is made top to bottom even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Duplex", Copy/Document Server Reference.

Document Server

Problem	Cause	Solution
You forgot your password.	You cannot access a protected file without entering the password.	Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "System Settings", General Settings Guide.
You cannot 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 [Thumbnail] display to check the contents of the file. • List display The file name, date of storage, and user name are shown. • Thumbnails display An image of the stored file appears.
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, do the following: • Switch to the scanner screen and 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/Document Server Reference.

Problem	Cause	Solution
"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	Cause	Solution
"Press [Continue] to scan and copy remaining originals."	After printing scanned originals, the machine checks if there are remaining originals to be copied.	To continue copying, remove all copies, and then press [Continue]. To stop copying, press [Stop].



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 "Copier/Document Server Features", General Settings Guide.

3. Troubleshooting When Using the Scanner Function

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

When Scanning Is Not Done As Expected

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

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass or ADF is dirty.	Clean the exposure glass and/or ADF. See p.112 "Maintaining Your Machine".
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The 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 a stack of originals in the ADF, place their top edges first. See "Setting of Original Feed Type", Scanner Reference.

Problem	Cause	Solution
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 specified size because of margins to the sides.	Scanning at a higher resolution may reduce the margins.
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent the scanned data being sent to the wrong destination, this machine has a function that cancels the settings once the scanned data is sent.	Contact your service representative.

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When You Cannot Send Scanned Files

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

When Stored Files Cannot Be Accessed

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

Problem	Cause	Solution
The stored file is locked and not accessible.	The password-protected file is locked because the password was incorrectly entered ten times.	Contact the 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 to send files.

Problem	Cause	Solution
After specifying the destination folder, you cannot browse the network.	The following machine settings might be incorrect: • IP address • Subnet Mask	Check the settings. See "Connecting the Machine", General Settings Guide.

When the TWAIN Driver Cannot Be Started

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

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

When Stored Files Cannot Be Edited

This section describes likely causes of and possible solutions for editing stored files.

Problem	Cause	Solution
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 the administrator.

When the Network Delivery Function Cannot Be Used

This section describes likely causes of and possible solutions for the network delivery function problems.

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

When S/MIME Cannot Be Used

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

Problem	Cause	Solution
If 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.

Problem	Cause	Solution
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 the administrator.



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

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.

If a message not described here appears, take necessary solutions specified by the message. For
details about how to turn off the main power switch, see "Turning On/Off the Power", About This
Machine.

Message	Cause	Solution
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator for the correct login user name and password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size. Select scan size."	The machine cannot detect the size of the original.	 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 more than 30 degrees.
"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.
"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 send it as multiple smaller files. See "Storage function", Scanner Reference.

Message	Cause	Solution
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	 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", General Settings Guide.
"Destinations to which encrypted files will be sent contain users without certificates or with invalid certificates. Check the destinations."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.
"Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E- mail Size] in Scanner Features."	The maximum e-mail size has been exceeded.	 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 scanning resolution, then press Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at 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.

Message	Cause	Solution
"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.
"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/Delivery 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 "Document Server", Copy/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.	 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", General Settings Guide.
"LDAP server authentication has failed. Check the settings."	The user name and password differ from those set for LDAP Authentication.	In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", General Settings Guide.

Message	Cause	Solution
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	Try one of the following measures: • Wait a while, and then try again. • Reduce the scan area or scanning resolution. See "Scan Settings", Scanner Reference. • Delete unnecessary files. See "Deleting a Stored File", Scanner Reference.
"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 the administrator.
"Selected file is currently in use. Cannot change file name."	You cannot change the name of a file whose status is "Waiting" or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting" status cleared) or the DeskTopBinder setting, and then change the file name.
"Selected file is currently in use. Cannot change password."	You cannot change the password of a file whose status is "Waiting" or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting" status cleared) or the DeskTopBinder setting, and then change the password.
"Selected file is currently in use. Cannot change user name."	You cannot change the user name of a file whose status is "Waiting" or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting" status cleared) or the DeskTopBinder setting, and then change the 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.

Message	Cause	Solution
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file whose status is "Waiting" or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting" status cleared) or the DeskTopBinder setting, 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 the 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.
"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 the permission for the required function.

Messages Displayed on the Client Computer

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



If a message not described here appears, take necessary solutions specified by the message. For
information about how to turn off the main power switch, see "Turning On/Off the Power", About This
Machine.

Message	Cause	Solution
"Cannot add any more scanning mode."		The maximum number of modes that can be stored is 100. Delete unnecessary modes.

Message	Cause	Solution
"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.	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.
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	Specify a smaller scan size.Change the resolution setting.
		Do not use compression functions. See TWAIN Driver help.
		The problem may be due to the following cause:
		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.

Message	Cause	Solution
"Scanner is in use for other function. Please wait."	A function other than the Scanner function is being used.	Wait a while, and then try again. 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].
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Set the main power switch to "On".
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	 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 "Connecting the Machine", General Settings Guide and "Using telnet", Network Guide.
"Scanner is not ready. Check the scanner and the options."	The ADF cover is open.	Close the ADF cover.

4. Adding Paper, Toner and Staples

This chapter describes how to load paper, add toner or replace the staple cartridge.

Loading Paper

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

CAUTION

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

Tray 1 uses $8^1/2" \times 11"$ exclusively. Load only $8^1/2" \times 11"$ paper at all times.

U Note

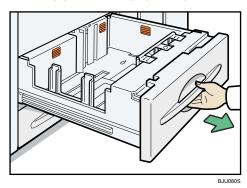
- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.

Loading Paper into Tray 1 (Tandem Tray)

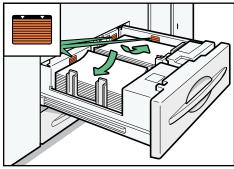
This section explains how to load paper in tray 1.

