



# SP 100SU

## Operating Instructions User Guide



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# 1. Guide to the Machine

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## How to Read This Manual

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### Introduction

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

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### Legal Prohibition

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Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law:

bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses.

The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

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### Disclaimer

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

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

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

Two kinds of size notation are employed in this manual.

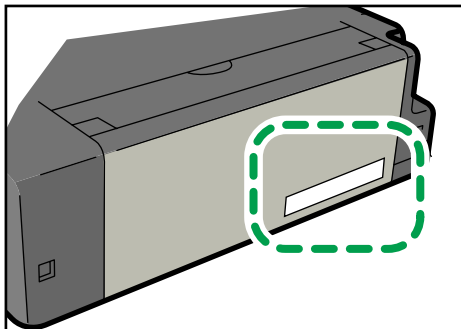
Some illustrations or explanations in this guide may differ from your product due to improvement or change in the product.

## Model-Specific Information

1

This section explains how you can identify the region your machine belongs to.

There is a label on the rear of the machine, located in the position shown below. The label contains details that identify the region your machine belongs to. Read the label.



CHZ966

The following information is region-specific. Read the information under the symbol that corresponds to the region of your machine.

 **Region A** (mainly Europe and Asia)

If the label contains the following, your machine is a region A model:

- CODE XXXX -22, -27
- 220-240V

 **Region B** (mainly North America)

If the label contains the following, your machine is a region B model:

- CODE XXXX -11, -17
- 120V

### **Note**

- Dimensions in this manual are given in two units of measure: metric and inch. If your machine is a Region A model, refer to the metric units. If your machine is a Region B model, refer to the inch units.

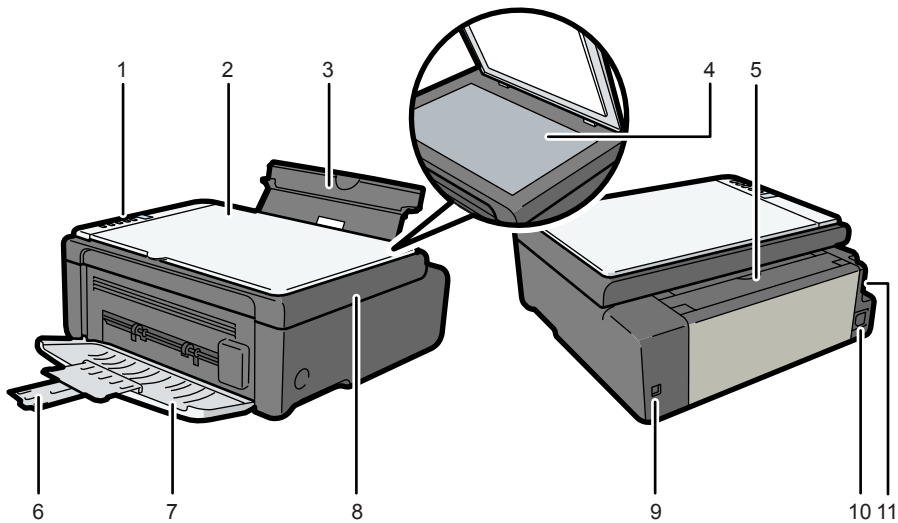


# Guide to Components

This section introduces the names of the various parts on the front and rear side of the machine and outlines their functions.

1

## Exterior



CH2968

### 1. Control Panel

Contains a screen and keys for machine control.

### 2. Exposure Glass Cover

Open this cover to place originals on the exposure glass.

### 3. Input Tray

This tray can hold up to 50 sheets of plain paper.

### 4. Exposure Glass

Place originals here sheet by sheet.

### 5. Input Tray Cover

Set this cover up and pull out the paper source tray to load paper.

### 6. Tray Extension

Pull out and extend this tray extension to hold the output paper.

### 7. Front Cover

Open this cover to pull out the output tray before printing.

### 8. Maintenance Cover

Lift up this cover to replace consumables or clear a paper jam.

### 9. USB Port

Use this port to connect the machine to a computer using a USB cable.

### 10. Power Connector

Connect the power cord to the machine here. Insert the other end of the cable into a nearby wall outlet.

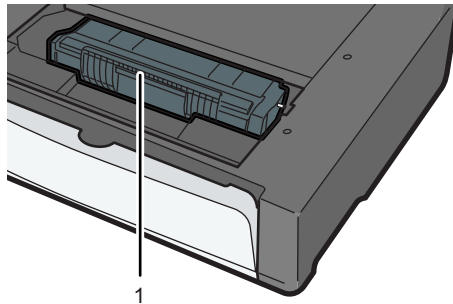
### 11. Power Switch

Use this switch to turn the power on or off.

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## Interior

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### 1. Print Cartridge

A replacement consumable that is required to make prints on paper. It needs to be replaced after approximately every 2000 pages printed. For details about replacing the cartridge, see p.45 "Replacing the Print Cartridge".

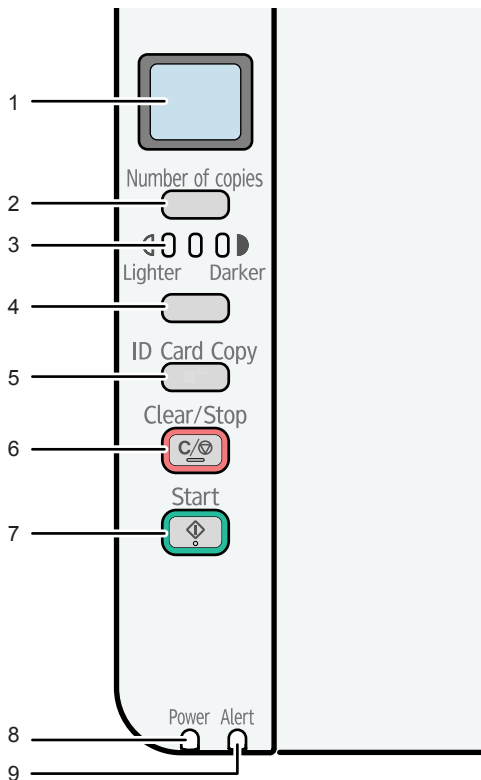
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## Control Panel

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### ★ Important

- The actual control panel may look different from the illustration below, depending on the country of use.



CHZ951

**1. Screen**

Shows the number of copies and the error code.

**2. [Number of copies] Key**

Use this button to change the number of copies.

**3. Density Screen**

Displays the copy density in three levels.

The print density is indicated by which segment is lit on this indicator.

- Left: Lighter than normal
- Middle: Normal density
- Right: Darker than normal

**4. [Density] Key**

Use this button to adjust the copy density.

**5. [ID Card Copy] Key**

Use this button to perform an ID copy.

**6. [Clear/Stop] Key**

When the machine is online, press this key to cancel an ongoing print job.

**7. [Start] Key**

Use this button to start copying.

**8. Power Indicator**

This indicator lights up blue when the machine is turned on. It flashes when a print job is received and while printing or scanning is in progress.

**9. Alert Indicator**

This indicator lights up red when the machine runs out of paper or consumables, when the paper settings do not match the settings specified by the driver, or when other abnormalities occur. It flashes slowly when the machine is almost out of toner.

# Installing the Driver and Software

You can install the necessary driver for this machine using the included CD-ROM.

The operating systems compatible with the drivers and software for this machine are: Windows XP/Vista/7 and Windows Server 2003/2003 R2/2008/2008 R2.

The procedure in this section is an example based on Windows 7. The actual procedure may vary depending on the operating system you are using.

## Important

- **Be sure to disconnect the USB cable from the machine and turn the machine off before beginning the installation.**

## Quick Install

Use Quick Install to install the printer driver, TWAIN driver, and WIA driver from the CD-ROM.

