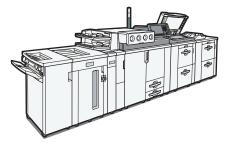


Pro C901s

Operating Instructions **Troubleshooting**



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

For information not in

the printed manual, refer to the HTML/PDF files on the supplied CD-ROM.

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

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Manuals for This Machine

Read this manual carefully before you use this machine.

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

🔂 Important

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

About This Machine

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

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

Troubleshooting

Provides a guide to resolving common usage-related 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 how to connect the machine to a network. Also explains how to change User Tools settings, and how to register information in the Address Book.

Paper Settings Reference

Explains how to make paper settings.

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.

• Note

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

Notice

Important

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

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

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

How to Read This Manual

Symbols

This manual uses the following symbols:

Comportant 🔁

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

Note

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

Reference

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

[]

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

Names of Major Items

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

- Auto Document Feeder → ADF
- A3/11"×17" Tray Unit TK5000 (optional) → A3/11" × 17" tray unit
- Bridge Unit BU5000 (optional) → Bridge unit
- Buffer Pass Unit Type 5000 (optional) → Buffer pass unit
- Cover Interposer Tray CI5010 (optional) → Interposer
- High Capacity Stacker SK5010 (optional) → Stacker
- LCIT RT5050 (optional) → Wide Large Capacity Tray (Wide LCT)
- Multi Bypass Tray BY5000 (optional) → Multi bypass tray (Tray 7)
- Perfect Binder GB5000 (optional) → Perfect binder
- Ring Binder RB5000 (optional) → Ring binder
- Roll-Away Cart Type 5010 (optional) → Stacker tray
- Tab Sheet Holder Type3260 (optional) → Tab sheet holder
- Trimmer Unit TR5020 (optional) → Trimmer
- Z-folding Unit ZF4000 (optional) → Z-folding unit

Notes

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

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

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

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

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

1. When the Machine Does Not Operate As Wanted

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

Indicators

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

Display Panel Indicator

Indicator	Status	
⁸⁴ r : Misfeed indicator	Appears when a misfeed occurs.	
	For details, see p.115 "Removing Jammed Paper".	
🗲 : Original Misfeed indicator	Appears when an original misfeed occurs.	
	For details, see p.115 "Removing Jammed Paper".	
🖆 : Load Paper indicator	Appears when paper runs out.	
	For details, see p.73 "Loading Paper".	
🛓 : Add Toner indicator	Appears when toner runs out.	
	For details, see p.101 "Adding Toner".	
🖨 : Add Staple indicator	Appears when staples run out.	
	For details, see p.104 "Adding Staples".	
🖆 : 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.147 "Removing Punch Waste".	
ය්: Empty Waste Staple Receptacle	Appears when the waste staple receptacle is full.	
indicator	For details, see p.149 "Removing Staple Waste".	
₹ : Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.	
□ · : Open Cover indicator	Appears when one or more covers of the machine are open.	

1

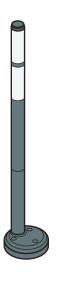
Reference

- p.73 "Loading Paper"
- p.101 "Adding Toner"
- p.104 "Adding Staples"
- p.115 "Removing Jammed Paper"
- p.142 "Removing Jammed Staples"
- p.147 "Removing Punch Waste"
- p.149 "Removing Staple Waste"

Attention Light

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

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



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

CAL154

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

Lamp	Status	
The bottom lamp lights blue.	Printing	
The bottom lamp flashes blue.	Copying or Scanning	
The top lamp lights red.	Error	
	(Example)	
	• Paper jam	
	• Out of paper	
	Out of toner	
	Memory overflow	
	Read the message on the display panel, and then take appropriate action.	

Lamp	Status
The top lamp flashes red.	Warning
	(Example)
	• Toner has nearly run out.
	• Waste toner bottle is nearly full.
	Read the message on the display panel, and then take appropriate action.

1

Beep Alert

This section describes the different types of beep patterns that alert the users to left originals and other machine conditions.

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

Note

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

- [Waste Staple Recepted Full]
 Displays whether the waste staple receptacle is full.
- [Punch Receptacle Full] Displays whether the hole punch receptacle is full.
- [Paper Tray]

Displays the paper type and size loaded in the paper trays.

[No Binding Ring Combs]

Displays whether there are binding ring combs remaining.

• [Output Tray Full]

Displays whether the output tray is overloaded.

[Paper Misfeed]

Displays state of and solutions for paper misfeeds.

• [Original Misfeed]

Displays state of and solutions for original misfeeds.

• [Cover Open]

Indicates the cover that is open.

• [Comb Punch Receptel Full]

Displays whether the comb punch waste receptacle is full.

• [Waste Paper Receptcl Full]

Displays whether the waste paper receptacle is full.

Data Storage

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

• [HDD Remaining Memory]

Displays the amount of available hard disk drive memory.

• [HDD File(s)]

Displays the total number of jobs stored on the hard disk drive.

• [Memory Erase Status]

Displays the state of the memory data.

Machine Address Info

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

• [Machine IPv4 Address]

Displays the machine's IPv4 address.

• [Machine IPv6 Address]

Displays the machine's IPv6 address.

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

Inquiry

You can check the following items under [Inquiry]:

• [Machine Repairs]

Displays the machine number and contact number that are required for service.

• [Sales Representative]

Displays the sales representative's telephone number.

• [Supply Order]

Displays the contact number for placing orders for supplies.

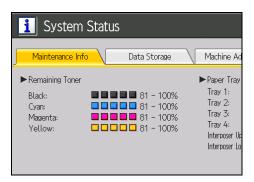
• [Supply Details]

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

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

)B (FR	<u>h</u> r pu	2
Output/ Customize Function/ Finisher	Stamp	Cover/ Slip Sheet	Edit / Color	Dup.
	Y H C	System Status	Job List	

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



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

		Exit
Machine Address Inf	o Inc	uiry
► Paper Tray Tray 1: Tray 2: Tray 3: Tray 4: Interposer Upper Tray: Interposer Lower Tray:	■%×110 ■%×110 ■11×170 ■%×110 ■%×110 ■%×110	Plain Paper Plain Paper Plain Paper Plain Paper Plain Paper Plain Paper

Note

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

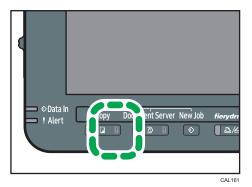
Reference

• p.115 "Removing Jammed Paper"

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

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

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



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

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

Problem	Causes	Solutions
Documents and reports do not print out.	The paper output tray is full.	Remove prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See p.73 "Loading Paper".
An error has occurred.	The function is not working properly.	Record the code number shown on the display, and then contact your service representative. See "Messages Displayed" of each chapter. You can use the other functions as normal.

1

Problem	Causes	Solutions
The machine is unable to connect to the network.	A network error has occurred.	 Check the displayed message, and then take an appropriate action. See "Messages Displayed" of each chapter. Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Connecting the Machine", General Settings Guide. Contact the network administrator. If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.

Reference

- p.47 "Messages Displayed When Using the Copy/Document Server Function"
- p.66 "Messages Displayed When Using the Scanner Function"

When You Have Problems Operating the Machine

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

Problem	Causes	Solutions
The operation switch indicator continues blinking and does not turn off when pressed.	 This occurs in the following cases: The ADF is open. The machine is communicating with external equipment. The hard disk is active. The machine is cooling down. 	Check if the machine is communicating with external equipment.
The display is off.	The machine is in Energy Saver mode.	Press the [Energy Saver] key to cancel Energy Saver mode.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in two minutes, contact your service representative.
"Please wait." appears.	This message appears when the machine is warming up.	 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.

1

Problem	Causes	Solutions
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in two minutes, contact your service representative.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored on the hard disk.	 Press [Store File] to store pages that have been scanned. Delete unnecessary files with [Delete File]. Press [No] if you are not storing pages that have been scanned. Delete unnecessary files with [Delete File].
"Self checking" appears.	The machine is performing image adjustment operations.	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to get ready.
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	Enter the user code (up to eight digits), and then press [OK].
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and login password. For details, see "When the Authentication Screen is Displayed", About This Machine.
"Authentication has failed." appears.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed." appears.	The machine cannot perform authentication.	Contact the administrator.
"You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user name.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Problem	Causes	Solutions
An error message remains, even if misfed paper is removed.	 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.115 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Load paper into the paper tray with the print side down. Load paper into Tray 3, Tray 4, the Wide LCT or multi bypass tray with the print side up.
Misfeeds occur frequently.	The side or end fences of the paper trays may not be set properly.	 Remove misfed paper. For details, see p.115 "Removing Jammed Paper". Check the side or end fences are set properly. Also, check the side fences are locked. For details, see p.93 "Changing the Paper Size".
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	 Remove misfed paper. For details, see p. 115 "Removing Jammed Paper". When paper is loaded which cannot be detected automatically, the user must set the paper size on the display panel. For details, see p.98 "Changing to a Size That Is Not Automatically Detected".
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	 Remove misfed paper. For details, see p.115 "Removing Jammed Paper". Do not place anything on the finisher tray. It may cause a paper jam.

Problem	Causes	Solutions
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. The Booklet Finisher SR5020 requires the saddle stitch staple cartridge. For details about how to add staples, see p.104 "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 (140 lb. Index - 110 lb. Cover) in weight is loaded in the vertical orientation (\square).	Load the paper in the horizontal orientation (ID).
Z-folded paper is not properly aligned.	The Z-fold support tray is not set.	Set the Z-fold support tray for the finisher shift tray. For details about how to add the Z-fold support tray, see p.39 "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], or [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 type and/or width correctly.	Contact the machine administrator or your service representative.

Problem	Causes	Solutions
Paper delivered to the stacker is curled, causing it to not align properly.	causing it to not	 When the paper is curled downward, select [Adjust Curl: Weak] or [Adjust Curl: Strong] under [Adjust Paper Curl] in Adjustment Settings for Operators.
		 When the paper is curled upward, select [Adjust ~ Curl: Weak] or [Adjust ~ Curl: Strong] under [Adjust Paper Curl] in Adjustment Settings for Operators.
		For details about the Adjustment Settings for Operators, see General Settings Guide, "Adjustment Settings for Operators".
Paper delivered to the stacker is curled, causing it to not align properly.	When using coated paper, it might become curled or might not be properly aligned when it is delivered.	Select [Adjust ~ Curl: Weak] or [Adjust ^ Curl: Strong] under [Adjust Paper Curl] in Adjustment Settings for Operators.
		For details about the Adjustment Settings for Operators, see General Settings Guide, "Adjustment Settings for Operators".