☆ Important

- When paper loaded in the right side of tray 1 runs out, paper on the left is automatically shifted to
 the right. While the paper is moving, a message instructing you to wait appears. Do not pull out the
 tray at this time.
- You can load paper even while making copies from tray 1. You can pull out the left side of tray 1
 while copying is in.
- For the right side of tray 1, align the right edge of the paper with the right edge of the tray. For the left side of tray 1, align the left edge of the paper with the left edge of the tray.
- Tray 1 uses $8^{1}/_{2}$ " × 11" paper. If you want to load A4D paper, contact your service representative.
- You can load up to 1,000 sheets of paper on each side. Do not stack paper higher than the limit mark.

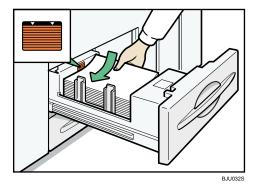


- 2. Square the paper and place it print side down.
 - Whole tray pulled out



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• Left half of the tray pulled out



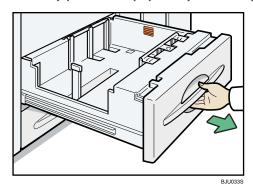
3. Carefully push the paper tray fully in.

Loading Paper into the A3/11" × 17" Tray Unit

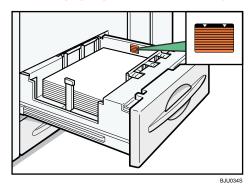
This section explains how to load paper in the A3/11" \times 17" tray unit.



- To use the optional A3/11" × 17" tray unit, you must replace tray 1.
- Make sure the paper stack is flush to the right side fence.
- The tray can hold up to 1,000 sheets of paper. Do not stack paper over the limit mark.
- 1. Carefully pull out the paper tray until it stops.



2. Place the paper print side down along the edge on the left.

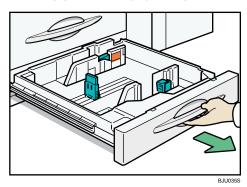


3. Carefully slide the paper tray fully in.

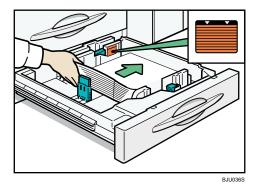
Loading Paper into Tray 2

This section explains how to load paper in tray 2.

- Various sizes of paper can be loaded in tray 2 by adjusting the positions of side fences and end fence.
- Check the paper edges are aligned with the right side.
- The tray can hold up to 500 sheets. Do not stack paper over the limit mark.



2. Square the paper and load it print side down.



3. Carefully push the paper tray fully in.

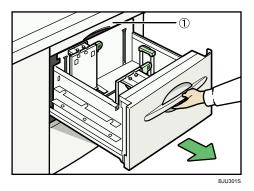
Loading Paper into the Wide Large Capacity Tray

This section explains how to load paper in the Wide Large Capacity Tray. The Wide Large Capacity Tray is referred to as Tray 3, Tray 4, Tray 5 and Tray 6.

Mportant !

- Various regular sizes of paper can be loaded in the Wide Large Capacity Tray by adjusting the
 positions of side fences and end fence.
- Check that the paper edges are aligned with the left side.
- The tray can hold up to about 2,000 sheets of paper. Do not stack paper over the limit mark.

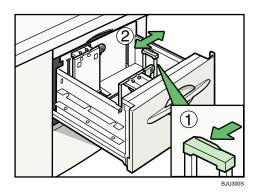
1. Carefully pull out the paper tray until it stops.



1. Paper transfer unit

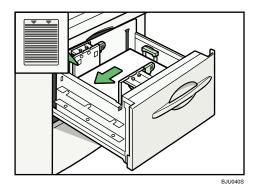
Do not open the paper transfer unit when the paper tray is in use, or a misfeed might occur.

2. Release the end fence.



3. Load paper into the paper tray by pushing the paper to the left side of the paper tray.

Place paper with printing side up.



- 4. Set the end fence.
- 5. Carefully slide the paper tray fully in.

• When paper is loaded which cannot be detected automatically, the user must set the paper size on the control panel.

■ Reference

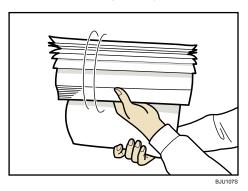
• p.73 "Changing to a Size That Is Not Automatically Detected"

Fanning the Paper

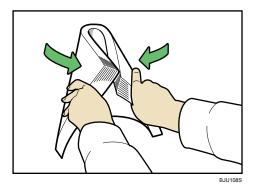
This section explains how to fan a stack of paper before you load it in a paper tray.

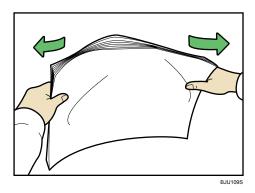


- If you are loading coated paper in the Wide Large Capacity Tray, it is important that you fan the sheets thoroughly. Misfeeds may occur if paper is not fanned thoroughly.
- 1. Loosen the stack by riffling the sheets.

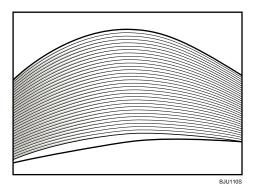


2. Holding its shorter ends, flex the stack back and forth to create space between the sheets. Repeat this several times.





3. Make sure there is space between the sheets.



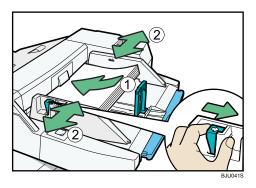
Loading Paper into the Multi Bypass Tray

This section explains how to load paper in the multi bypass tray. The multi bypass tray is referred to as Tray 7.

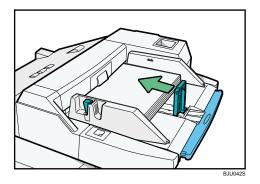


- When the Wide Large Capacity Tray is installed, the multi bypass tray can be installed on the second Wide Large Capacity Tray.
- Check that the paper edges are aligned at the left side.
- The maximum number of sheets you can load into the multi bypass tray depend on paper type.
- The tray can hold up to 500 sheets in the multi bypass tray. The number should not exceed the upper limit.
- 1. Place paper in the multi bypass tray.

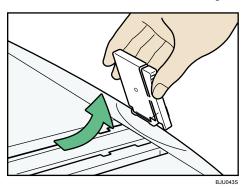
 When loading paper larger than A4/ $8^{1}/2^{1} \times 11^{1}$, draw out the paper extender.