1. Close all applications except this manual.
2. Insert the CD-ROM into the CD-ROM drive.
3. From the CD-ROM menu, click [USB Quick Install].
4. Follow the instructions in the installation wizard.

## Upgrading or Deleting the Printer Driver

### Upgrading the printer driver

1. On the [Start] menu, click [Devices and Printers].
2. Right-click the icon of the printer model you want to modify, and then click [Printer properties].
3. Click the [Advanced] tab.
4. Click [New Driver...], and then click [Next].
5. Click [Have Disk...].
6. Click [Browse...], and then select the printer driver location.
7. Click [OK], and then specify the printer model.
8. Click [Next].
9. Click [Finish].
10. Click [OK] to close the printer properties window.

11. Restart the computer.

## Deleting the printer driver

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1. On the [Start] menu, click [Devices and Printers].
2. Right-click the icon of the printer you want to delete, and then click [Remove device].
3. Click [Yes].
4. Click any printer icon, and then click [Print server properties].
5. Click the [Drivers] tab.
6. Click the [Change Driver Settings] button if it is displayed.
7. Click [Remove...].
8. Select [Remove driver and driver package.], and then click [OK].
9. Click [Yes].
10. Click [Delete].
11. Click [OK].
12. Click [Close] to close the print server properties window.

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## Installing the Smart Organizing Monitor

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Smart Organizing Monitor is a utility that allows you to modify the machine's settings or view the machine's status from your computer. For details, see p.13 "What is Smart Organizing Monitor?".

1. Close all applications except this manual.
2. Insert the CD-ROM into the CD-ROM drive.
3. From the CD-ROM menu, click [Smart Organizing Monitor].
4. Select a language for Smart Organizing Monitor.
5. Follow the instructions in the installation wizard.

# What is Smart Organizing Monitor?

Install this utility on your computer from the included CD-ROM before using it.

Smart Organizing Monitor provides the following functions:

- Displays the status of the machine  
Displays paper jam messages and other error messages.
- Paper size and type settings  
Displays the settings for paper sizes or types available on this machine.
- Print test and configuration pages  
Prints List/Report to check the list of settings for this machine and other information.
- Modify the system settings  
Use to change custom paper size settings and other settings on this machine.
- Modify the printer settings  
Use to change print settings such as [Error Skip:] and [I/O Time Out:] on this machine.
- Modify the copy settings  
Use to change to change copy settings such as [Document Type:] and [Reduce / Enlarge:] on this machine.

For details about basic instructions on how to use Smart Organizing Monitor, see p.41 "Configuring the Machine Using Smart Organizing Monitor".





# 2. Loading Paper

## Supported Paper

### Paper Size

- A4
- 8 1/2" x 11" (Letter)
- B5
- 5 1/2" x 8 1/2" (Half Letter)
- 7 1/4" x 10 1/2" (Executive)
- A5
- A6
- B6
- 16K (197 x 273 mm)
- 16K (195 x 270 mm)
- 16K (184 x 260 mm)
- Custom Paper Size

The following paper sizes are supported as custom paper sizes:

- Approximately 90-216 mm (3.6-8.5 inches) in width
- Approximately 148-297 mm (5.8-11.7 inches) in length

### Paper Type

- Plain Paper (65-104 g/m<sup>2</sup> (20-24 lb.))
- Recycled Paper (65-104 g/m<sup>2</sup> (20-24 lb.))
- Thin Paper (60-64 g/m<sup>2</sup> (16 lb.))
- Thick Paper (105 g/m<sup>2</sup> (28 lb.))

### Paper Capacity

50 sheets

(80 g/m<sup>2</sup>, 20 lb.)

## Non-Recommended Paper Types

Do not use the following types of paper:

- Ink-jet printer paper
- GelJet special paper
- Bent, folded, or creased paper
- Curled or twisted paper
- Wrinkled paper
- Damp paper
- Dirty or damaged paper
- Paper that is dry enough to emit static electricity
- Paper that has already been printed onto, except a preprinted letterhead paper.  
Malfunctions are especially likely when using paper printed on by other than a laser printer (e.g. monochrome and color copiers, ink-jet printers, etc.)
- Special paper, such as thermal paper and carbon paper
- Paper whose weight is heavier or lighter than the limitation
- Paper with windows, holes, perforations, cutouts, or embossing
- Adhesive label paper on which glue or base paper is exposed
- Paper with clips or staples

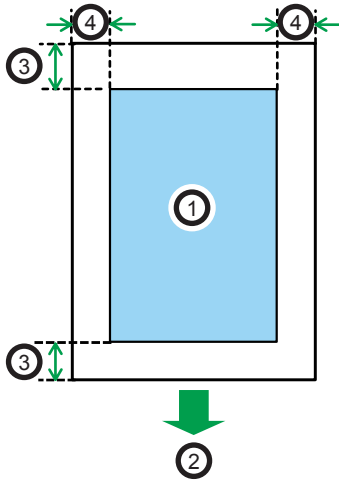
### ↓ Note

- When loading paper, take care not to touch the surface of the paper.
- Even if paper is adequate for the machine, poorly stored paper can cause paper misfeeds, print quality degradation, or malfunctions.

# Print Area

The diagram below shows the area of the paper that the machine can print on.

**From the printer driver**



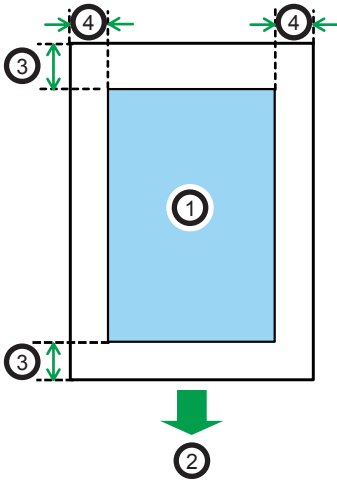
CH2904

1. Print area
2. Feed direction
3. Approx. 4.2 mm (0.2 inches)
4. Approx. 4.2 mm (0.2 inches)

## ↓ Note

- The print area may vary depending on the paper size and printer driver settings.

### Copier function



CH2904

1. Print area
2. Feed direction
3. Approx. 4 mm (0.2 inches)
4. Approx. 3 mm (0.1 inches)

**Note**

- The print area may vary depending on the paper size.

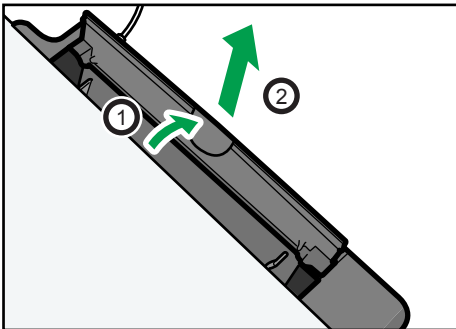
# Loading Paper

Load a stack of paper for printing in the input tray on the back of the machine.

## ★ Important

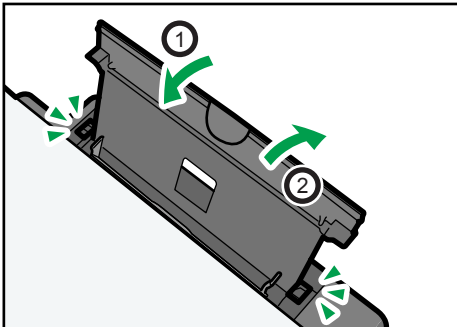
- When loading paper, be sure to configure the size and type of paper. When printing a document, specify the paper size and type in the printer driver so that the settings configured when paper is loaded can be used for printing.