Note

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

Reference

- p.39 "When Z-folded Paper Is Not Properly Aligned"
- p.93 "Changing the Paper Size"
- p.104 "Adding Staples"
- p.115 "Removing Jammed Paper"

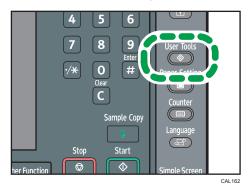
1

Adjusting the Color Registration

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

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

1. Press the [User Tools] key.



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

Auto color registration takes about 65 to 150 seconds. When it is completed, the display returns to the color registration menu.

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

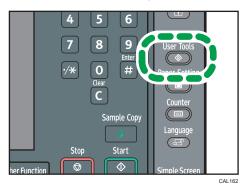
1

Auto Color Calibration

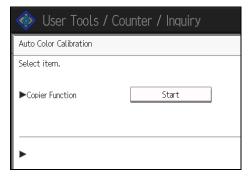
This section describes Auto Color Calibration.

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

1. Press the [User Tools] key.

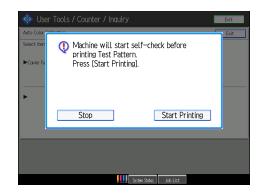


- 2. Press [Maintenance].
- 3. Press [Auto Color Calibration].
- 4. Press [Start].



5. Press [Start Printing].

A test pattern is printed.

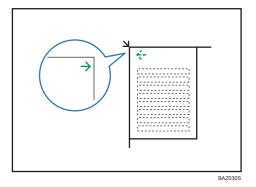


6. Place the test pattern on the exposure glass, and then press [Start Scanning].

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



- The test pattern will not be read if it is set in the ADF.
- The test pattern will be printed on an A4D, $8^1/_2$ " × 11"D size page. If A4D or $8^1/_2$ " × 11"D is not available, B4 JISD, A3D, or 11" × 17"D will be used. Make sure to check the paper set in the paper tray.
- Set the test pattern in the following way:



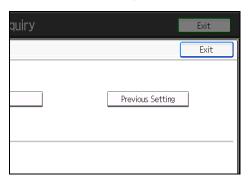
• Make sure to set the test pattern on the exposure glass, and then two or three white sheets, same size as the test pattern, above the test pattern.

Returning to the Previous Setting

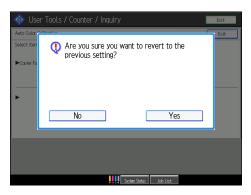
This section describes how to return to the previous setting of Auto Color Calibration.

"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.

Erasing Print Image Traces

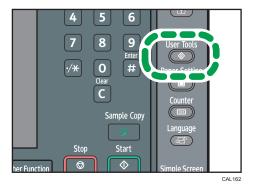
This section describes how to erase print image traces.

When the same image is printed repeatedly or if the paper is changed to a larger size, there may be a difference in glossiness. These are called "print image traces".

By executing Erase Print Image Traces, 50 sheets are printed on both sides entirely in black to erase print image traces.

🔁 Important

- Paper sizes and orientations that can be used with this function are A3D, B4 JISD, SRA3D, 12"×18"D, and 11"×17"D. For this function, use paper of the same width or larger than that you would use for normal printing.
- Load the paper for this function into Tray 2, and then remove any paper from Tray 1. If you are using coated paper, load it into Tray 3, and then remove any paper from both Tray 1 and 2.
- Use paper recommended by the manufacturer.
- 1. Load the paper for erasing print image traces.
- 2. Press the [User Tools] key.



- 3. Press [Maintenance].
- 4. Press [Erase Print Image Traces].
- 5. Press [Start Printing].

50 sheets will be printed on both sides entirely in black.

 When printing ends, check the final sheet. If the print image traces have been erased, press [Stop].

If the print image traces have not been erased, repeat steps 5 and 6.

7. Press [Exit] twice.

Adjusting the Image Position

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

Removing Bound Booklets from the Ring Binder Tray

This section explains how to remove bound booklets from the ring binder tray.

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



 Pull out the ring binder tray.



- Remove bound booklets.
- Slide the ring binder tray fully in carefully.

Note

- Before pulling out the ring binder tray, make sure the machine is not in operation.
- When removing bound booklets from the ring binder tray, be careful not to catch the rings on the machine.

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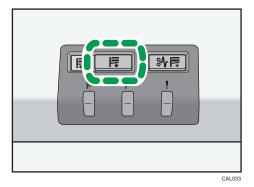
1

Removing Paper from the Stacker

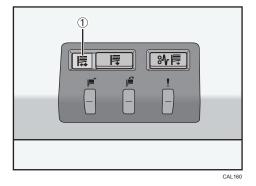
This section describes how to remove prints and copies from the stacker.

🚼 Important 🔵

- Use the stacker cart for transporting paper from the stacker. Do not use the stacker cart for any other purpose.
- Do not attempt to get inside the stacker.
- 1. Press the Tray Lowering button.

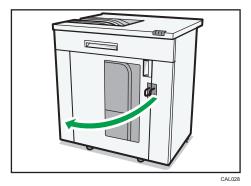


When the stacker tray is fully lowered, the Tray Moving Indicator stops flashing and remains lit.

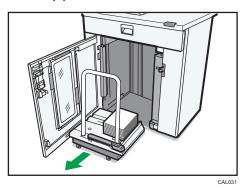


1. Tray Moving Indicator

2. Open the stacker front cover.

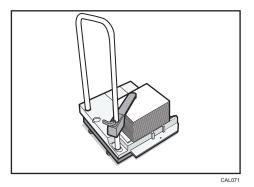


3. Carefully pull out the stacker cart.



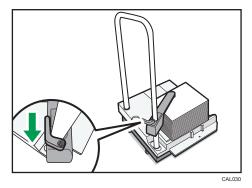
Take care not to let the paper stack topple.

4. Rest the paper press on top of the paper stack.

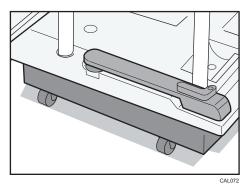


1

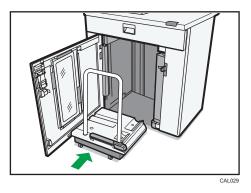
5. Pull the lever on the paper press toward you.



- 6. Transport the paper to where it is required, and then unload the stacker cart.
- 7. Return the paper press to its original position.

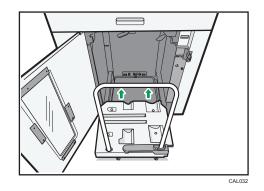


8. Put the stacker cart back inside the stacker.



Be careful to push the stacker cart in straight, not at an angle.

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9. Close the stacker front cover.

The stacker tray begins elevating automatically and the Tray Moving Indicator begins flashing. When the Tray Moving Indicator stops flashing, the tray is fully elevated.

Note

• Before moving the stacker, be sure to take the stacker cart out of the stacker.

Pausing Print When Using Finisher SR5000 or Booklet Finisher SR5020

This section describes how to suspend a large copy or print job when using the Finisher SR5000 or Booklet Finisher SR5020.

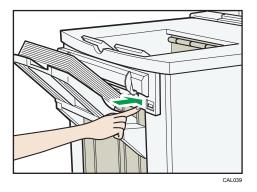
Depending on the image you are copying or printing, prints might not stack properly. If this happens, suspend the job, remove the prints and then restart the job.

Finisher SR5000

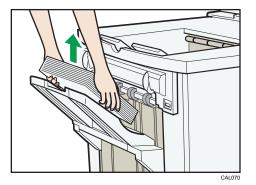
This section describes how to suspend a large copy or print job when using the Finisher SR5000.

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 light turns off and copying/printing restarts.

Note

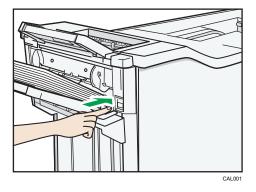
• You can suspend copying or printing only when the finisher's shift tray is selected as the output tray.

Booklet Finisher SR5020

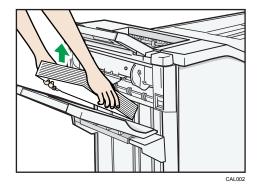
This section describes how to suspend a large copy or print job when using the Booklet Finisher SR5020.

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 light turns off and copying/printing restarts.

Note

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

When Z-folded Paper Is Not Properly Aligned

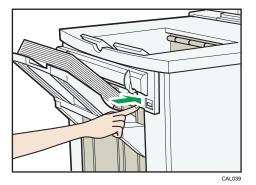
This section describes what to do if Z-folded copies or prints are not properly aligned.

Finisher SR5000

This section describes how to attach the Z-fold support tray for Finisher SR5000 to the finisher shift tray.

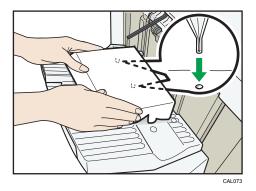
1. Press the [Suspend/Resume] key.

The key lights up.



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

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



4. Press the [Suspend/Resume] key.

The key turns off, and then copying/printing restarts.

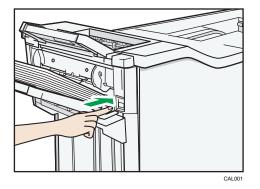
1

Booklet Finisher SR5020

This section describes how to attach the Z-fold support tray for Booklet Finisher SR5020 to the finisher shift tray.

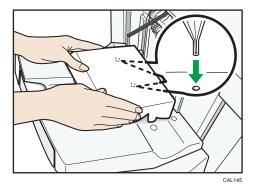
1. Press the [Suspend/Resume] key.

The key lights up.



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

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



4. Press the [Suspend/Resume] key.

The key turns off, and then copying/printing restarts.

When Large Size Paper Is Not Properly Aligned

This section describes what to do if paper larger than B4 JIS or $8^1/_2$ " × 14" is not properly aligned or falls from the finisher shift tray.

Finisher SR5000

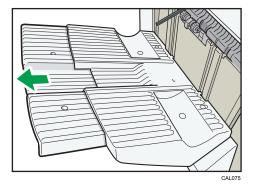
This section describes what to do if paper larger than B4 JIS or $8^1/_2$ " × 14" is not properly aligned or falls from the finisher shift tray when using Finisher SR5000.

1. Press the [Suspend/Resume] key.

The key lights up.



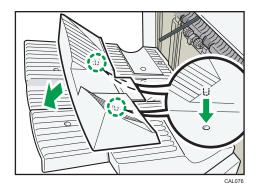
- 2. Remove the copies/prints.
- 3. Pull out the finisher shift tray's extension.



4. Set the auxiliary paper tray.

Attach the auxiliary paper tray by aligning the two protrusions on its underside with the holes on the tray extension.

1



5. Press the [Suspend/Resume] key.

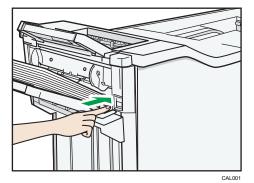
The key turns off, and then copying/printing restarts.