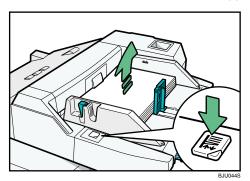
- 2. Set the side fence to the paper size.
- 3. Set the end fence.



To remove the end fence, slide it to the right.



4. Press the elevator switch on the multi bypass tray.



The green lamp of the elevator switch flashes when the tray is moving and remains lit when the tray is still.

If you want to add new paper or remove jammed paper, first press the elevator switch to lower the tray.



 When paper is loaded which cannot be detected automatically, the user must set the paper size on the control panel.

■ Reference

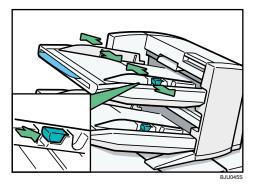
• p.73 "Changing to a Size That Is Not Automatically Detected"

Loading Paper into the Interposer

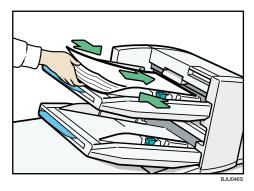
This section describes how to load paper into the interposer.

Mportant !

- Load paper on the side already printed (the front side). If you are using the Booklet Finisher (Saddle Stitch), load sheets print side down.
- Load paper in the interposer in the same orientation as paper in the paper tray.
- The staple or punching location will be on the left side of the paper, when you are facing the machine.
- Do not place anything on top of or leave documents on the sensor. This may lead to the paper size not being correctly detected or paper jams.
- When using the Z-fold function, the paper in the interposer must be of the same size as the prints after they have been Z-folded. If the paper in the interposer is larger than the Z-folded sheets, a misfeed might occur.
- Each tray can hold up to 200 sheets of paper. Do not stack paper over the limit mark.
- Do not use paper that has already been printed onto by this machine.



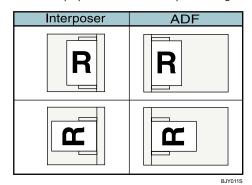
2. Load paper orderly. Tightly fit the side fences to the loaded paper.



When loading paper larger than A4, draw out the paper extender.



- When paper is loaded which cannot be detected automatically, the user must set the paper size on the control panel.
- To set the paper in the twin interposer, align the orientation of originals in the ADF as shown below.



■ Reference

• p.73 "Changing to a Size That Is Not Automatically Detected"

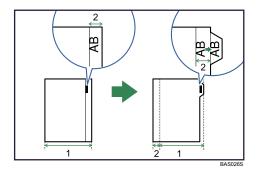
4

Loading Tab Stock

This section explains how to load tab stock into trays.



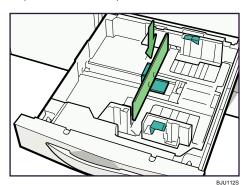
 Before using this function, set the tray for tab stock and set the position of the index tab under Paper Type in Tray Paper Settings. For details about Paper Type, see "Tray Paper Settings", General Settings Guide.

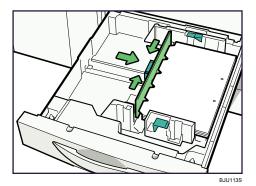


- 1. Original width
- 2. Index width
- Specify the size of tab stock under Paper Size in Tray Paper Settings. The sizes that can be used are A4D, 8¹/₂" × 11"D, and 8¹/₂" × 14"D. For details about Paper Size, see "Tray Paper Settings", General Settings Guide.
- Tab stock can be loaded into Tray 2, Wide Large Capacity Tray and multi bypass tray.
- Set tab stock so that the side with the tab is facing the back fence.
- When loading tab stock in the paper trays, always use the tab sheet holder on each tray. The tab sheet holder for Tray 2 is an optional unit.

Tray 2

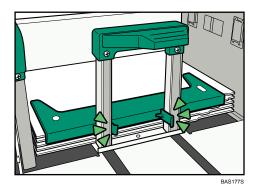
Adjust the end fence position so that the tab sheet holder will fit the tab stock.





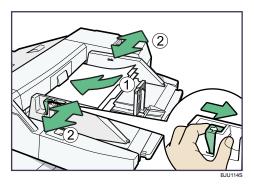
Wide Large Capacity Tray

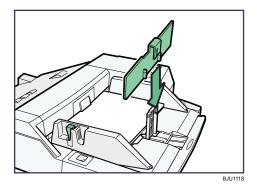
Place the tab sheet holder on the loaded tab stock.



Multi Bypass Tray

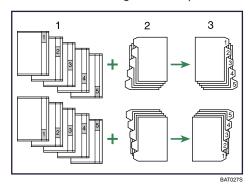
Adjust the end fence position so that the tab sheet holder will fit the tab stock.







- Check the position of the index tab to avoid cropping the image.
- Align the image you want to print by checking the position of the index tab. If the image extends beyond the index tab, the backs of sheets may get soiled with toner.
- Tab stock is fed starting from the top tab.



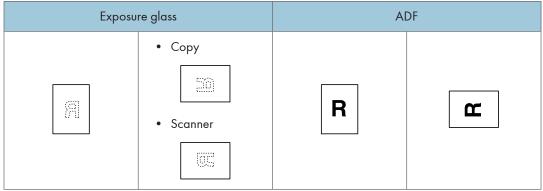
- 1. Originals
- 2. Tab Stock
- 3. Printed
- When a paper jam has occurred, check the order of originals and tab stock, and then restart printing.

Orientation-Fixed Paper or Two-Sided Paper

This section describes how to load paper with its orientation and printing surface specified (letterhead paper).

Orientation-fixed (top to bottom) or two-sided paper (letterhead paper, punched paper, or copied paper) might not print correctly, depending on how the originals and paper are placed. Under [Copier/Document Server Features], [Input / Output], for [Letterhead Setting], select [Yes]. Then place the original and paper as shown below. For details about Letterhead Setting, see "Copier/Document Server Features", General Settings Guide.