1. Open the input tray cover and pull out the tray.



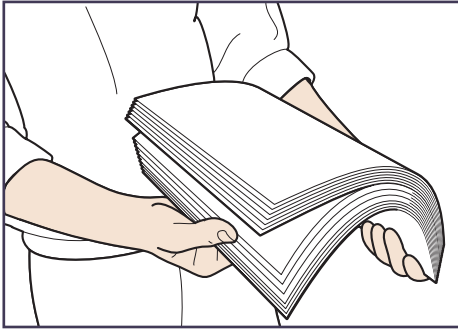
CHZ005

2. After pulling out the tray, tilt it back and forth, and then attach the end of the input tray to the machine.



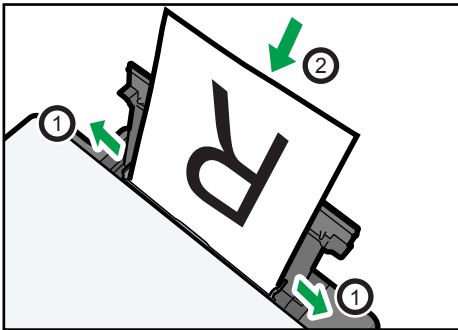
CHZ006

3. Fan the paper before loading it in the tray.



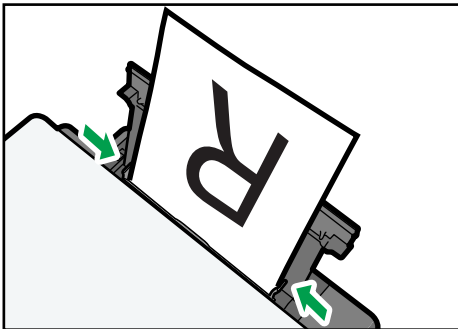
CBK254

4. Slide the paper guide on both sides outward, and then load the paper print side up until it stops.



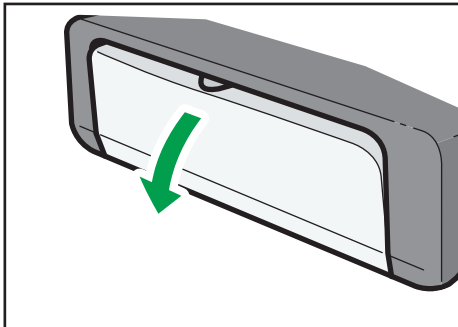
CHZ007

5. Adjust the paper guide on both sides to fit the paper width.



CHZ008

6. Open the front cover and tray extension.



CH2027

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## Specifying Paper Type and Paper Size Using Smart Organizing Monitor

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The procedure in this section is an example based on Windows 7. The actual procedure may vary depending on the operating system you are using.

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### Specifying the paper type and paper size

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1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].
4. On the [Status] tab, click [Change...].
5. Select the paper type and paper size, and then click [OK].
6. Click [Close].

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### Changing the custom paper size

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1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].
4. On the [User Tool] tab, click [Printer Configuration].
5. On the [System] tab, select [mm] or [inch] in the [Measurement Unit:] list.
6. In the [Horizontal: (90 to 216 mm)] box, enter the width.
7. In the [Vertical: (148 to 297 mm)] box, enter the length.
8. Click [OK].
9. Click [Close].

# Placing Originals

This section describes the types of originals you can set and how to place them.

## About Originals

### Recommended size of originals

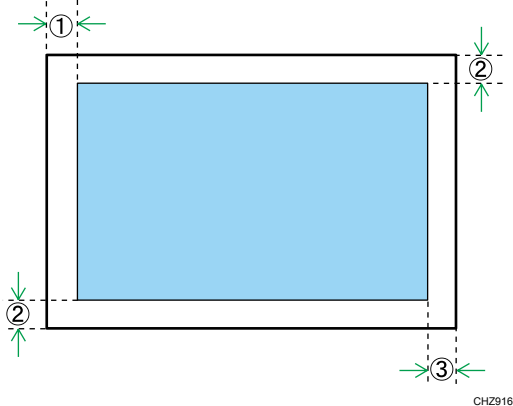
#### Exposure glass

- Up to 216 mm (8.5 ") in width, up to 297 mm (11.7 ") in length

### Unscannable image area

Even if you correctly place originals, margins of a few millimeters on all four sides of the original may not be scanned.

#### Margins when using exposure glass



1. Approx. 4.1 mm (0.2 inches)
2. Approx. 3 mm (0.1 inches)
3. Approx. 4 mm (0.2 inches)

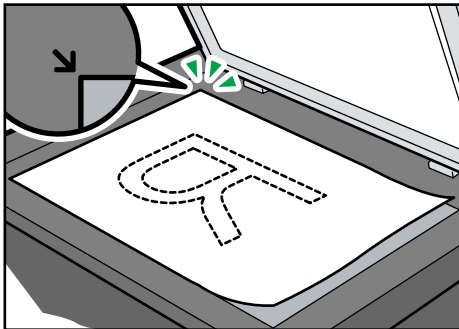
## Placing Originals on the Exposure Glass

### ★ Important

- Do not place originals until all correction fluid or toner becomes completely dry. Doing so may create marks on the exposure glass that will appear on copies.



1. Lift the exposure glass cover.
2. Place the original face down on the exposure glass. The original should be aligned to the rear left corner.



CHZ009

3. Lower the exposure glass cover.

Hold down the cover with your hands when using thick, folded, or bound originals and when the cover cannot be lowered completely.

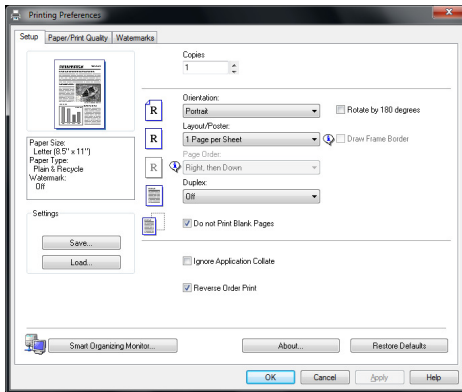


# 3. Printing Documents

## Basic Operation

Use the printer driver to print a document from your computer.

1. After creating a document, open the [Printing Preferences] dialog box in the document's native application.



2. Change any print settings if necessary.

The following print settings can be specified using the printer driver:

- Printing multiple pages on a sheet
- Splitting a single page across multiple sheets
- Printing on both sides of sheets
- Not having blank pages printed
- Having prints sorted
- Saving printer driver settings
- Recalling and deleting saved printer properties settings
- Printing on a custom size paper
- Printing a large paper size document on smaller size paper
- Reducing and enlarging a document size
- Changing the print resolution
- Saving on toner when printing
- Changing the dithering pattern
- Having text stamped on prints

For details about each setting items, click [Help].

3. When setting changes are completed, click [OK].
4. Print the document using the print function in the document's native application.

**Note**

- If a paper jam occurs, printing stops when the current page has printed. Open the maintenance cover to remove the jammed paper. Printing will resume automatically after the maintenance cover is closed. If the maintenance cover is not opened to remove jammed paper, press the [Start] key to resume printing.

3

### Printing on Both Sides of Sheets

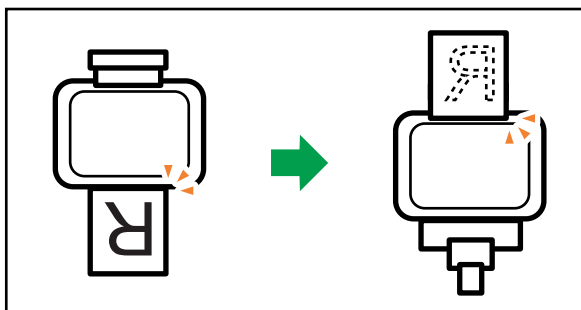
1. After creating a document, open the [Printing Preferences] dialog box in the document's native application.
2. On the [Setup] tab, in the [Duplex:] list box, select how you want to open the bound output.
3. After making any additional settings, click [OK].
4. Start printing.