Booklet Finisher SR5020

This section describes what to do if paper larger than B4 JIS or $8^1/_2$ " × 14" is not properly aligned or falls from the finisher shift tray when using Booklet Finisher SR5020.

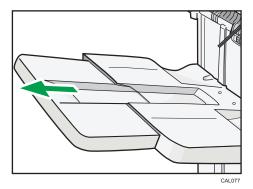
1. Press the [Suspend/Resume] key.

The key lights up.

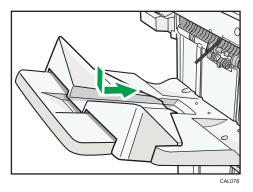


2. Remove the copies/prints.

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



4. Set the auxiliary paper tray.



5. Press the [Suspend/Resume] key.

The key turns off, and then copying/printing restarts.

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1

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.

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

 $^{\times}$: Operation becomes possible after the preceding operation ends. (Simultaneous operations are not possible.)

Mode after you select		Сору			Interru Copyin		Printer	Printer		Scanner		TWAIN	Document Server			Web Docu- ment	
$ \setminus$									Print								Server
	fore	you select	Operations for Copying	Stapling	Copying	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	•	•	•	•	•	•	•
	Sta	apling	∆ *1	→ *1	→ *1	0	O*4	Δ	Δ	\rightarrow	•	•*2	•*2	•	•*2	∆*3	∆*3
	Co	pying	∆*1	→ *1	→ *1	0	0	Δ	Δ	Δ	٠	•*2	●*2	•	●*2	Δ	Δ
Interrupt Copying	Op	erations for Copying	0	0	0	×	×	Δ	Δ	Δ	×	×	×	×	×	×	×
	Co	pying	0	0	0	×	×	Δ	→	→	×	×	×	×	×	×	×
Printer	Da	ta Reception	Δ	Δ	Δ	Δ	Δ	→	→	\rightarrow	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		∆*3	∆*3
Scanner	Op	erations for Scanning	•	•	٠	0	0	Δ	Δ	Δ	×	×	Δ	•	•	•	Δ
	Sca	anning	•	●*2	●*2	O*2	O*2	Δ		Δ	×	×	×	•	•	•	
TWAIN	Sca	anning	•	●*2	●*2	O*2	O*2	Δ	Δ	Δ	•	•*2	×	•	•*2	•	Δ
Document Server	Оре	erations for Document Server	•	٠	•	0	0	Δ	Δ	Δ	•	•	Δ	×	×	×	Δ
	Sca Sto	anning a Document to bre in Document Server	•	×	×	0	0	Δ	Δ	Δ	•	×	Δ	×	×	×	Δ
	Prir	nting from Document Server	•	∆*3	Δ	0	0	Δ	Δ	Δ	Δ	Δ	Δ	∆*5	∆*5	Δ*5	Δ
Web Document Server	Pri	nting	Δ	∆*3	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	CAL164

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- *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].

Vote

- Stapling cannot be used at the same time for multiple functions.
- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". The default is "Display Mode". For details about Print Priority, see "System Settings", General Settings Guide.
- When Finisher SR5000 or Booklet Finisher SR5020 is installed, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "System Settings", General Settings Guide.
- 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 their instructions.

🔁 Important

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

Reference

• p.21 "When You Have Problems Operating the Machine"

Message	Causes	Solutions
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size."	The size of the original cannot be detected.	 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 originals.

Message	Causes	Solutions
"Cannot punch this paper size."	The Punch function cannot be used with the paper size selected.	Select a supported paper size. See "Supplementary Information", Copy/ Document Server Reference.
"Cannot staple paper of this size."	The Staple function cannot be used with the 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, copying will start using 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.	Press [Store File] to store scanned pages as a single file. Scanned data is stored as a file in the Document Server. If you do not want to store scanned files, press [No]. Scanned data is deleted.
"Exceeded the maximum number of sheets possible for Ring Binding with the currently set binding ring combs. Printing will be stopped."	The ring combs currently loaded are too small for the number of sheets that need to be bound.	Change to ring combs that are big enough to bind the sheets.
"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 copier and printer.	Make sure the original for the "Magazine" or "Booklet" function is scanned using the same function.

Message	Causes	Solutions
"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].
"Perfect Binding is not available with this number of sheets."	Perfect binding is not possible with the number of sheets that you have specified.	Check the number of sheets.
"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].
"Perfect Binding is not available for different paper sizes."	Mixed Sizes mode is specified.	Cancel Mixed Sizes mode, or specify the Auto Reduce/Enlarge function.
"Perfect Binding is not available with the settings."	Perfect binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when perfect binding is specified, see "Perfect Binding", Copy/Document Server Reference.
"Ring Binding is not available for different paper sizes."	Mixed Sizes mode is specified.	Cancel Mixed Sizes mode, or specify the Auto Reduce/Enlarge function.
"Ring Binding is not available with the settings."	Ring binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when ring binding is specified, see "Ring Binding", Copy/Document Server Reference.
"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.

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

When You Cannot Make Clear Copies

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

Problem	Causes	Solutions
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy/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.155 "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	Causes	Solutions
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. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine.
		 Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine.
Copies are too light.	The toner cartridge is almost empty.	Add toner. See p.101 "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.155 "Maintaining Your Machine".
White lines appear.	The exposure glass is dirty.	Clean the exposure glass. See p.155 "Maintaining Your Machine".
White lines appear.	When 🛓 is flashing, toner is beginning to run out.	Add toner. See p.101 "Adding Toner".

Problem	Causes	Solutions
Copies are blank.	The original is not set correctly.	When placing originals on the exposure glass, make sure the side to be scanned is facing down. When placing originals in the ADF, make sure the side to be scanned is facing up.
A moire pattern appears.	The original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	 Place the print on the exposure glass in either of the following ways: Place an OHP transparency on the exposure glass, and then place the photograph on the OHP transparency. Place the photograph on the exposure glass, and then place two or three sheets of white paper over it. Leave the ADF open when copying.

When You Cannot Make Copies As Wanted

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

Basic

Problem	Causes	Solutions
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences slightly outward, and then reset them. Also, we recommend you set at least 20 sheets of thick paper.
Misfeeds occur frequently.	The paper is damp.	Store paper in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not use paper that has been already copied or printed.
Copies are not stapled.	There are jammed staples in the stapler.	Remove jammed staples. See p.142 "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	Causes	Solutions
You cannot combine certain functions.	The selected functions cannot be used together.	Check the combination of functions, and then make the settings again. See "Function Compatibility", Copy/ Document Server Reference.
When sorting, the pages are divided into two blocks.	The memory became full during sorting and pages were delivered in two blocks.	In [Copier / Document Server Features], under [Input / Output], set [Memory Full Auto Scan Restart] to [Off].
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see p.93 "Changing the Paper Size".
Images are skewed.	The paper is feeding in at an angle.	Load the paper correctly. See p.73 "Loading Paper".

Edit

Problem	Causes	Solutions
In Double Copies mode, parts of the original image are not copied.	The combination of original and copy paper is not correct.	Select the paper size again. For example, select 11" × 17"D for 8 ¹ / ₂ " × 11"D 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 entered 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.	The originals are not scanned correctly.	Place the originals correctly.

Problem	Causes	Solutions
In Margin Adjustment mode, parts of the original image are not copied.	 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	Causes	Solutions
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when copying in Duplex mode.	The back side stamp position is incorrect for the paper size.	Reset the back side stamp position. For details about Duplex Back Page Stamping Position, see "Copier/ Document Server Features", General Settings Guide.

Combine

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

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

Duplex

Problem	Causes	Solutions
Cannot copy in Duplex mode.	You loaded paper in the bypass tray.	Remove paper loaded in the bypass tray. Load paper into a tray other than the multi 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 the originals on the exposure glass, start with the first page to be copied.
When using Duplex, the copy is made top to bottom, even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the originals in the correct orientation. See "Duplex Copying", Copy/Document Server Reference.

Document Server

Problem	Causes	Solutions
Cannot access file.	The file is password protected.	Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "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 then delete unnecessary files.
You want to check copy quality before making a large print run.	You can print a single copy without specifying the print job settings again.	Check print quality by printing out only the first set using the [Sample Copy] key. See "Finishing", Copy/Document Server Reference.

Problem	Causes	Solutions
"Cannot display preview of this page." appears, and you cannot check the thumbnail image.	Image data might have become corrupted.	Press [Exit] to display the preview screen without a thumbnail. If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page.

When Memory Is Full

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

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

Note

 Even if the machine's memory becomes full, the memory overflow message will not appear if [Memory Full Auto Scan Restart] is set to [On] in [Input / Output] of User Tools. Instead, the machine will copy scanned originals, and then automatically begin copying any remaining originals. When the machine does this, the resulting pages will not be in order. For details about Memory Full Auto Scan Restart, see "Copier/Document Server Features", General Settings Guide. 2. Troubleshooting When Using the Copy/Document Server Function

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	Causes	Solutions
The scanned image is dirty.	The exposure glass or ADF is dirty.	Clean the exposure glass and/or ADF. See p.155 "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	Causes	Solutions
The scanned image contains white spaces.	If you scan originals using other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the selected size because of margins to the sides.	Scanning at a higher resolution may reduce the margins.
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent the scanned data from being sent to the wrong destination, this machine has a function that cancels the settings once the scanned data is sent.	Contact your service representative.

When You Cannot Send Scanned Files

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

When Stored Files Cannot Be Accessed

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

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

When You Cannot Browse the Network to Send a Scan File

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

Problem	Causes	Solutions
The network cannot be browsed when specifying the destination folder.	The following machine settings might be incorrect: • 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	Causes	Solutions
The Scanner Properties dialog box cannot be displayed.	Advanced encryption has been specified in the extended security setting.	For details about the extended security setting, contact your administrator.

When Stored Files Cannot Be Edited

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

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

When the Network Delivery Function Cannot Be Used

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

Problem	Causes	Solutions
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact your 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	Causes	Solutions
If multiple destinations are selected for the broadcasting sequence, the data is sent twice.	Encrypted e-mails are sent to the destinations for which S/ MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separate from plain text destinations. Contact the administrator for details about destination settings.

Problem	Causes	Solutions
When attaching a signature to an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator's name appears in the "From" field, and the sender's name appears in the "Reply-to" field.	Contact your administrator.

Note

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

3

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.

🔁 Important 🗋

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	Causes	Solutions
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator.
"Authentication has failed."	The machine cannot perform authentication.	Contact your administrator.
"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 30 degrees or more.
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check that the computer name or the folder name for the destination is correct.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The job contains too many pages to be scanned and sent as a single large file.	Separate the job, and then send it as multiple smaller files. See "Storage function", Scanner Reference.