Original Orientation



Paper Orientation

Tuper Orientation			
	Tray 1, 2	Wide Large Capacity Tray (Tray 3 - 6) Multi Bypass Tray (Tray 7)	
Paper orientation:		R	
Paper orientation:	<u></u>	<u>~</u>	

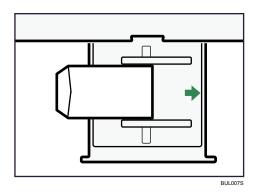
U Note

• Press the [Tray Paper Setting] key, specify "Letterhead" for the [Paper Type] setting of the paper tray you want to use. For details, see "Tray Paper Settings", General Settings Guide.

Envelopes

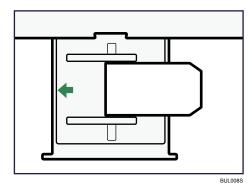
This section describes how to load envelopes.

To load envelopes in Tray 2, place them with the side you want to print face-down. Be sure to unfold the flaps and position them opposite to the paper feed direction.

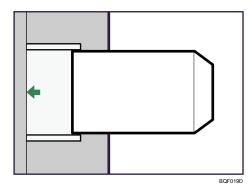


To load envelopes in the Wide Large Capacity Tray or the Multi Bypass Tray, place them with the side you want to print face-up. Be sure to unfold the flaps and position them opposite to the paper feed direction.

• Wide Large Capacity Tray



• Multi Bypass Tray



Changing the Paper Size

This section describes how to change the paper size.

Procedures for changing the paper size differ depending on the tray.



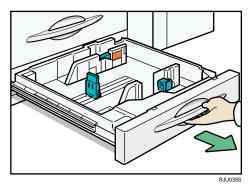
- Be sure to select the paper size with Tray Paper Settings. If you do not, misfeeds might occur.
- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.

Changing the Paper Size in Tray 2

This section describes how to change the paper size in Tray 2.

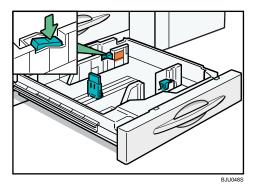
Important

- If a paper tray is pushed vigorously when putting it back into place, the position of the tray's side fences may slip out of place.
- Do not stack paper over the limit mark.
- Check that the top of the paper is aligned with the right side.
- Slide the side fences until they are aligned with the paper size, and then re-lock the side fences.
- 1. Check that the paper tray is not in use, and then pull the tray carefully out until it stops.

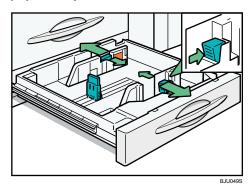


2. Remove paper if loaded.

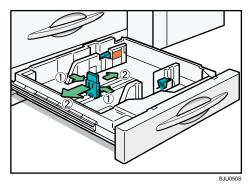
3. Release the lock on the side fence.



4. While pressing down the release lever, slide the side fences until they are aligned with the paper size you want to load.

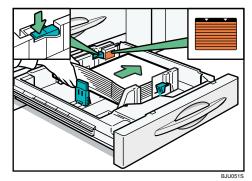


5. Slide the end fence until it is aligned with the paper size you want to load.



6. Square the paper and load it print side down.

Re-lock the side fences again.



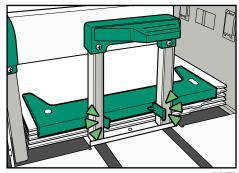
- 7. Carefully slide the paper tray fully in.
- 8. Check the size on the display.

Changing the Paper Size in the Wide Large Capacity Tray

This section describes how to change the paper size in the Wide Large Capacity Tray.

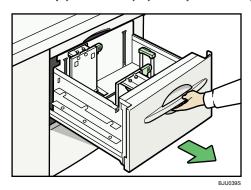
Important

- Check that the paper edges are aligned with the left side.
- Do not stack paper over the limit mark.
- When loading tab stock, set the tab sheet fence in the Wide Large Capacity Tray.

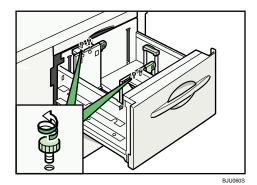


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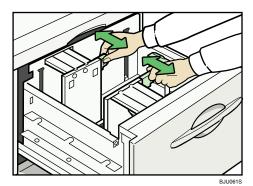
1. Carefully pull out the paper tray until it stops.



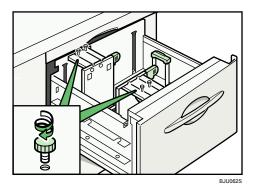
2. Remove the screws holding the side fences in position.



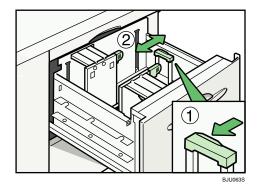
3. While pinching the positioning tabs, slide the side fences into position according to the size of the paper you want to load.



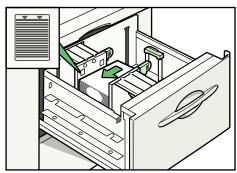
4. Fasten the side fences with the screws.



5. Release the lock on the end fence.

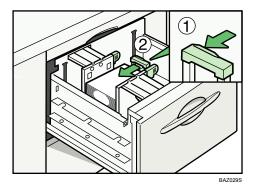


6. Square the paper and set it print side up.



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7. Tightly fit the end fence to the loaded paper and then re-lock the end fence again.

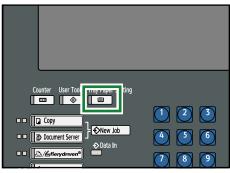


- 8. Carefully slide the paper tray fully in.
- 9. Check the size on the display.

Changing to a Size That Is Not Automatically Detected

When paper is loaded which cannot be detected automatically, the user must set the paper size on the control panel. This section describes how to specify the paper size.

1. Press the [Tray Paper Setting] key.



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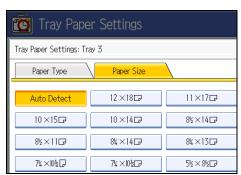
The Tray Paper Settings display appears.



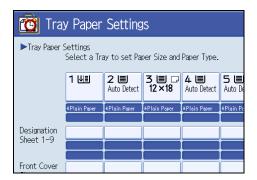
3. Press [Paper Size] tab.