The machine prints only the one sides of pages first, and then displays on Smart Organizing Monitor screen a message to reload the outputs turned over.

5. Take out all of the prints from the output tray and place them in the input tray.

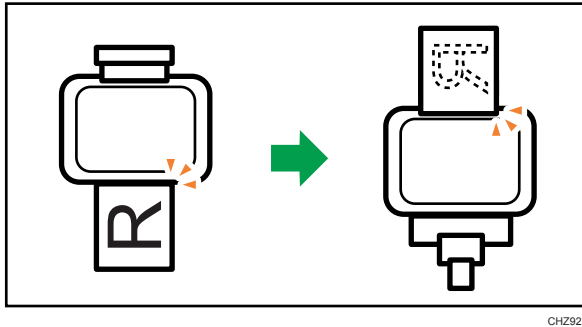
To print on the reverse side of the prints, turn them over so that the blank side faces up and place them in the input tray.

**Portrait**



CH2921

## Landscape



6. Press the [Start] key.

## Canceling a Print Job

You can cancel print jobs using either the machine's control panel or your computer, depending on the status of the job.

### Canceling a print job before printing has started

1. Double-click the printer icon on the task tray of your computer.
2. Select the print job you want to cancel, click the [Document] menu, and then click [Cancel].

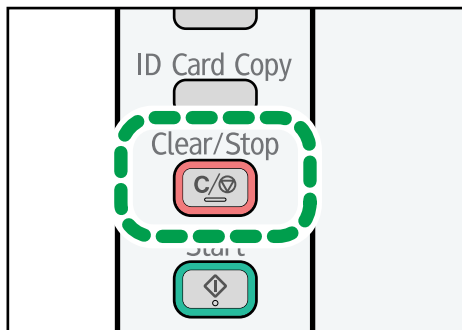
#### Note

- If you cancel a print job that has already been processed, printing may continue for a few pages before being canceled.
- It may take a while to cancel a large print job.

## Canceling a print job while printing

---

1. Press the [Clear/Stop] key.



CH2955

# If a Paper Mismatch Occurs

If the paper size or type does not match the print job's settings, the machine reports an error. There are two ways to resolve this error:

## Continue printing using mismatched paper

Use the form-feed function to ignore the error and print using mismatched paper.

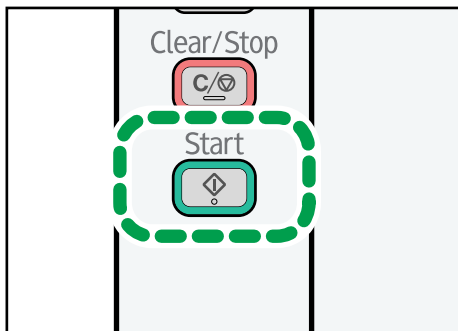
## Reset the print job

Cancel printing.

## Continuing Printing Using Mismatched Paper

If the paper is too small for the print job, the printed image will be cropped.

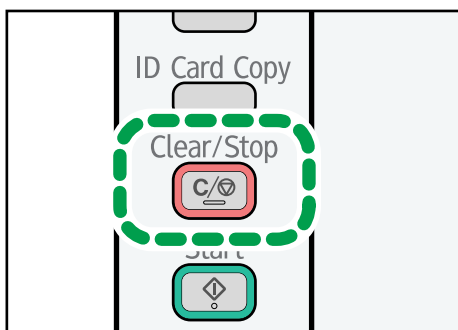
1. If the error code is displayed, press the [Start] key.



CHZ956

## Resetting the Print Job

1. If the error code is displayed, press the [Clear/Stop] key.



CHZ955

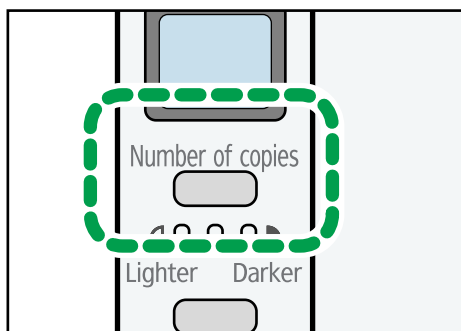




# 4. Copying Originals

## Basic Operation

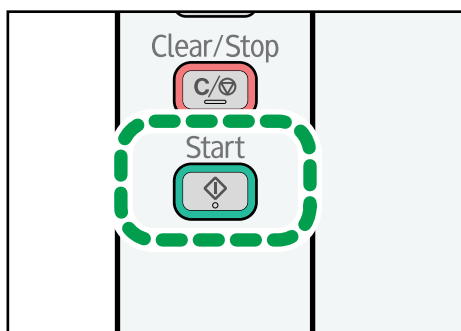
1. Place the original on the exposure glass.
2. To print multiple copies, press the [Number of copies] key until the number of copies you want to print is displayed.



CHZ952

Holding down the [Number of copies] key increases the number in increments of 10.

3. Press the [Start] key.



CHZ956

### Note

- If a paper jam occurs, printing stops when the current page has printed. Open the maintenance cover to remove the jammed paper. Printing will resume automatically after the maintenance cover is closed. If the maintenance cover is not opened to remove jammed paper, press the [Start] key to resume printing.

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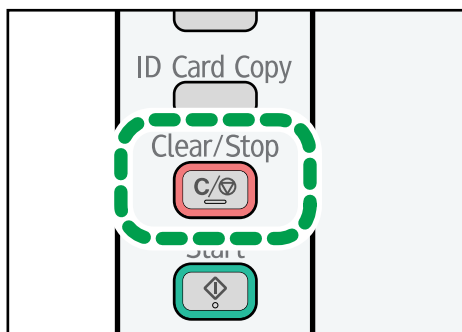
## Canceling a Copy

---

If copying is canceled while the machine is scanning the original, copying is canceled immediately and there is no printout.

If copying is canceled during printing, the photocopy process is canceled after the current page has been printed out.

1. Press the [Clear/Stop] key.

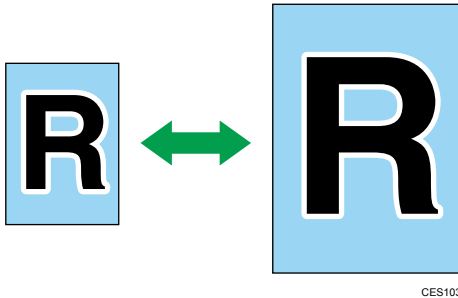


CH2955

# Making Enlarged or Reduced Copies

There are two ways to set the scaling ratio: using a preset ratio or manually specifying a customized ratio.

## Preset ratio



🌐 **Region A** (mainly Europe and Asia)  
50%, 71%, 82%, 93%, 122%, 141%, 200%

🌐 **Region B** (mainly North America)  
50%, 65%, 78%, 93%, 129%, 155%, 200%

## Custom ratio



25% to 400% in 1% increments.

## Specifying Reduce/Enlarge

Use this procedure to specify the reduction or enlargement ratio for the current job from Smart Organizing Monitor.

The procedure in this section is an example based on Windows 7. The actual procedure may vary depending on the operating system you are using.

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].