Message	Causes	Solutions
"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 your 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 the scanning resolution, then press the Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
"Exceeded max. data capacity. Check the scanning resolution, then reset original (s)."	The volume of the scan data is too large.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.

Message	Causes	Solutions
"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	Causes	Solutions
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	 Try one of the following measures: 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 your 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	Causes	Solutions
"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 your administrator.
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	Try the operation once more. If the message is still shown, the network may be busy. Contact the network administrator. If multiple files were sent, use the Scanned Files Status screen to check which file was affected.
"Updating the destination list has failed. Try again?"	A network error occurred.	Check that the server has network connectivity.
"You do not have the privileges to use this function."	The logged in user does not have permission to use the selected function.	Contact your administrator about permission for the required function.

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.

Comportant 🗋

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

Message	Causes	Solutions
"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	Causes	Solutions
"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.	Turn on the main power switch.
"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, Staples, Rings and Glue

This chapter describes how to load paper, add toner or replace staples and other consumables.

Loading Paper

This section describes how to load paper into the paper tray.

• 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.

Vote

- 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.

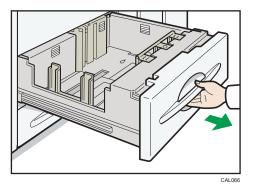
Loading Paper into Tray 1 (Tandem Tray)

This section describes how to load paper in Tray 1.

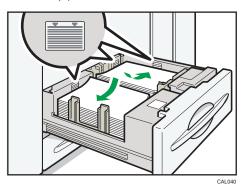
Comportant 🗋

- 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 progress.
- 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 $8^{1}/2^{"} \times 11^{"D}$ paper. If you want to load A4^D paper, contact your service representative.
- You can load up to 1,100 sheets of paper on each side. Do not stack paper higher than the limit mark.

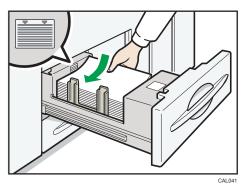
1. Carefully pull out the paper tray until it stops.



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



• Left half of the tray pulled out



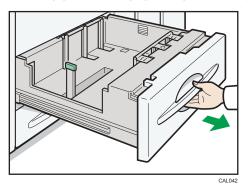
3. Carefully push the paper tray fully in.

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

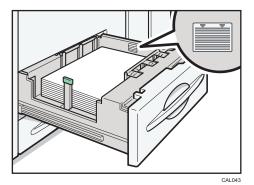
This section describes how to load paper in the $A3/11" \times 17"$ tray unit.

🔂 Important

- To use the 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.

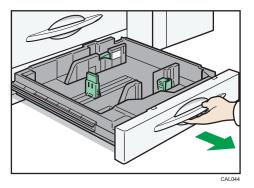
Loading Paper into Tray 2

This section describes how to load paper in Tray 2.

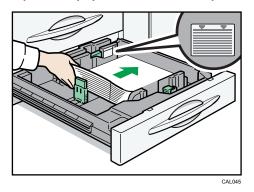
🚼 Important

- Various sizes of paper can be loaded in Tray 2 by adjusting the positions of side fences and end fence.
- If the paper tray is pushed vigorously when putting it back into place, the position of the side fences may slip out of place.
- Check the paper edges are aligned with the right side.
- The tray can hold up to 550 sheets. Do not stack paper over the limit mark.

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



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



3. Carefully push the paper tray fully in.

Note

• If you load paper that cannot be automatically detected, specify its size using the display panel. For details, see "Changing to a Size That Is Not Automatically Detected".

Reference

• p.98 "Changing to a Size That Is Not Automatically Detected"

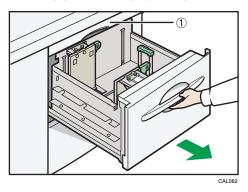
Loading Paper into Tray 3, Tray 4 or the Wide Large Capacity Tray

This section describes how to load paper in Tray 3, Tray 4 or the Wide LCT. The Wide LCT is identified as Tray 5 and Tray 6.

🔂 Important

- Various regular sizes of paper can be loaded 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 2,200 sheets of paper. Do not stack paper over the limit mark.

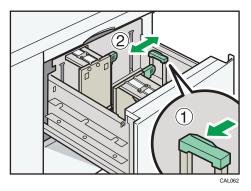
1. Carefully pull out the paper tray until it stops.



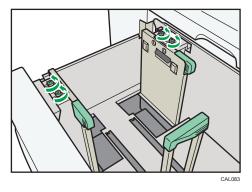
1. Paper transfer unit

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. Loosen the screws holding the side fences in position.

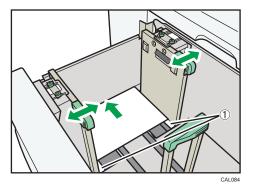


4. Load paper by aligning the paper with the left side of the paper tray. Place paper with print side up.

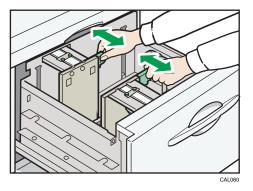
Load a stack of paper about 5 - 10 mm (0.25 - 0.4 inches) high.

To load paper smaller than B5 JISD that has a vertical length of 139.7 to less than 257 mm (5.5 to less than 10.12 inches), remove the paper supports. For details about how to remove the paper supports, see "Loading small size paper into Tray 3, Tray 4 or the Wide Large Capacity Tray ".

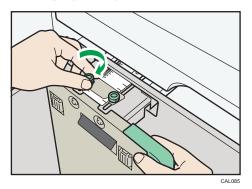
Make sure the paper rest on top of the supporting plates on both sides.



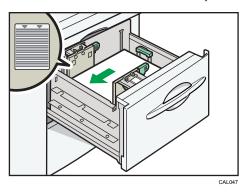
- 1. Supporting plates
- 5. Slide the side fences into position according to the size of the paper.



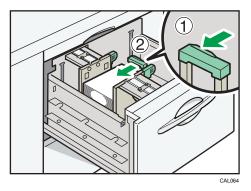
- 6. Set the paper flush against the protrusions in the bottom of the inner side fence.
- 7. Slide the side fences into position according to the paper size. Secure the side fences by carefully tightening the screws.



8. Load additional sheets, if necessary.



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



- 10. Carefully slide the paper tray fully in.
- 11. Check the size on the display.

Note

• If you load paper that cannot be automatically detected, specify its size using the display panel. For details, see "Changing to a Size That Is Not Automatically Detected".

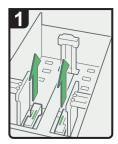
Reference

- p.79 "Loading small size paper into Tray 3, Tray 4 or the Wide Large Capacity Tray"
- p.98 "Changing to a Size That Is Not Automatically Detected"

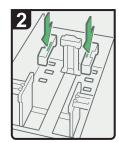
Loading small size paper into Tray 3, Tray 4 or the Wide Large Capacity Tray

To load Tray 3, Tray 4, or the Wide LCT with paper smaller than B5 JISD that has a vertical length of 139.7 to less than 257 mm (5.5 to less than 10.12 inches), the paper supports must be removed.

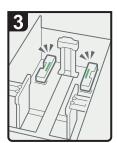
This section describes how to remove the paper supports.



- Pull out the paper tray carefully until it stops.
- **Vote**
- Remove paper if loaded.
- Remove the paper supports.



 Set the paper supports in their storage positions.



- Make sure that the paper supports are properly set.
- Change paper size.
- Load paper into the paper tray, and then carefully slide the paper tray fully in.

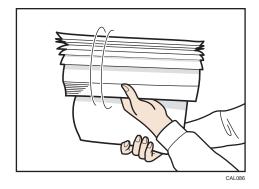
CAL158

Fanning the Paper

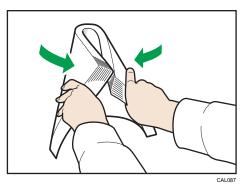
This section describes how to fan a stack of paper before you load it in a paper tray.

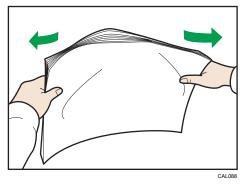
🚼 Important

- If you are loading coated paper in Tray 3, Tray 4 or the Wide LCT, 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.

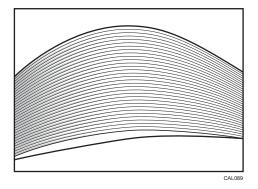


2. Holding its shorter ends, flex the stack back and forth to create space between the sheets. Repeat this several times.





3. Make sure there is space between the sheets.



Loading Paper into the Multi Bypass Tray

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

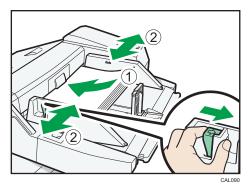
C Important

• The multi bypass tray can be installed on the Wide LCT.

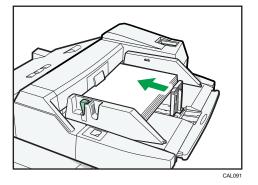
- Check that the paper edges are aligned at the left side.
- The maximum number of sheets you can load into the multi bypass tray depends on paper type. The number should not exceed the upper limit.
- The tray can hold up to 550 sheets in the multi bypass tray. Do not stack paper over the limit mark.
- 1. Place paper in the multi bypass tray.

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

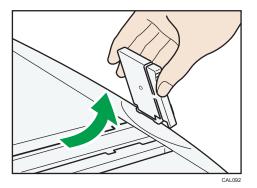
Place paper with print side up.



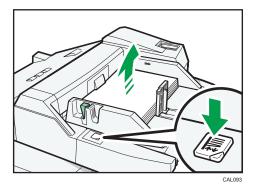
- 2. Set the side fences to the paper size.
- 3. Set the end fence.



Slide it to the right to remove the end fence.



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.

Note

• If you load paper that cannot be automatically detected, specify its size using the display panel. For details, see "Changing to a Size That Is Not Automatically Detected".

Reference

• p.98 "Changing to a Size That Is Not Automatically Detected"

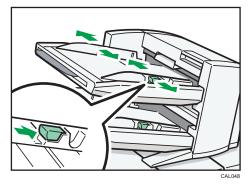
Loading Paper into the Interposer

This section describes how to load paper into the interposer.

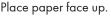
🚼 Important

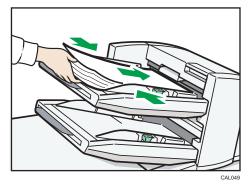
- Load paper in the interposer in the same orientation as paper in the paper tray.
- The staple or punching location will be on the left side of the paper, when you are facing the machine.

- 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.
- 1. While pressing the release lever, align the side fences with the paper size to be loaded.