4. Select a combination of the specified paper size and orientation, and then press [OK].



The set paper size and feed direction is displayed.



5. Press the [Tray Paper Setting] key.

The initial display is shown.

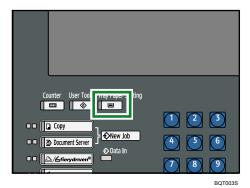


- For details about paper sizes selected automatically, see "Recommended Paper Sizes and Types",
 About This Machine.
- If you want to print on paper that is selected automatically after printing on a paper size that is not selected automatically, you must return the setting to "Auto Detect". Reload the paper, and select "Auto Detect" in step 4. The setting is returned to "Auto Detect".

Specifying Custom Size Paper

This section describes how to load custom size paper.

1. Press the [Tray Paper Setting] key.



The Tray Paper Settings display appears.



3. Press [Paper Size] tab.



4. Press [Custom Size].



If a custom size is already set, press [Change Size].

- 5. Enter the horizontal and vertical size of paper using the number keys, and then press [#].
- 6. Press [OK] twice.
- 7. Press the [Tray Paper Setting] key.

The initial display is shown.

Adding Toner

This section describes how to add and store toner.

WARNING

• Do not incinerate the photoconductor unit. Toner dust might ignite when exposed to an open flame. Dispose of the used photoconductor unit in accordance with local regulations.

WARNING

• Do not store toner, used toner, or toner containers in a place with an open flame. The toner might ignite and cause burns or a fire.

CAUTION

• Keep toner (used or unused) and toner containers out of reach of children.

CAUTION

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

ACAUTION

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

CAUTION

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

ACAUTION

- Avoid getting toner on your clothes or skin when removing a paper jam or replacing toner. If your skin comes into contact with toner, wash the affected area thoroughly with soap and water.
- If toner gets on your clothing, wash with cold water. Hot water will set the toner into the fabric and may make removing the stain impossible.

ACAUTION

Our products are engineered to meet high standards of quality and functionality, and we
recommend that you use only the expendable supplies available at an authorized dealer.

ACAUTION

• Do not open toner containers forcefully. Toner can spill, dirtying your clothes or hands, and possibly resulting in accidental ingestion.

Mportant !

- Fault may occur if you use toner other than the recommended type.
- When adding toner, do not turn off the operation switch. If you do, settings will be lost.
- Always add toner when the machine instructs you.
- Do not use recycled toner. This will damage the machine.
- During toner adding, the toner bottle is rotating. Do not touch the toner bottle.
- If toner remains in the bottle, you cannot remove the bottle. Do not remove the bottle forcibly.
- Store toner containers in a cool, dry place free from direct sunlight.
- Store toner on a flat surface.



- You can still make about 2,000 prints after the messages "LaToner Cartridge is empty." and "LaToner Cartridge." appear cyclically, but replace toner soon to prevent poor print quality.
- You can check name of the required toner name and the replacement procedure using the "LaToner Cartridge is empty." screen.
- You can change the toner bottle during printing.
- If toner remains in the bottle, you cannot pull it out.
- Press [System Status] to check contact number where you can order supplies. See "Checking Machine Status and Settings".
- You can add all four color toners in the same way.

Reference

• p.10 "Checking Machine Status and Settings"

Replacing Toner

This section describes how to replace toner.

- Do not shake the removed toner cartridge. The remaining toner might scatter.
- Do not install and remove the toner cartridge over and over. This could result in a toner leak.



· Open the cover of the toner area.

· Pull out the lever.



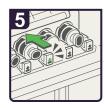
· Carefully remove the toner.



• Take the new toner out of its box.



· Insert the new toner, and push it in until the lever clicks.



· Close the cover.

BJU001S

This section describes what to do when staples need replacing.

ACAUTION

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

Mportant !

· Stapling failures or jams may occur if you use a staple cartridge other than that recommended.

■ Note

- If you cannot pull out the upper unit, there are staples remaining inside the cartridge. Use all the staples, and do not add more.
- Refill the stapler according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine.

Finisher

This section describes how to add staples to the Finisher.



Open the finisher front cover.



 Pull out the cartridge lever.



 Pull out the cartridge gently.



Remove the empty refill in the direction of the arrow.



 Push the new refill into the cartridge until it clicks.



· Hold the lever and push in the cartridge.



 Push in the cartridge until it clicks.

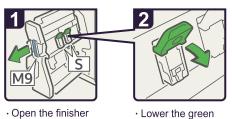


 Return the staple unit to its original position and close the finisher front cover.

BAZ036S

Booklet Finisher

The following procedure explains how to add staples to the Booklet Finisher.



- · Open the finisher front cover.
- · Pull out the staple unit.



· Gently pull out the cartridge.



· Hold both sides of the cartridge then raise the upper unit.



· Remove the empty refill in the direction of the arrow.



lever.

· Push in the new staples untill the arrows are aligned.



· Gently push down the upper unit into the cartridge.



· Pull out the ribbon.



· Hold the green lever and push in the cartridge until it clicks.



- · Push in the cartridge until it clicks, then raise the lever.
- · Put the staple unit back.
- · Close the finisher front cover.

BJU003S

5. 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.

ACAUTION

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

ACAUTION

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

CAUTION

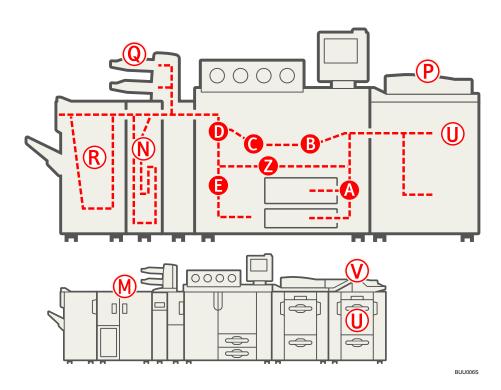
• Keep your hands clear of the booklet finisher tray when pulling out or pushing in the finisher's staple unit. You can trap your fingers if you do not.

- When clearing misfeeds, do not turn off the operation switch. If you do, your settings will be lost.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.