- 4. On the [User Tool] tab, click [Printer Configuration].**
- 5. On the [Copy] tab, select the ratio in the [Reduce / Enlarge:] list.**  
If [Zoom: (25 to 400%)] has been selected, enter the ratio.
- 6. Click [OK].**
- 7. Click [Close].**

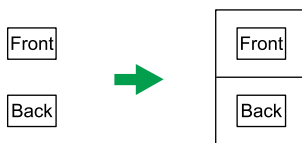
# Copying Both Sides of an ID Card onto One Side of Paper

This section describes how to copy the front and back sides of an ID card or other small documents onto either side of a sheet of paper.

When copying onto A4 paper, you can copy documents that are smaller than A5. Likewise, when copying onto Letter size paper, you can copy documents that are smaller than Half Letter size.

## ★ Important

- To use this function, the paper size used for printing copies must be set to A4 or Letter.

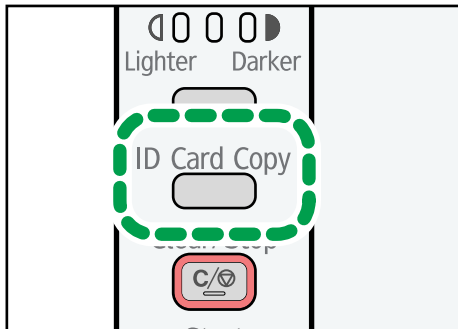


CES165

4

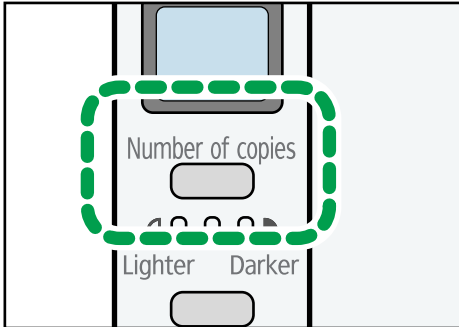
## Copying an ID Card

1. Press the [ID Card Copy] key.



CHZ954

2. To print multiple copies, press the [Number of copies] key until the number of copies you want is displayed.

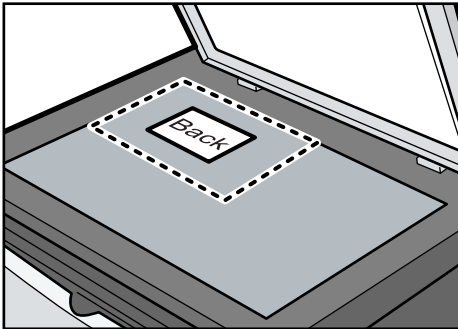


CHZ952

4

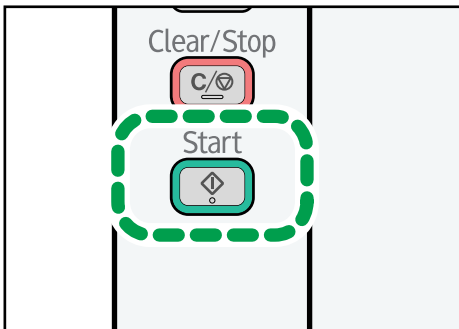
3. Place the original front side down with the top to the rear of the machine on the exposure glass.

Place the original in the center of the A5/Half Letter scan area.



CHZ023

4. Press the [Start] key.



CHZ956

5. Within 30 seconds, place the original back side down with the top to the rear of the machine on the exposure glass, and then press the [Start] key.

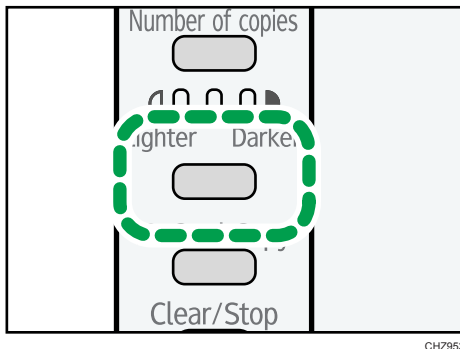
# Specifying the Scan Settings

This section describes how to specify image density and scan quality for the current job.

## Adjusting Image Density

There are three image density levels. The higher the density level, the darker the printout.

1. Press the [Density] key until the density level you want is displayed.



The print density is indicated by which segment is lit on this indicator.

- Left: Lighter than normal
- Middle: Normal density
- Right: Darker than normal

## Selecting the Document Type According to Original

There are three document types:

### Text

Select this when the original contains only text and no photographs or images.

### Photo

Select this when the original contains only photographs or images. Use this mode for the following types of original:

- Photographs
- Pages that are entirely or mainly composed of photographs or images, such as magazine pages.

### Text/Photo

Select this when the original contains both text and photographs or images.

## Specifying the Original Type

---

Use this procedure to specify the original type for the current job from Smart Organizing Monitor.

The procedure in this section is an example based on the Windows 7 OS. The actual procedure may vary depending on the operating system you are using.

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].
4. On the [User Tool] tab, click [Printer Configuration].
5. On the [Copy] tab, select the document type in the [Document Type:] list.
6. Click [OK].
7. Click [Close].



# 5. Scanning from a Computer

## Basic Operation

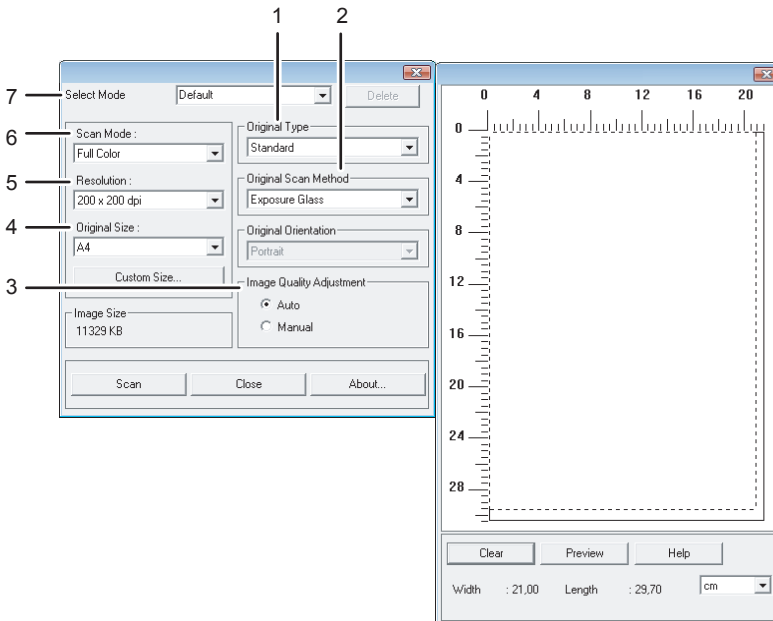
Scanning from a computer (TWAIN scanning and WIA scanning) allows you to operate the machine from your computer and scan originals into your computer directly.

### TWAIN Scanning

TWAIN scanning is possible if your computer is running a TWAIN-compatible application.

1. Place the original.
2. Open the properties dialog box for this machine using a TWAIN-compatible application.
3. Configure the scan settings as required, and then click [Scan].

### Settings you can configure in the TWAIN dialog box



CH2973

#### 1. Original Type

According to your original, select a setting from the list of options detailed below.

- [Standard] (Auto change to Full color, 200dpi × 200dpi)
- [Photo] (Auto change to Full color, 600dpi × 600dpi)

- [Filing] (Auto change to Text, 200dpi × 200dpi)
- [OCR] (Auto change to Text, 400dpi × 400dpi)

## 2. Original Scan Method

Specify the method to scan originals.

## 3. Image Quality Adjustment

You can adjust the image quality. The scan settings that can be adjusted are as follow: Rotation, Curve, Brightness/Contrast, Level, Color Balance, and Hue/Saturation. When [Auto] is selected, the default values will be applied to all settings. When [Manual] is selected, all settings can be adjusted as required.