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

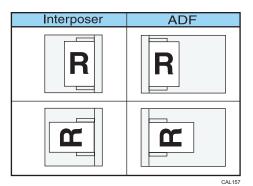




When loading paper larger than A4 \square or $8^1/_2$ " × 11" \square , draw out the paper extender.

Note

- If you load paper that cannot be automatically detected, specify its size using the display panel. For details, see "Changing to a Size That Is Not Automatically Detected".
- To set the paper in the twin interposer, align the orientation of originals in the ADF as shown below.



Reference

• p.98 "Changing to a Size That Is Not Automatically Detected"

Loading Cover Sheets into the Interposer of the Perfect Binder

This section describes how to load cover sheets into the interposer of the perfect binder.

🚼 Important

• The length/size of cover sheets depends on the thickness of the spine.

Estimating the thickness of the spine

This section explains how to calculate the approximate spine thickness and the cover sheet length and size. Note that the length and size of a cover sheet depends on the thickness of the book block spine.

The following list shows examples for A4 size or $8^{1}/_{2}$ " × 11", 80 g/m² (20 lb. Bond) paper:

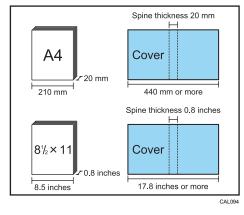
- 10-sheet book block: 1 mm (0.04 inches)
- 30-sheet book block: 3 mm (0.12 inches)
- 50-sheet book block: 5 mm (0.20 inches)
- 80-sheet book block: 8 mm (0.32 inches)
- 100-sheet book block: 10 mm (0.40 inches)
- 200-sheet book block: 20 mm (0.80 inches)

Specify the cover sheet size based on the thickness of the book block spine. Use the following equation to calculate the length of the cover sheet:

Minimum length of cover sheet (mm/inch) = "length of book block sheet (mm/inch)" × 2 + "thickness of spine (mm/inch)"

To perfect bind a booklet with the following dimensions, specify a cover sheet length of at least 440 mm (17.4 inches):

200-sheet book block: A4 or 8¹/₂" × 11"



• Spine thickness: 20 mm (0.8 inches)

Note

• You cannot perfect bind a booklet if the thickness of the book block's spine exceeds 23 mm (0.9 inches).

Orientation and binding position of covers and originals

This section explains the orientation and binding positions of covers and originals.

Place covers and originals in the orientation in which they are read.

	Cover location	Original location	Binding
	Interposer	ADF	position
Left binding	RR	R	+ R
*1 Top binding	חב		► R
Right binding	RR	R –	► RGS
			CAL095

*1 Select 🖅 (unreadable orientation) in Original Orientation, and then select Top binding.

Note

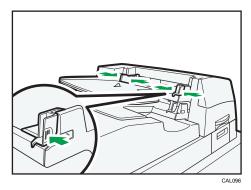
• Depending on your machine, the procedure for selecting the orientation of covers and originals for the printer function might be slightly different. For details, refer to the procedure for your machine.

Loading cover sheets

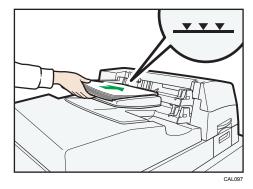
This section describes how to load cover sheets into the interposer of the perfect binder.

Comportant)

- Load paper in the 🗗 orientation.
- 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.
- 1. While lightly pinching the side fence, align it with the paper size to be loaded.



2. Load paper face up and neatly stacked. Slide the side fence tightly against the loaded paper.



Vote

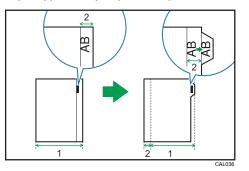
- There are two trays on the interposer of the perfect binder. Each tray can hold up to 200 sheets of paper. Do not stack paper over the limit mark.
- When loading thick paper of 251 g/m² (140 lb. Index) or heavier in the interposer trays of the perfect binder, make sure the grain of the paper is perpendicular to the feed direction.
- If you are loading sheets that are likely to stick together (such as sheets of coated paper), be sure to fan them thoroughly before loading. Fanning them will help prevent jams and allow them to be fed in one sheet at a time.
- The perfect binding process may scratch glossy paper.

Loading Tab Stock

This section describes how to load tab stock into trays.

C Important

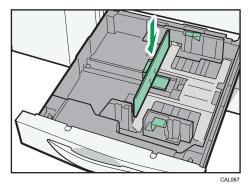
• Set the tray for tab stock before using this function, and then set the position of the index tab under Paper Type in Tray Paper Settings.

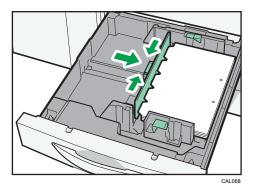


- 1. Original width
- 2. Index width
- Specify the size of tab stock under Paper Size in Tray Paper Settings. The sizes that can be used are A4D, 8¹/₂" × 11"D, and 8¹/₂" × 14"D.
- Tab stock can be loaded into Tray 2, Tray 3, Tray 4, Wide LCT and multi bypass tray. When loading tab stock in the paper trays, always use the tab sheet holder on each tray. The tab sheet holder for Tray 2 is an optional unit.
- Set tab stock so that the side with the tab is facing the back fence.

Tray 2

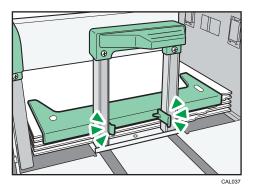
Adjust the end fence position so that the tab sheet holder will fit the tab stock.





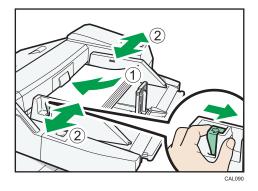
Tray 3, Tray 4, Wide LCT

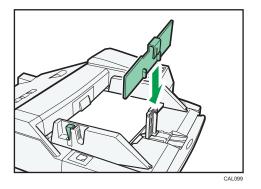
Place the tab sheet holder on the loaded tab stock.



Multi Bypass Tray

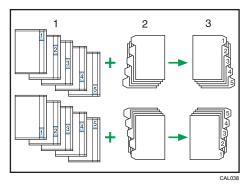
Adjust the end fence position so that the tab sheet holder will fit the tab stock.





Note

- 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.

Loading 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.

Place paper as shown below.

Original Orientation

Exposu	re glass	IA)F
	Copier Scanner	R	٣

Paper Orientation

	Tray 1, 2	Tray 3, 4 Wide LCT (Tray 5, 6) Multi Bypass Tray (Tray 7)
Paper orientation: D		R
Paper orientation:		۳

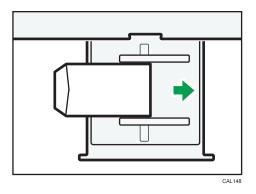
Note

• Press the [Paper Setting] key, and specify "Letterhead" for the [Paper Type] setting of the paper tray you want to use.

Loading Envelopes

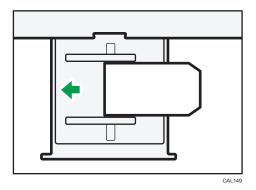
This section describes how to load envelopes.

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.

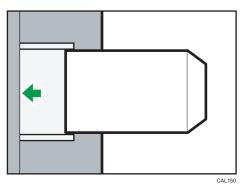


To load envelopes in Tray 3, Tray 4, the Wide LCT or the multi bypass tray, place them with the side you want to print face-up. Be sure to unfold the flaps and position them opposite to the paper feed direction.

• Tray 3, Tray 4, Wide LCT



• Multi Bypass Tray



Changing the Paper Size

This section describes how to change the paper size.

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

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

Note

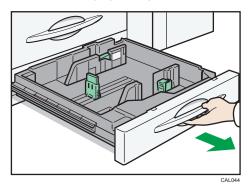
- Be sure to select the paper size with Tray Paper Settings. If you do not, misfeeds might occur.
- Fan the paper before loading.
- Straighten curled or warped paper before loading.
- For details about paper sizes and types, see "Recommended Paper Sizes and Types", About This Machine.

Changing the Paper Size in Tray 2

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

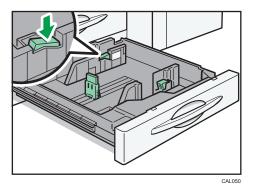
🔁 Important 🔵

- 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. Make sure there are no gaps between the paper and side fences.
- 1. Check that the paper tray is not in use, and then pull the tray carefully out until it stops.

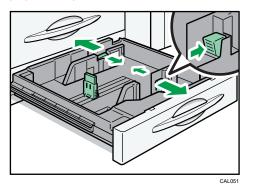


2. Remove paper if loaded.

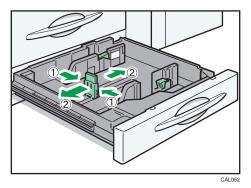
3. Release the lock on the side fence.



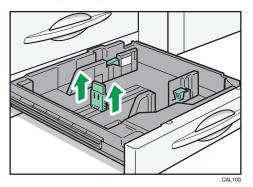
4. While pressing down the release lever, slide the side fences until they are aligned with the paper size you want to load.



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

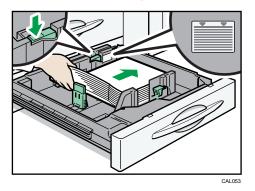


6. When adjusting the paper tray for custom size paper, pull up on the end fence to secure it at the required position.



7. Square the paper, and then load it print side down.

Re-lock the side fences again.



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

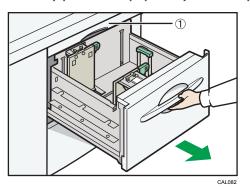
Changing the Paper Size in Tray 3, Tray 4 or the Wide Large Capacity Tray

This section describes how to change the paper size in Tray 3, Tray 4 or the Wide LCT.

Comportant 🔁

- 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.
- Check that the paper edges are aligned with the left side.
- Do not stack paper over the limit mark.

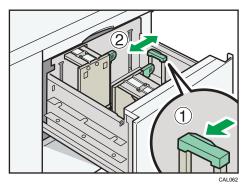
1. Carefully pull out the paper tray until it stops.



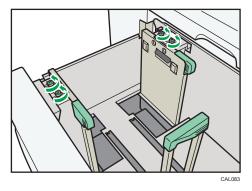
1. Paper transfer unit

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. Loosen the screws holding the side fences in position.

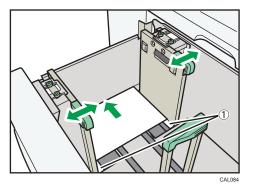


4. Load paper by aligning the paper with the left side of the paper tray. Place paper with print side up.

Load a stack of paper about 5 - 10 mm (0.25 - 0.4 inches) high.