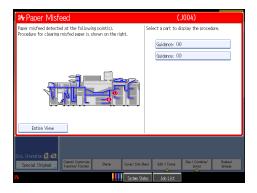
Locating Jammed Paper

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

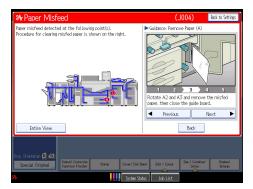
The location of the paper jam (misfeed) is indicated by the letter shown on the display panel.



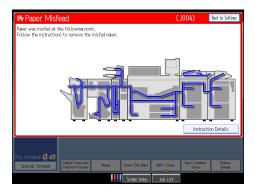
1. Press the key of the section from where you want to remove the jammed paper.







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



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



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

Removing Jammed Paper

This section describes how to remove jammed paper.



- The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.
- When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.



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

• You can also use the procedure indicated in [System Status] to remove jammed paper.

When A is Displayed



- Open the right front cover.
- · Push button A and open the guide board.



- Turn knobs A2 and A3, then remove misfed paper.
- · Close the guide board.



- If you cannot remove misfed paper, open the paper tray and remove the paper.
- · Close the right front cover.

BUU013S

E

When B is Displayed



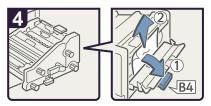
- Open the right front cover.
- Turn knobs B1 and B2 18 to 25 times.



·Turn knob Z2 18 to 25 times.



· Lower lever B3 the left and pull out the unit.



- \cdot Open B4 guide board to remove misfed paper.
- · Close B4 guide board.



· Remove misfed paper from the top of the unit.



Turn knob B6 and remove misfed paper.



 Open B5 guide board to remove misfed paper.



· Open the guide board.



- Press Z4 to open the guide board, and then remove misfed paper.
- · Close the guide board.
- •Be sure to return all levers to their original positions, and then close the right front cover.

BJU005S

When C is Displayed



- Open both front covers.
- · Remove misfed paper from the bottom left hand corner.



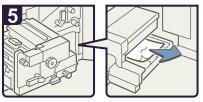
· If you cannot remove misfed paper, turn knob C1 18 to 25 times.



• Turn knob Z3 18 to 25 times.



 Turn lever C2 to the left and pull out the unit.



· Remove misfed paper.



- Press Z1 to open the guide board and remove misfed paper.
- · Close the guide board.
- · Return the unit to its original position.
- · Return lever C2 to its original position.
- · Close both front covers.

BUU001S

When D is Displayed



- · Open both front covers.
- Remove misfed paper from the bottom left hand corner.



• Turn knob C1 18 to 25 times.



• Turn knob Z3 18 to 25 times.



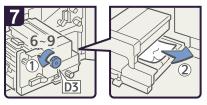
• Turn lever C2 to the left and pull out the unit.



· Raise lever D1.



 Raise lever D2 and remove misfed paper.



• Turn knob D3 6 to 9 times and remove misfed paper.



- · Lower lever D4 and remove misfed paper.
- Return the levers D4, D2, and D1 to their original positions.



- · Lower lever Z1 by pressing it down.
- Remove misfed paper and return lever Z1 to its original position.
- Return the unit to its original position.
- Return lever C2 to its original position.
- · Close both front covers.

BUU002S

When E is Displayed



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

BJU008S

When M1 - M3 Displayed



- Open the booklet finisher's right front cover.
- · Raise lever M1.



 \cdot Remove misfed paper.



· Raise lever M2.



· Remove misfed paper.



· Open the booklet finisher's left front cover.



· Raise lever M3.



- · Remove misfed paper.
- Return levers M1, M2, and M3 to their original positions.
- · Close both front covers.

BJU010S

When M4 - M6 Displayed



- Open the booklet finisher's right front cover.
- Lower lever M4 and remove misfed paper.



 If you cannot remove misfed paper, raise lever M5 and remove it.



· Raise lever M1.



- Lower lever M6 and remove misfed paper.
- Return levers M1, M4, M5, and M6 to their original positions.
- Close the booklet finisher's right front cover.

BJU011S

When M7 - M11 Displayed



- Open the booklet finisher's right front cover.
- · Turn knob M7.



• Turn knob M8 9 to 11 times.



 Pull handle M9 and pull out the staple unit, then remove misfed paper.



· Raise lever M10 and remove misfed paper.



- · Raise lever M11 and remove misfed paper.
- · Return levers M10 and M11 to their original positions.
- Return the staple unit to its original position, and then close the booklet finisher's right front cover.

BJU012S

When N1 is Displayed



· Open the front cover of the Z-folding unit.



· Lift lever N1.



Remove misfed paper.

 Lower lever N1 and close the front cover.

BJU027S

When N2 or N3 is Displayed



Open the front cover of the Z-folding unit.



· Lift lever N1.



Pull out the Z-folding unit.



· Open the N2 cover.



 Remove misfed paper and close the N2 cover.



· If you cannot remove misfed paper, open the N3 cover.



 Remove misfed paper and close the N3 cover.

- Return the Z-folding unit to its original position.
- · Lower lever N1 and close the front cover.

BJU028S

When P1 is Displayed







- $\cdot \ \text{Remove the remaining original(s)}.$
- · Close ADF cover.
 · Lift up ADF, then check for remaining original(s).

BJY001S

When P2 is Displayed



- · Open ADF stacker cover.
- · Remove the remaining original(s).
- · Close ADF stacker cover.
- · Lift up ADF, then check for remaining original(s).

BJY001S

- Open the interposer upper tray cover and interposer lower tray cover.
- · Remove misfed paper.



 Open the interposer main cover or right cover.



- Turn knob Q1 counterclockwise.
- · Remove misfed paper.



Turn knob Q2 counterclockwise.



 Open the interposer base cover.



 Press button Q3 and open the guide board.



· Remove misfed paper.



 Press button Q4 and open the guide board.



- · Remove misfed paper.
- Return the guide board to its original position.
- Close the interposer main, base, right, and upper cover.

BJU022S

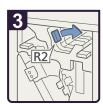
When R1 - R3 is Displayed



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



 Remove misfed paper and return lever R1 to its original position.