## 4. Original Size:

Select the scanning size. If you select [Custom Size...], enter the scanning size directly in the edit box.

## 5. Resolution:

Select a resolution from the list.

If [Text], [Text/Photo], or [Photo] is selected in [Scan Mode:], the scan resolution cannot be set 1200 dpi × 1200 dpi or higher.

## 6. Scan Mode:

Select from [Full Color], [Grayscale], [Photo], [Text], or [Text/Photo].

## 7. Select Mode

Up to ten scan settings can be saved. The default value is applied when [Default] is selected.

### ↓ Note

- For details, see the TWAIN driver help.

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## Basic Operation for WIA Scanning

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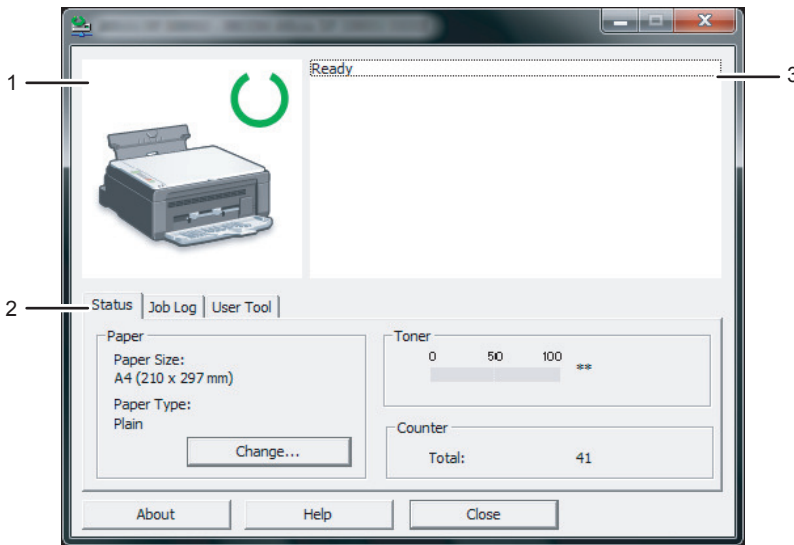
1. Place the original.
2. On the [Start] menu, click [Devices and Printers].
3. Right-click the icon of the printer model you want to use, and then click [Start scan].
4. Configure the scan settings as required, and then click [Scan].
5. Click [Import].

# 6. Configuring the Machine Using Smart Organizing Monitor

## Checking the System Information

The state and status information of the machine can be checked using Smart Organizing Monitor.

### Checking the Status Information



CH2923

#### 1. Image area

Displays the status of this machine with an icon.

#### 2. Status area

- Paper Size  
Displays the paper size configured on the machine.
- Paper Type  
Displays the paper type configured on the machine.
- Toner  
" \*\* " is always displayed because the machine does not monitor the toner level.
- Counter  
Displays the number of pages that have been printed by the machine.

### 3. Message area

Displays the status of this machine with a message.

For details about error messages, see p.62 "Error and Status Messages Appear on the Smart Organizing Monitor".

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## Printing the Configuration Page

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1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].
4. On the [User Tool] tab, select [Configuration Page] in the [List / Test:] list.
5. Click [Print].

# Configuring the Machine Settings

Smart Organizing Monitor is used to modify the machine's settings.

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].
4. On the [User Tool] tab, click [Printer Configuration].
5. Change the settings if necessary.
6. Click [OK].
7. Click [Close].

---

## Tab Settings

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This section provides a tab-by-tab overview of the machine settings that can be modified using Smart Organizing Monitor. For more information on each setting item, see the Smart Organizing Monitor Help.

### System tab

- Register custom paper sizes.
- Adjust the printing position or density to improve the printing quality when printed results are not satisfactory.
- Enable or disable Energy Saver Mode, and specify the amount of time that will elapse before switching to it.
- Update the machine firmware.

### Printer tab

- Configure how the machine behaves when there is an inconsistency in paper size and/or type settings between the machine and the printer driver.
- Specify the period of time the machine waits if it fails to receive a print job.

### Copy tab

- Specify the type of originals to be scanned.
- Configure toner-saving settings.
- Configure scaling settings.

## Updating the Firmware

### ★ Important

- In no event shall the company be held liable to customers for damages of any kind resulting from use or loss of use of this software.
- The company shall also not be held liable for any disputes between the customer and third parties resulting from any use or loss of use of this software.
- To make sure that a firmware update has successfully completed, print the configuration page before and after the update.
- Never disconnect the USB cable during a firmware update.
- Disconnect any unnecessary cables from the machine when running a firmware update.
- If necessary, modify power management settings on your computer in advance so that the computer will not enter standby or sleep mode when during a firmware update.
- Download the firmware from the manufacturer's Web site.

6

To update the firmware, use the Smart Organizing Monitor from Windows.

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP 100 Series].
3. Click [Smart Organizing Monitor for SP 100 Series Status].
4. On the [User Tool] tab, click [Printer Configuration].
5. On the [System] tab, click [Printer Firmware Update...].
6. Click [OK].
7. Specify the location of the DWN file, and then click [Open].
8. After a message is displayed on the Smart Organizing Monitor to indicate that the firmware update has completed, turn the machine's power Off and then On again.

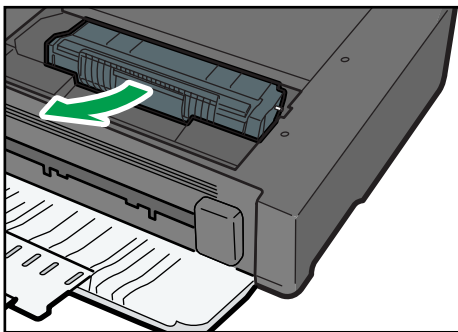
# 7. Maintaining the Machine

## Replacing the Print Cartridge

### ★ Important

- This machine does not monitor the remaining toner level, and no message will be displayed to prompt the user to replace the print cartridge if the machine runs out of toner. Replace the print cartridge if the printed image suddenly becomes pale or blurred.
- Store print cartridges in a cool dark place.
- Actual printable numbers vary depending on image volume and density, number of pages printed at a time, paper type and size, and environmental conditions such as temperature and humidity. Toner quality degrades over time.
- For good print 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.

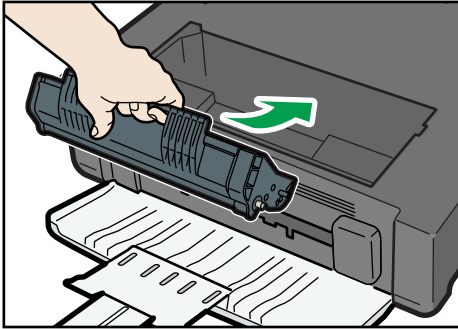
1. Open the maintenance cover.
2. Hold the grips of the print cartridge, and then pull it out of the machine.



CHZ013

3. Take the new print cartridge out of the box, and then take it out of the plastic bag.
4. Hold the print cartridge and shake it from side to side five or six times.  
Even distribution of toner within the bottle improves print quality.

5. Hold the grips of the print cartridge, and then insert it into the machine until it stops.



CHZ017

6. Close the maintenance cover.



## Cautions When Cleaning

Clean the machine periodically to maintain high print quality.