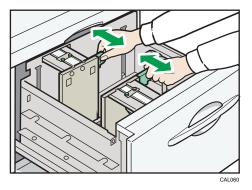
To load paper smaller than B5 JISD that has a vertical length of 139.7 to less than 257 mm (5.5 to less than 10.12 inches), remove the paper supports. For details about how to remove the paper supports, see "Loading small size paper into Tray 3, Tray 4 or the Wide Large Capacity Tray".

Make sure the paper rest on top of the supporting plates on both sides.

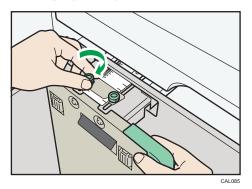


1. Supporting plates

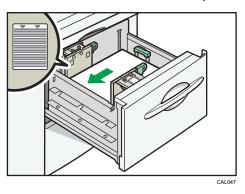
5. Slide the side fences into position according to the size of the paper.



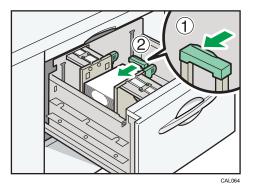
- 6. Set the paper flush against the protrusions in the bottom of the inner side fence.
- 7. Slide the side fences into position according to the paper size. Secure the side fences by carefully tightening the screws.



8. Load additional sheets, if necessary.



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



- 10. Carefully slide the paper tray fully in.
- 11. Check the size on the display.

Reference

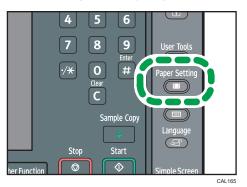
• p.79 "Loading small size paper into Tray 3, Tray 4 or the Wide Large Capacity Tray"

Changing to a Size That Is Not Automatically Detected

This section describes how to set the paper 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.

1. Press the [Paper Setting] key.



- 2. Select the tray number on the screen.
- 3. Press [Paper Size] tab.
- 4. Select the loaded paper size and feed direction, and then press [OK].
- 5. Press the [Paper Setting] key.

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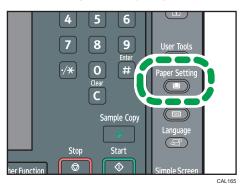
• For details about paper sizes selected automatically, see "Recommended Paper Sizes and Types", About This Machine.

Specifying Custom Size Paper

This section describes how to specify the custom size paper.

When the custom size paper is loaded, the user must set the paper size on the control panel.

1. Press the [Paper Setting] key.



- 2. Select the tray number on the screen.
- 3. Press [Paper Size] tab.
- 4. Press [Custom Size].

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

Adding Toner

This section describes how to add and store toner.

WARNING

• Do not incinerate toner (new or used) or toner containers. Doing so risks burns. Toner will ignite on contact with naked flame.

WARNING

• Do not store toner (new or used) or toner containers anywhere near naked flames. Doing so risks fire and burns. Toner will ignite on contact with naked flame.

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

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

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

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

• When removing jammed paper or replacing toner, avoid getting toner (new or used) on your skin. If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.

• When removing jammed paper or replacing toner, avoid getting toner (new or used) on your clothing. If toner comes into contact with your clothing, wash the stained area with cold water. Hot water will set the toner into the fabric and make removing the stain impossible.

• Do not crush or squeeze toner containers. Doing so can cause toner spillage, possibly resulting in dirtying of skin, clothing, and floor, and accidental ingestion.

Comportant 🗋

- 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 container is rotating. Do not touch the toner container.
- If toner remains in the container, you cannot remove the container. Do not remove the container forcibly.
- Store toner containers in a cool, dry place free from direct sunlight.
- Store toner on a flat surface.

Note

- You can still make about 2,000 prints after the messages "La Toner Cartridge is empty." and "La Replace the cartridge." appear cyclically, but replace toner soon to prevent poor print quality.
- You can check name of the required toner and the replacement procedure using the "^LToner Cartridge is empty." screen.
- You can change the toner containers during printing.
- If toner remains in the container, 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

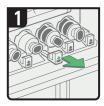
• p.16 "Checking Machine Status and Settings"

Replacing Toner

This section describes how to replace toner.

C Important

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



- Open the toner cover.
- Pull out the lever.



• Remove the toner container carefully.



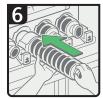
 Take the new toner container out of its box.



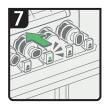
 Hold both ends of the toner container firmly.



• Shake the toner container 5 to 6 times.



Insert the new toner container.



- Push the new toner container in until the lever clicks.
- · Close the toner cover.

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Adding Staples

This section describes what to do when staples need replacing.

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

🚼 Important

• 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 the type of finisher, see "Appendix", About This Machine.

Finisher SR5000

This section describes how to add staples to Finisher SR5000.



- 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.



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



 Push the new refill into the cartridge until it clicks.



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



 Push in the cartridge until it clicks.



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

CAL003

Booklet Finisher SR5020

This section describes how to add staples to Booklet Finisher SR5020.



- Open the finisher front cover.
- Pull handle Rb18, and then pull out the staple unit.
- Turn knob Rb19 counterclockwise to rotate the staple unit.



 Pull out the cartridge lever.



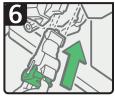
 Pull out the cartridge gently.



 Remove the empty refill in the direction of the arrow.



 Push the new refill into the cartridge until it clicks.



 Hold the lever, and then push in the cartridge.

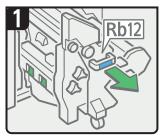


- Push in the cartridge until it clicks.
- Return the staple unit to its original position.
- Close the finisher front cover.

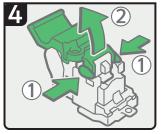
CAL004

Booklet Finisher SR5020 (Saddle Stitch)

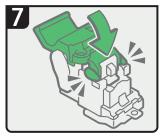
This section describes how to add staples to Booklet Finisher SR5020 (saddle stitch).



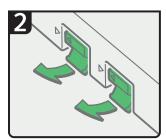
• Open the finisher front cover. Pull out the staple unit.



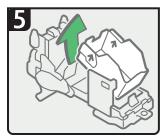
• Hold both sides of the cartridge, and then raise the upper unit.



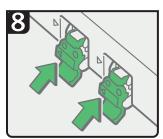
• Push down the upper unit into the cartridge gently.



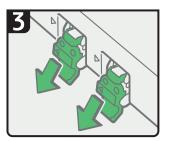
· Raise the levers.



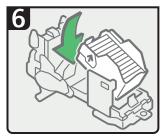
• Remove the empty refill in the direction of the arrow.



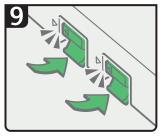
• Hold the levers, and then push in the cartridges.



· Pull out the cartridges gently.



• Push in the new staples until the arrows are aligned.



- Push in the cartridges until they click, and then lower the levers.
- Return the staple unit to its original position.
- Close the finisher front cover.

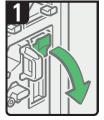
Replacing Ring Combs

This section describes how to replace ring combs.

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

🚼 Important

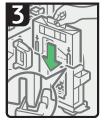
 Use of non-recommended ring combs and/or ring comb cartridges can result in binding failures and comb jams.



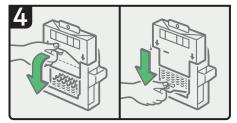
- Open the ring binder front right cover.
- Open the cartridge cover.



 Pull out the ring comb cartridge.



 Insert the ring comb package into the cartridge.



 Pull the tab at the base of the package towards you, and then pull it down.



 Tear the tab along the perforated line, and then remove it.



 Remove the package.

- Push in the cartridge, and then close the cartridge cover.
- Close the ring binder front right cover.

CAL006



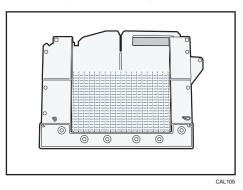
• Add new ring combs to the cartridge only when the "Out of binding ring combs. Add binding ring combs." message appears on the display panel.

- The ring comb cartridge can hold both 100-sheet and 50-sheet type ring combs, but be sure not to mix the two sizes inside the cartridge.
- We recommend that you prepare separate ring comb cartridges for each type and colour of ring comb.
- Store ring combs in their original packaging and stand them upright.

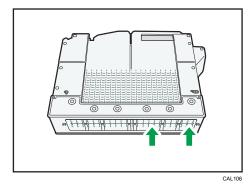
Changing the Type of Ring Combs

This section describes how to change the type of ring comb set in the ring comb cartridge.

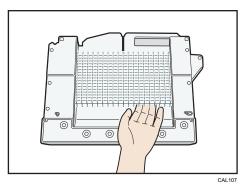
1. Pull the ring comb cartridge out of the machine.



2. Push the ring combs up from the bottom of the cartridge.



3. Place your fingers between the cartridge and the ring combs, and then remove the ring combs.



- 4. Insert the ring combs you want to use into the cartridge.
- 5. Put the cartridge back into the machine.

Adding Binding Glue

This section explains how to fill the glue container with binding glue.

🔂 Important

- Store binding glue in a cool (-20 to 40°C), dark place, away from moisture, extremely high temperatures, direct sunlight, and naked flames.
- Keep binding glue out of the reach of children.
- Use of non-recommended glue can result in failed bindings and faulty adhesion of the cover sheet and book block.
- To use binding glue, you must first heat it. To begin the heating process, press the glue temperature adjustment key.



- Pull the glue container all the way out.
- Open the double covers.



- Add glue, making sure the glue does not exceed the limit line.
- Close the double covers.
- Return the glue container to its original position.

CAL007

4

Note

- The container can hold up to 380 g (0.83 lb.) of glue (about two of the provided cups).
- You can change the glue heating time under "Timer Settings" in "System Settings". For details, see "Timer Settings", General Settings Guide.
- The glue requires time to heat (between five to seven minutes) before the binding can begin. To begin binding quickly, be sure to press the glue temperature adjustment key in advance.

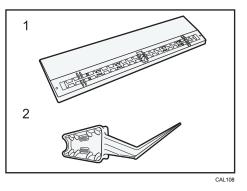
Inserting Pages into an Existing Ring Bound Booklet

This section describes how to insert pages into an existing ring bound booklet.

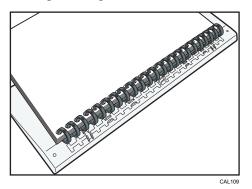
To insert new pages into a ring bound booklet, perform the following procedure.

When binding paper manually with the ring opener, take care not to trap or injure your fingers.

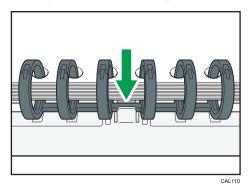
You can use the ring stand and ring opener to insert new pages into the existing ring bound booklets. Use these devices when you need to insert covers, replace existing pages, or add new pages.