· If you cannot remove misfed paper, turn lever R2 to the right.



 Remove misfed paper and return lever R2 to its original position.



 If you cannot remove misfed paper, raise lever R3.



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

BJU029S

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



 Remove misfed paper.



 Lower lever R5 to the left.



Remove misfed paper.



 If you cannot remove misfed paper, pull lever R6.



- · Remove misfed paper.
- Return levers R6, R5, and R4 to their original positions.



 If you cannot remove misfed paper, raise lever R7.



 Remove misfed paper and return lever R7 to its original position.



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

BJU030S

When U1 - U6 is Displayed



- · Open the Wide LCT left cover.
- · Hold down lever U1.



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



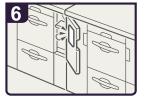
· Hold down lever U3.



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



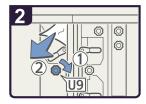
- Turn knob U6 and remove misfed paper.
- · Close the Cover.



· Open the right cover and proceed to procedure for U7 - U9.

BJU014S

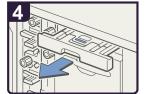
- Open the optional Wide LCT left cover.
- Hold down lever U8 and then turn knob U5.



- Turn knob U9 and remove misfed paper.
- Return lever U8 to its original position.



 Turn knob U7 and remove misfed paper.



· Pull out the paper transfer unit.



- Open the paper transfer unit cover and remove misfed paper.
- Return the paper transfer unit cover and paper transfer unit to their original positions.
- · Close the covers.

BJU015

When V is Displayed



 Disconnect the multi bypass tray.



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

BUU005S

When Z is Displayed



- Open the both front covers.
- · Remove misfed paper.



• Turn knob C1 and Z3 18 to 25 times.



• Turn lever C2 to the left and pull out the unit.



- Lower lever Z1 by pressing it down.
- Remove misfed paper and return lever Z1 to its original position.



- Turn knob B1 and B2 18 to 25 times counterclockwise.
- Turn knob Z3 18 to 25 times counterclockwise.
- Turn lever B3 to the left and pull out the unit.



- Lower lever Z4 by pressing it down.
- Remove misfed paper and return lever Z4 to its original position.
- · Return the two units to their original positions.
- · Close both front covers.

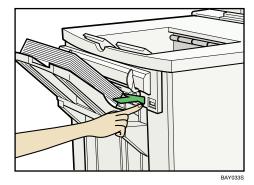
BUU003S

When Z-folded Paper Is Not Properly Aligned

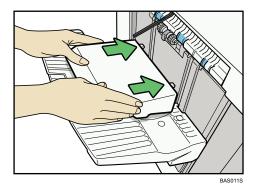
This section describes what to do Z-folded prints are not properly aligned.

1. Press the [Suspend/Resume] key.

The key lights up.



- 2. Remove the prints.
- 3. Set the auxiliary tray for the finisher shift tray.

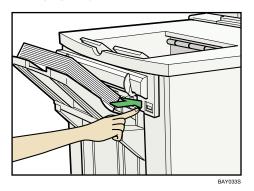


When Large Size Paper is Not Properly Aligned

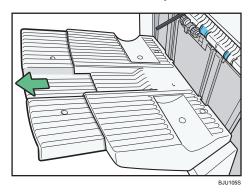
This section describes what to do when paper larger than B4 JIS or $8^{1}/2^{"} \times 14^{"}$ is not properly aligned or falls from the output tray.

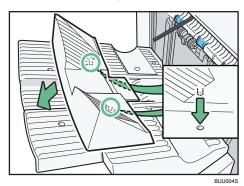
1. Press the [Suspend/Resume] key.

The key lights up.



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







• When you have finished using the auxiliary tray, hang it on the manual holder using the hook on the under side of the tray.

Removing Jammed Staples

This section describes how to remove jammed staples.



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

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



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

Finisher

This section describes how to remove jammed staples from the Finisher.



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



 Turn knob R10 counterclockwise to rotate the staple unit.



 Pull out the cartridge lever.



 Pull out the cartridge gently.



· Open the face plate of the cartridge.



 Remove the jammed staples.



 Pull the face plate down until it clicks.



 Hold the lever and push in the cartridge.



 Push the cartridge down until it clicks.



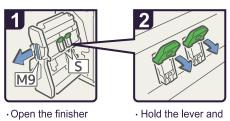
 Return the staple unit to its original position and close the finisher front cover.

BAZ063S

Booklet Finisher

This section describes how to remove jammed staples from the Booklet Finisher.





- ·Open the finisher front right cover.
- ·Pull out the staple unit.



· Pull out the cartridge gently.



· Open the cartridge's face plate.



· Remove any jammed staples.



pull it down.

· Pull up the cartridge's face plate until it clicks.



· Push the cartridge gently.



- · Hold the lever and hold it up.
- ·Push back the staple unit, and then close the finisher front right cover.

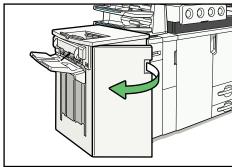
Removing Punch and Staple Waste

This section describes how to remove punch and staple waste.

Remove Punch Waste

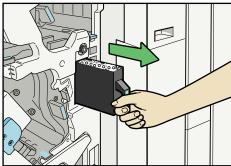
This section describes how to remove punch waste from the finisher.

1. Open the front cover of the finisher.



BJU0678

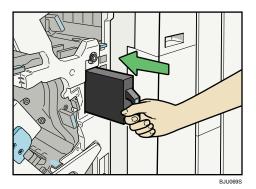
2. Pull out the punch waste box carefully, and then remove punch waste.



BJU068S

5

3. Reinstall the punch waste box.



4. Close the finisher front cover.

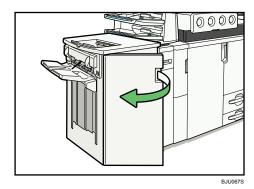


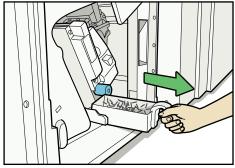
- While "Hole Punch Receptacle is full." is displayed, you cannot use the punch function.
- "Hole Punch Receptacle is full." is displayed until the punch waste box is reinstalled.
- If the message is still displayed, reinstall the punch waste box.