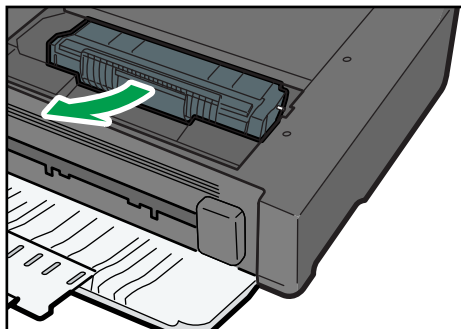
Dry wipe the exterior with a soft cloth. If dry wiping is not sufficient, wipe with a soft, damp cloth that has been wrung out thoroughly. If you still cannot remove the stain or grime, use a neutral detergent, wipe over the area with a thoroughly-wrung damp cloth, and then dry wipe the area and allow it to dry.

### **Important**

- To avoid deformation, discoloration, or cracking, do not use volatile chemicals, such as benzene and thinner, or spray insecticide on the machine.
- If there is dust or grime inside the machine, wipe with a clean, dry cloth.
- You must disconnect the plug from the wall outlet at least once a year. Clean away any dust and grime from the plug and outlet before reconnecting. Accumulated dust and grime pose a fire hazard.
- Do not allow paper clips, staples, or other small objects to fall inside the machine.

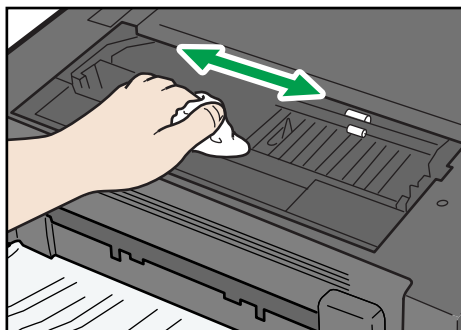
## Cleaning the Inside of the Machine

1. Open the maintenance cover.
2. Hold the grips of the print cartridge, and then pull it out of the machine.



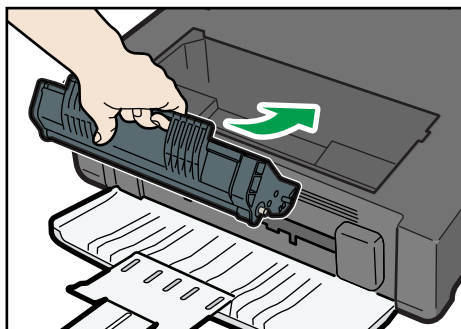
CHZ013

3. Using a cloth, wipe the inside of the machine.



CHZ028

4. Hold the grips of the print cartridge, and then insert it into the machine until it stops.



CHZ017

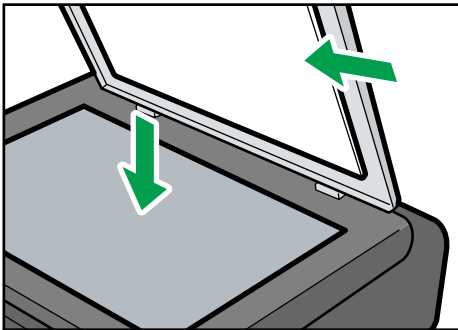
5. Close the maintenance cover.

## Cleaning the Exposure Glass

### 1. Lift the exposure glass cover.

Be careful not to hold the input tray when lifting the exposure glass cover, for the tray might be damaged.

### 2. Clean the parts indicated with arrows with a soft damp cloth and then wipe the same parts with a dry cloth to remove any remaining moisture.



CHZ020



# 8. Troubleshooting

## Common Problems

This section describes how to troubleshoot common problems that may occur while operating the machine.

Problem	Possible cause	Solution
The machine does not turn on.	The power cord is not connected properly.	<ul style="list-style-type: none"><li>• Make sure that the power plug is firmly inserted into the wall outlet.</li><li>• Make sure that the wall outlet is not defective by connecting another working device.</li></ul>
Pages are not printed.	<ul style="list-style-type: none"><li>• The USB cable is not connected correctly.</li><li>• Front cover is closed.</li></ul>	<ul style="list-style-type: none"><li>• Reconnect the USB cable.</li><li>• Open the front cover and tray extension.</li></ul>
Strange noise is heard.	The consumable is not properly installed.	Confirm that the consumable is properly installed.


**Note**

- If any of these problems persist, turn off the power, pull out the power cord, and contact your sales or service representative.

## Paper Feed Problems

If the machine is operating but paper will not feed or paper jams occur frequently, check the condition of the machine and paper.

Problem	Solution
Paper does not feed smoothly.	<ul style="list-style-type: none"> <li>• Use supported types of paper. See p. 15 "Supported Paper".</li> <li>• Load paper correctly, making sure that the paper guides are properly adjusted. See p. 19 "Loading Paper".</li> <li>• If the paper is curled, straighten the paper.</li> <li>• Take out the paper from tray and fan it well. Then, reverse the top and bottom of the paper, and put it bottom in the tray.</li> </ul>
Paper jams occur frequently.	<ul style="list-style-type: none"> <li>• If there are gaps between the paper and the paper guides, adjust the paper guides to remove the gaps.</li> <li>• Avoid printing on both sides of paper when printing images that contain large areas of solid color, which consume a lot of toner.</li> <li>• Use supported types of paper. See p. 15 "Supported Paper".</li> <li>• Load paper only as high as the upper limit markings on the paper guide.</li> </ul>
Multiple sheets of paper are fed at one time.	<ul style="list-style-type: none"> <li>• Fan the paper well before loading. Also make sure that the edges are even by tapping the stack on a flat surface such as a desk.</li> <li>• Make sure that the paper guides are in the right position.</li> <li>• Use supported types of paper. See p. 15 "Supported Paper".</li> <li>• Load paper only as high as the upper limit markings on the paper guide.</li> <li>• Check that paper was not added while there was still some left in the tray.</li> </ul> <p>Only add paper when there is none left in the tray.</p>

Problem	Solution
Paper gets wrinkles.	<ul style="list-style-type: none"> <li>• Paper is damp. Use paper that has been stored properly. See p.15 "Supported Paper".</li> <li>• Paper is too thin. See p.15 "Supported Paper".</li> <li>• If there are gaps between the paper and the paper guides, adjust the paper guides to remove the gaps.</li> </ul>
The printed paper is curled.	<ul style="list-style-type: none"> <li>• Load the paper upside down in the paper tray.</li> <li>• Paper is damp. Use paper that has been stored properly. See p.15 "Supported Paper".</li> </ul>
<p>Images are printed diagonally to the pages.</p> 	<p>If there are gaps between the paper and the paper guides, adjust the paper guides to remove the gaps.</p>

## Removing Printing Jams

8

### ★ Important

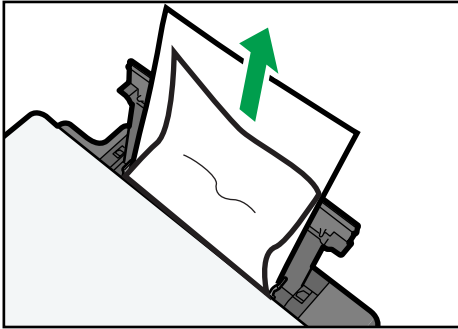
- Jammed paper may be covered in toner. Be careful not to get toner on your hands or clothes.
- Toner on prints made immediately after clearing a paper jam may be insufficiently fused and can smudge. Make test prints until smudges no longer appear.
- Do not forcefully remove jammed paper, as it may tear. Torn pieces remaining inside the machine will cause further jams and possibly damage the machine.
- Paper jams can cause pages to be lost. Check your print job for missing pages and reprint any pages that did not print out.

### If paper jams inside the machine

#### ★ Important

- Since the temperature around the guide is high, wait for it to cool before checking for jammed paper.