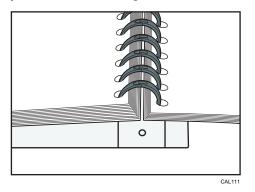
- 1. Ring stand
- 2. Ring opener
- 1. Punch holes into the pages that you want to insert into the ring bound booklet.
- 2. With the ring bound booklet closed, place the ring comb on the ring stand so that each of the rings is in a groove on the stand.



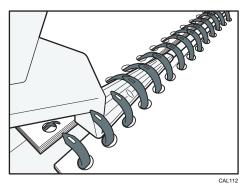
3. Insert the spine of the ring comb into the fixing lug of the ring stand. Gently press down on the ring comb to lock it into place.



4. Open the bound booklet to where you want to insert the new pages, and then place one of your hands on the ring stand.



5. Insert the sharp end of the ring opener into one end of the ring comb, and then push it all the way through the ring comb.



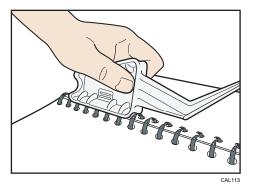
The rings of the comb will open as you push the ring opener through them.

6. Insert the new pages.

7. Holding the sides of the ring opener, carefully press down the opened rings.

To close a 100-sheet type binding ring comb, use the side of the ring opener that has the smaller grooves.

To close a 50-sheet type binding ring comb, use the side of the ring opener that has the larger grooves.



The rings of the comb will close as you press down with the ring opener.

8. Remove the ring comb from the ring stand.

Note

• When using the ring opener, take care to avoid injuring self or others and damaging nearby equipment.

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.

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

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

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

• Be careful not to cut yourself on any sharp edges when you reach inside the machine to remove misfed sheets of paper or masters.

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

Comportant 🖸

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

Vote

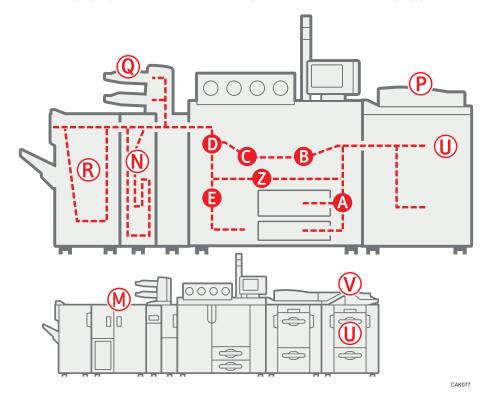
- Inside the finisher, or inside the front cover, there is a sticker explaining how to remove misfed paper.
- If a detailed removal instruction appears on the right of the screen, follow it.

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

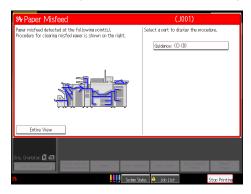
Locating Jammed Paper

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

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



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



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



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

₩ Paper Misfeed			0L)	01)	
Paper was misfed at the fol Follow the instructions to r					
				Instruction	Details
	A/ Custamize Sono Filiabee Starro	Cover/ Slip Sheet	Edit / Colour	las / Combles/ Series	Redece/ Enlarge
n.		System Status	🔺 Job List	St	cop Printing

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

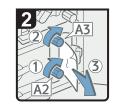
Note

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

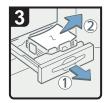
When A Is Displayed



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



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



- If you cannot remove misfed paper, open the paper tray, and then remove misfed paper.
- Return the paper tray to its original position.
- Close the right front cover.

When **B** Is Displayed



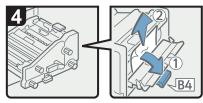
- Open the right front cover.
- Turn knobs B1 and B2 18 to 25 times.



•Turn knob Z2 18 to 25 times.



• Turn lever B3 to the left, and then pull out the unit.



- Open B4 guide board, and then remove misfed paper.
- · Close B4 guide board.



• Remove misfed paper from the top of the unit.



• Turn knob B6, and then remove misfed paper.



 Open B5 guide board, and then remove misfed paper.



- Lower lever Z4 by pressing it down.
- Remove misfed paper, and then return lever Z4 to its original position.
- · Close the guide board.
- Return all levers to their original positions, and then close the right front cover.

CAL118



 Open the guide board.

When C Is Displayed



Open both front covers.

• Remove misfed paper from the bottom left hand corner.



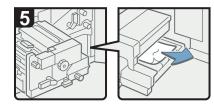
 If you cannot remove misfed paper, turn knob C1 18 to 25 times.



Turn knob Z3 18 to 25 times.



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



· Remove misfed paper.



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

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 then pull out the unit.



· Raise lever D1.



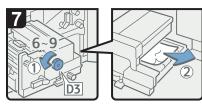
- Lower lever D4, and then remove misfed paper.
- Return the levers D4, D2, and D1 to their original positions.



• Raise lever D2, and then remove misfed paper.



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



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



When E Is Displayed



Open the front left cover.

·Remove misfed paper.

 \cdot Close the front left

cover.

When K Is Displayed



 Open the buffer pass unit front cover.
 Turn knob Kc1 20 to 22 times counterclockwise.

• Open Kc2 cover.



•Turn lever Kc5 to the left, and then pull out the unit.



- Open Kc8 cover, and then remove misfed paper.
- Close Kc8 cover.



·Remove misfed paper.

10

See the illustrations

on the unit.



 Push Kc3 button to close Kc2 cover.

C₆

· Open Kc6 cover, and

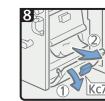
then remove misfed

- Close Kc6 cover.

paper.



 Turn knob Kc4 20 to 22 times clockwise.



- Open Kc7 cover, and then remove misfed paper.
- Close Kc7 cover.



6

.

- Open Kc9 cover, and then remove misfed paper.
 - Close Kc9 cover.

Kc9

- Return the unit and lever Kc5 to their original positions.
- Close the buffer pass unit front cover.

When L Is Displayed



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

5



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



Raise lever L3.



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



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



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



 Open the stacker front cover.



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

CAL021

When Mc1 - Mc4 Is Displayed



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



- Raise lever Mc2, and then remove misfed paper.
- Return lever Mc2 to its original position.



- Raise lever Mc3, and then remove misfed paper.
- Return lever Mc3 to its original position.



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

CAL009

5

When Mc5 or Mc6 Is Displayed



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



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

CAL010

When Mc7 or Mc8 Is Displayed



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



 Remove the unit fully by pulling on handle Mc8.



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



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



 Remove any jammed bound booklets from the paper exit.

CAL011

When Mk1 or Mk2 Is Displayed



 Open the interposer of the perfect binder and Mk1 covers.



 Open the Mk2 cover, and then remove misfed paper.



- Close the Mk2 and Mk1 covers.
- Close the interposer
 of the perfect binder.
- Remove paper if the display reports a paper misfeed in Mk3 - Mk5.

When Mk3 - Mk5 Is Displayed



- Raise the interposer of the perfect binder.
- Open the upper left cover (Mk3).



 Raise levers Mk4 and Mk5.



 Remove misfed paper.



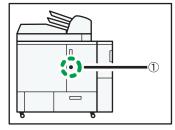
- Remove misfed paper.
- Return levers Mk4 and Mk5 to their original positions.
- Return the upper left cover (Mk3) and the interposer of the perfect binder to their original positions.



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

• Note

- The location of the LED () is shown in the following illustration.



CAL024

When Mk6 Is Displayed



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

CAL014

When Mk7 or Mk8 Is Displayed



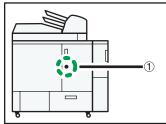
- Check that the LED on the perfect binder front right cover is unlit.
- Open the perfect binder front right and front left covers.
- Raise lever Mk7, and then remove misfed paper.
- Return lever Mk7 to its original position.



- Raise lever Mk8, and then remove misfed paper.
- Return lever Mk8 to its original position.
- Close the perfect binder front left and front right covers.

Vote

 \cdot The location of the LED (1) is shown in the following illustration.



When Mk9 - Mk11 Is Displayed



- Check that the LED on the perfect binder front right cover is unlit.
- Open the perfect binder front right and front left covers.
- Raise lever Mk9.



- Turn knob Mk10 clockwise.
- Remove misfed paper.
- Return lever Mk9 to its original position.



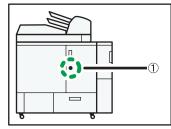
 Hold down lever Mk11.



- Remove misfed paper.
- Return lever Mk11 to its original position.
- Close the perfect binder front left and front right covers.



• The location of the LED (1) is shown in the following illustration.



CAL026

When Mk12 - Mk14 Is Displayed



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



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



 Return lever Mk12 to its original position.



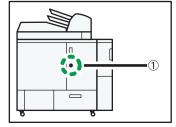
 Turn lever Mk13 to the left.



 Remove misfed paper.



• The location of the LED () is shown in the following illustration.



When N1 Is Displayed



 $\cdot \operatorname{Open}$ the Z-folding unit upper cover.



· Raise lever N1.



· Remove misfed paper.

· Lower lever N1, and then close the Z-folding unit upper cover.

CAL122

5

When N2 or N3 Is Displayed



· Open the Z-folding unit upper cover.



· Remove misfed paper, and then close the N2 cover.



· Raise lever N1.



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



· Pull out the Z-folding unit.



- · Remove misfed paper, and then close the N3 cover.
- · Return the Z-folding unit to its original position.
- · Lower lever N1, and then close the Z-folding unit upper cover.



· Open the N2 cover.

CAL123

When P1 Is Displayed





 \cdot Open the ADF cover.

- \cdot Remove the remaining original(s).
- Close the ADF cover. Lift up the ADF, and then check for remaining original(s).

CAL138

When P2 Is Displayed



5

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

When Q1 - Q4 Is Displayed



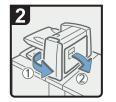
- Open the interposer upper tray cover and interposer lower tray cover.
- Remove misfed paper.



Open the interposer base cover.



- Remove misfed paper.
- Return the guide boards to their original positions.
- Close the interposer main, base, right, upper, and lower covers.



• Open the interposer main cover or right cover.



- Turn knob Q1
 counterclockwise.
- Remove misfed paper.



Turn knob Q2 counterclockwise.



 Press button Q3, and then open the guide board.



Remove misfed paper.



• Press button Q4, and then open the guide board.



When R1 - R3 Is Displayed



- Open the front cover of the Finisher SR5000.
- · Raise lever R1.



• If you cannot remove misfed paper, raise lever R3.



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



- Remove misfed paper, and then return lever R3 to its original position.
- Close the front cover of the Finisher SR5000.



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



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

When R4 - R8 Is Displayed



- Open the front cover of the Finisher SR5000.
- 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 then return lever R7 to its original position.