Remove Staple Waste

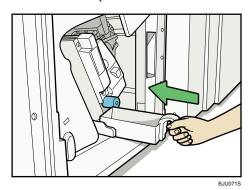
This section describes how to remove staple waste from the finisher.

1. Open the front cover of the finisher.





3. Reinstall the staple waste box.



4. Close the finisher front cover.



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

6. Remarks

This chapter describes where to place your machine for optimal performance.

Where to Put Your Machine

This section describes precautions for installation and movement.

Machine Environment

Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

Moving

To move your machine, contact your service representative.

Optimum environmental conditions

This section describes precautions when locating the machine.

ACAUTION

- Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.
- Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.

ACAUTION

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

ACAUTION

- Make sure the room where you are using the machine is well ventilated and spacious. Good ventilation is especially important when the machine is used heavily.
- Temperature: 10-32 °C (50-89.6 °F) (humidity to be 54% at 32 °C, 89.6 °F)
- Humidity: 15-80% (temperature to be 27 °C, 80.6 °F at 80%)
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inch: both front to rear and left to right.

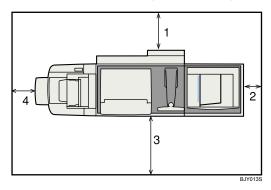
 To avoid possible buildup of ozone, make sure to locate this machine in a large well ventilated room that has an air turnover of more than 30 m³/hr/person.

Environments to avoid

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

Access to the machine

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



- 1. Rear: 80 cm (31.5 inches) or more
- 2. Right: 100 cm (39.4 inches) or more
- 3. Front: 100 cm (39.4 inches) or more
- 4. Left: 100 cm (39.4 inches) or more



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

Power Connection

This section describes power supply.

MARNING

Connect the machine only to the power source described on the inside front cover of this manual.
 Connect the power cord directly into a wall outlet and do not use an extension cord.

MARNING

 Power cords that are damaged, broken, modified, trapped under heavy objects, pulled hard, or bent severely are electric shock and fire hazards.

MARNING

 If the power cord is damaged (exposure of the core, disconnection, etc.), contact your service representative to change a new one. Operating the machine with a damaged power cord may cause an electric shock or fire.

ACAUTION

• When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).

CAUTION

- To disconnect the power cord, pull it out by plug. Do not drag the cord itself. Doing so may result in damage to the cord, leading to fire or electric shock.
- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

Maintaining Your Machine

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



- Do not use chemical cleaners or organic solvents, such as thinner or benzene. Malfunctions can occur
 if such substances get inside the machine.
- Do not clean parts other than those explicitly specified in this manual. Contact your service representative to clean other parts.

How to maintain this machine

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

Cleaning the Exposure Glass

This section describes how to clean the exposure glass.

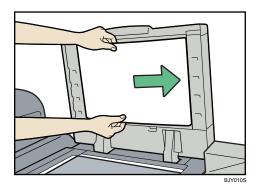


Wipe the surface of the exposure glass.

Cleaning the Auto Document Feeder

This section describes how to clean the ADF.





Move the belt slowly and wipe its surface.

Adding the Fusing Oil

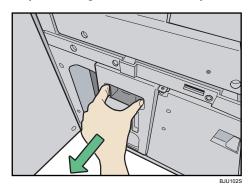
This section describes how to add the fusing oil.

MARNING

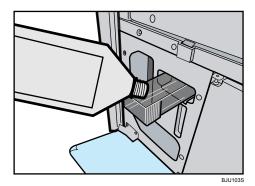
• Take care not to spill the fusing oil.

ACAUTION

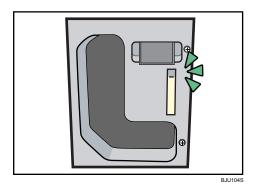
- The inside of this machine gets very hot. To avoid burns, do not touch parts labeled "hot surface".
- To avoid fire and burns, keep the fusing oil unit away from naked flames and other heat sources.
- 1. Press the [Counter] key, and then print out the counter list.
- 2. Spread the provided mat over the floor area in front of the machine's left front cover.
- 3. Open the left front cover.
- 4. Grip the fusing oil inlet, and then pull it toward you, but not fully out.



- 5. Remove the cap of the oil bottle.
- 6. Carefully pour the fusing oil into the fusing oil inlet.



Stop pouring when the fusing oil reaches the upper marking.



- 7. Slide the fusing oil inlet back into the machine.
- 8. Close the left front cover.

Checking the Earth Leakage Breaker

This section explains how to check the earth leakage breaker.

This machine has two earth leakage breakers.

For details about where they are located, see "Guide to Components", About This Machine.

WARNING

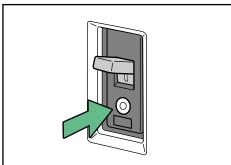
• Do not turn the earth leakage breaker from the off to the on position. Otherwise it might lead to an electric shock, or cause the circuit breakers to trip.

Once a year, check that the earth leakage breakers function properly. Normally, the breakers are in the On position.

Check both breakers in the same way.

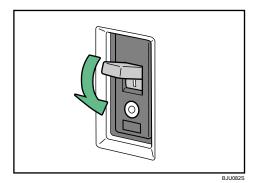


- If the earth leakage breakers are not functioning normally, contact your sales or service representative.
- 1. Press the operation switch to turn off the power.
- 2. Turn off the main power.
- 3. Using a ballpoint pen or similar pointed object, press in the earth leakage breaker's test

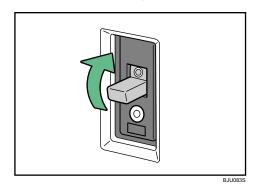


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4. Check that the earth leakage breaker moves to the Off position.



5. Return the earth leakage breaker to the On position.



6. Turn on the main power.



• If the machine does not start up when you turn its main power switch back on, check whether the earth leakage breaker is in the Off position. If so, contact your sales or service representative. Do not reset the earth leakage breaker yourself.

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