- Pull handle R8, and then pull out the staple unit.
- Remove misfed paper.
- Return the staple unit to its original position, and then close the front cover of the Finisher SR5000.

When Rb1 - Rb5 Is Displayed



- Open the front cover of the Booklet Finisher SR5020.
- Raise lever Rb1, and then remove misfed paper.



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



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



- Raise lever Rb5 to the right, and then remove misfed paper.
- Return lever Rb5 to its original position.
- Close the front cover of the Booklet Finisher SR5020.



 Raise lever Rb3, and then remove misfed paper.



 Return lever Rb3 to its original position.

When Rb6 - Rb9 Is Displayed



- Open the front cover of the Booklet Finisher SR5020.
- Lower lever Rb6.



 Pull lever Rb7 to the left.



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



 Pull lever Rb9 to the left.



- Remove misfed paper.
- Close the front cover of the Booklet Finisher SR5020.

CAL018

137

When Rb10 - Rb17 Is Displayed



- Open the front cover of the Booklet Finisher SR5020.
- Turn knob Rb10.



Turn knob Rb11
 9 to 11 times.



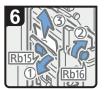
 Pull handle Rb12, and then pull out the staple unit.



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



 Turn knob Rb14, and then remove misfed paper.



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



- Raise lever Rb17, and then remove misfed paper.
- Return lever Rb17 to its original position.
- Return the staple unit to its original position, and then close the front cover of the Booklet Finisher SR5020.

CAL019

When Rt1 or Rt2 Is Displayed



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



- Hold down lever Rt2, and then remove misfed
- paper.



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

When U1 - U6 Is Displayed



 Open the front cover of Tray 3, 4.

Hold down lever U1.



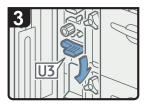
- Turn knob U4, and then remove misfed paper.
- Return lever U3 to its original position.



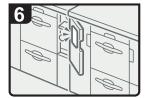
- Turn knob U2, and then remove misfed paper.
- Return lever U1 to its original position.



- Turn knob U6, and then remove misfed paper.
- · Close the cover.



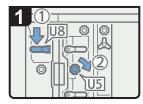
Hold down lever U3.



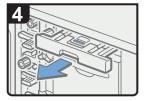
 Open the right cover, and then proceed to procedure for U7 - U9.

CAL022

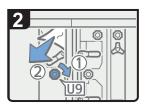
When U7 - U9 Is Displayed



- Open the left cover of Tray 3, 4.
- Hold down lever U8, and then turn knob U5.



 Pull out the paper transfer unit.



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



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



 Turn knob U7, and then remove misfed paper.

CAL023

When V Is Displayed



Disconnect the multi bypass tray.



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

When Z Is Displayed



- •Open both front covers.
- Remove misfed paper.



 Turn knobs C1 and Z3 18 to 25 times.



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



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



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

6	N		
	0	R	д
S.	5	Z4	2)
R		<u> </u>	

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

Removing Jammed Staples

This section describes how to remove jammed staples.

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

🔂 Important

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

Note

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

Finisher SR5000

This section describes how to remove jammed staples from Finisher SR5000.



- 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.



 Push the cartridge until it clicks.



Remove jammed staples.

· Return the staple unit

to its original position, and then close the finisher front cover.



 Pull down the face plate until it clicks.



 Hold the lever, and then push in the cartridge.



CAL129

Booklet Finisher SR5020

This section describes how to remove jammed staples from Booklet Finisher SR5020.

When S1 Is Displayed



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



 Turn knob Rb19 counterclockwise to rotate the staple unit.



 Pull out the cartridge lever.



 Pull out the cartridge gently.



 Open the face plate of the cartridge.



 Remove jammed staples.



 Pull down the face plate until it clicks.



 Hold the lever, and then push in the cartridge.



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

CAL127

When S2 Is Displayed (Saddle Stitch)



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



 Pull out the cartridge levers.



 Pull out the cartridge gently.



 Open the cartridge's face plate.



Remove jammed staples.



 Pull up the face plate until it clicks.



 Hold the levers, and then push in the cartridge.



- Push down the cartridge until it clicks.
- Push back the staple unit.
- Close the finisher front cover.

CAL128

Removing Jammed Ring Combs

This section describes how to remove jammed ring combs.

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

If ring combs become jammed, a message appears on the display panel. Follow the message's instructions to remove the jammed ring combs.



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



 Pull out the ring comb cartridge.



 Lift up and pull out the ring comb cartridge.



 Remove the jammed ring combs from the ring binder.



• To remove jammed ring combs from the bottom of the cartridge:

While pressing down the blue buttons ① at the bottom of the cartridge, remove the jammed ring combs @ carefully.

- Reinsert the cartridge, push it into place, and then close the cartridge cover.
- Close the ring binder front right cover.

CAL130



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

Removing Punch Waste

This section describes how to remove punch waste.

Vote

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

Finisher SR5000

This section describes how to remove punch waste from Finisher SR5000.



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

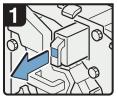


- · Remove punch waste.
- Reinstall the punch waste box.
- Close the finisher front cover.

CAL131

Booklet Finisher SR5020

This section describes how to remove punch waste from Booklet Finisher SR5020.



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



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

CAL132

147

Ring Binder

This section describes how to remove the comb binding punch waste from the ring binder.



- Open the ring binder front right cover.
- Using both hands, pull out the comb binding punch receptacle.



- Empty the comb binding punch receptacle.
- Reinstall the comb binding punch receptacle.
- Close the ring binder front right cover.

CAL133

Removing Staple Waste

This section describes how to remove staple waste.

Vote

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

Finisher SR5000

This section describes how to remove staple waste from Finisher SR5000.



Open the finisher front cover.

Pull out the staple waste box.

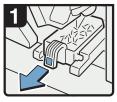


- Remove staple waste.
 Reinstall the staple waste box.
- Close the finisher front cover.

CAL134

Booklet Finisher SR5020

This section describes how to remove staple waste from Booklet Finisher SR5020.



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



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

CAL135

Removing Waste Paper

This section describes how to remove the waste paper.

Vote

- While "The waste paper receptacle is full." is displayed, you cannot use the perfect binding function.
- "The waste paper receptacle is full." is displayed until the receptacle is reinstalled.
- If the message is still displayed, reinstall the receptacle.

Perfect Binder

5

This section describes how to remove the paper waste produced by the perfect binder.



- Open the perfect binder lower right tray.
- Lift out the waste paper receptacle carefully.



- · Remove waste paper.
- Reinstall the waste paper receptacle.
- Close the perfect binder lower right tray.

CAL136

Trimmer

This section describes how to remove the paper waste produced by the trimmer.



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



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

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

Select your machine's location carefully.

Environmental conditions greatly affect its performance.

Moving

To move your machine, contact your service representative.

• Contact your service representative if you need to lift the machine (such as when relocating it to another floor). Do not attempt to lift the machine without the assistance of your service representative. The machine will be damaged if it topples or is dropped, resulting in malfunction and risk of injury to users.

Optimum environmental conditions

This section describes precautions when locating the machine.

WARNING

• Do not use flammable sprays or solvents in the vicinity of this machine. Doing so could result in fire or electric shock.

WARNING

• Do not place vases, plant pots, cups, toiletries, medicines, small metal objects, or containers holding water or any other liquids, on or close to this machine. Fire or electric shock could result from spillage or if such objects or substances fall inside this machine.

• Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.

• Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.

• 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.

• Do not obstruct the machine's vents. Doing so risks fire caused by overheated internal components.

- Do not place heavy objects on the machine. Doing so can cause the machine to topple over, possibly resulting in injury.
- 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 inches: 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

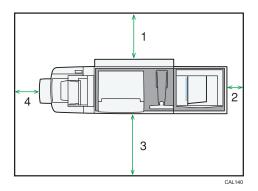
This section describes environments to avoid when locating the machine.

- 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

This section describes the space required for 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

Vote

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

Power Connection

This section describes power supply.

WARNING

• Do not use any power sources other than those that match the specifications shown in "About This Machine". Doing so could result in fire or electric shock.

WARNING

• If the power cord is damaged and its inner wires are exposed or broken, contact your service representative for a replacement. Use of damaged power cords could result in fire or electric shock.

WARNING

 Do not use power cords that are damaged, broken, or modified. Also, do not use power cords that have been trapped under heavy objects, pulled hard, or bent severely. Doing so could result in fire or electric shock.

WARNING

• Do not use extension cords. Doing so could result in fire or electric shock.

WARNING

• Do not use multi-socket adaptors. Doing so could result in fire or electric shock.

WARNING

• Touching the prongs of the power cable's plug with anything metallic constitutes a fire and electric shock hazard.

WARNING

• It is dangerous to handle the power cord plug with wet hands. Doing so could result in electric shock.

• If this machine is not going to be used for several days or longer at a time, disconnect its power cord from the wall outlet.

• When performing maintenance on the machine, always disconnect the power cord from the wall outlet.

• Be sure to push the plug of the power cord fully into the wall outlet. Partially inserted plugs create an unstable connection that can result in unsafe buildup of heat.

• When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.
- 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.

😭 Important 🔵

- 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 then 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

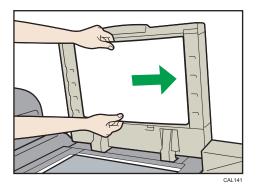
This section describes how to clean the exposure glass.



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 then wipe its surface.

Checking the Earth Leakage Breaker

This section explains how to check the earth leakage breaker.

WARNING

• When this machine's circuit breaker is set to "Off", do not switch it to "On". Doing so could result in electric shock, fire, smoke, or tripping of the room's breakers.

Comportant 🔂

• If the earth leakage breakers are not functioning normally, contact your sales or service representative.

This machine has two earth leakage breakers.

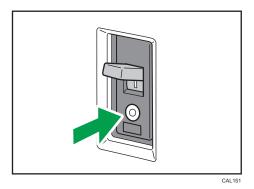
For details about where they are located, see "Guide to Components", About This Machine.

Some options are equipped with earth leakage breakers.

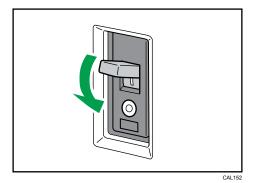
Once a year, check that the earth leakage breakers function properly. Normally, the breakers are in the On position.

Check both breakers in the same way.

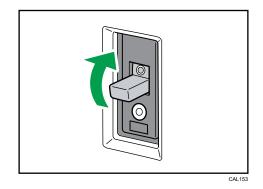
- 1. Press the operation switch to turn off the power.
- 2. Turn off the main power.
- 3. Using a ballpoint pen or similar pointed object, press in the earth leakage breaker's test button.



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.

Note

• 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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