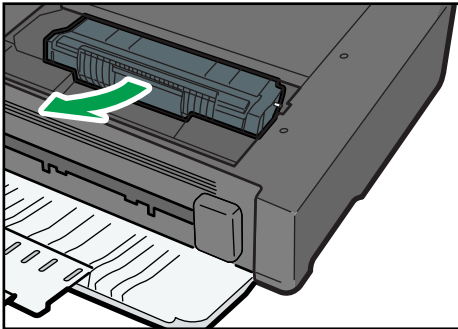
1. Pull out the jammed paper carefully.



CHZ024

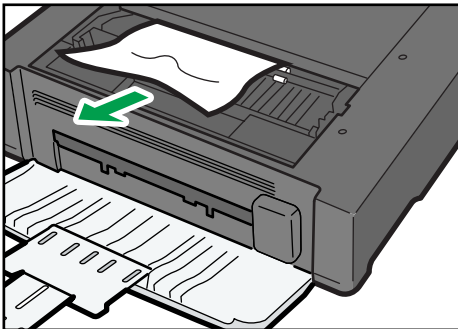
If you cannot find the misfed paper, look inside the machine.

2. Open the maintenance cover.
3. Hold the grips of the print cartridge, and then pull it out of the machine.



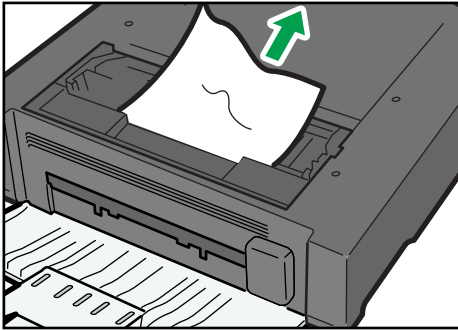
CHZ013

4. Pull out the misfed paper by holding both sides of paper. Be careful not to get toner dust on your hands or clothes.



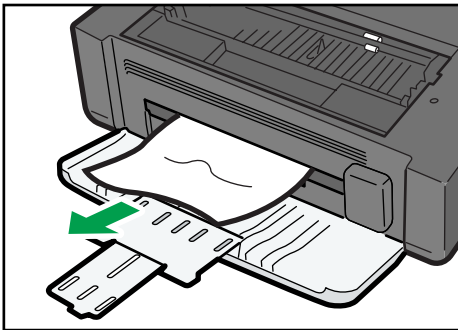
CHZ015





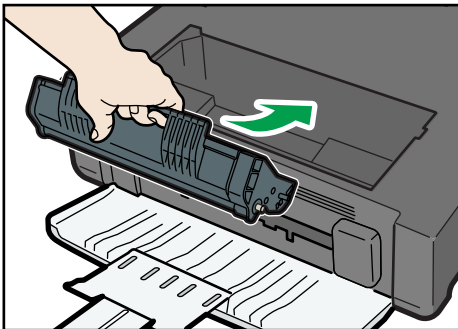
CHZ025

5. If it is difficult to remove the jammed paper out of the main unit, remove the jammed paper from the output tray side.



CHZ026

6. Hold the grips of the print cartridge, and then insert it into the machine until it stops.



CHZ017

7. Close the maintenance cover.

# Print Quality Problems

## Checking the Condition of the Machine

If there is a problem with the quality of printing, first check the condition of the machine.

Possible Cause	Solution
There is a problem with the machine's location.	Make sure that the machine is on a level surface. Place the machine where it will not be subject to vibration or shock.
Unsupported types of paper is used.	Make sure that the paper being used is supported by the machine. See p.15 "Supported Paper".
The paper type setting is incorrect.	Make sure that the paper type setting of the printer driver matches the type of paper loaded. See p.15 "Supported Paper".
A non-genuine print cartridges is being used.	Non-genuine print cartridges reduce print quality and can cause malfunctions. Use genuine print cartridges only. See p. 65 "Consumables".
An old print cartridges is being used.	Print cartridges should be opened before their expiration date and used within six months of being opened.
The machine is dirty.	See p.45 "Maintaining the Machine", and clean the machine as required.

# Printer Problems

Problem	Solution
An error occurs.	<p>If an error occurs when printing, change the computer or printer driver settings.</p> <ul style="list-style-type: none"> <li>• Check the printer icon name does not exceed 32 alphanumeric characters. If it does, shorten it.</li> <li>• Check whether other applications are operating. Close any other applications, as they may be interfering with printing. If the problem is not resolved, close unneeded processes too.</li> <li>• Check that the latest printer driver is being used.</li> </ul>
A print job is canceled.	<ul style="list-style-type: none"> <li>• Set I/O Timeout to a larger value than the current settings.</li> </ul>
There is considerable delay between the print start command and actual printing.	<ul style="list-style-type: none"> <li>• Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process. Wait for a while.</li> <li>• To speed up printing, reduce the printing resolution using the printer driver.</li> </ul>
The whole printout is blurred.	<ul style="list-style-type: none"> <li>• Paper is damp. Use paper that has been stored properly. See p. 15 "Supported Paper".</li> <li>• If you enable [Toner Saving], printing is generally less dense.</li> <li>• Condensation may have collected. If rapid change in temperature or humidity occurs, use this machine only after it has acclimatized.</li> </ul>
<p>Cannot print properly when using a certain application, or cannot print image data properly.</p> <p>Some characters are printed faintly or not printed.</p>	<ul style="list-style-type: none"> <li>• Change the print quality settings.</li> </ul>

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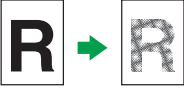
## Print Positions Do Not Match Display Positions

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If the position of items on the printed page differs from the position displayed on the computer screen, the cause may be one of the following.

Possible Cause	Solution
Page layout settings have not been configured.	Check that the page layout settings are properly configured in the application.
The paper size setting does not match the paper loaded.	Make sure the paper size selected in the printer properties dialog box matches the size of the paper loaded.

# Copier Problems

Problem	Solution
Photocopied paper is blank.	The original was placed with the front and back reversed. See p.22 "Placing Originals".
Copied pages are too dark or too light.	Adjust the image density.
Copied pages do not look the same as the originals.	Select the correct scan mode according to the type of original.
Black spots appear when photocopying a photographic print.	The original may have stuck to the exposure glass due to high humidity. Place the original on the exposure glass, and then place two or three sheets of white paper on top of it. Leave the exposure glass cover open when copying.
A moire pattern is produced. 	The original probably has heavily lined or dotted areas. Switching the setting for image quality between [Photo] and [Text/Photo] may eliminate the moire pattern.
Photocopied paper is dirty.	<ul style="list-style-type: none"> <li>• Image density is too high. Adjust the image density.</li> <li>• Toner on the printed surface is not dry. Do not touch printed surfaces immediately after copying. Remove freshly printed sheets one by one, taking care not to touch printed areas.</li> <li>• The scanning part is dirty.</li> <li>• Before placing originals on the exposure glass, make sure that toner or correction fluid is dry.</li> </ul>
When copying from the exposure glass, the print area of the copy is out of alignment with the original.	Place the original copy side down, making sure that it is aligned to the rear left corner and pressed flat against the exposure glass.

## Scanner Problems

Problem	Solution
The scanned image is dirty.	<ul style="list-style-type: none"><li>• The scanning part is dirty.</li><li>• Before placing originals on the exposure glass, make sure that toner or correction fluid is dry.</li></ul>
The scanned image is distorted or out of position.	The original was moved during scanning. Do not move the original during scanning.
The scanned image is upside down.	The original was placed upside down. Place the original in the correct orientation. See p.22 "Placing Originals".
The scanned image is blank.	The original was placed with the front and back reversed.
The scanned image is too dark or too light.	Adjust the image density.

# Error and Status Indicate on the Control Panel

## Codes on the Screen

Code	Causes	Solutions
E0	Paper has been jammed in the machine.	<ul style="list-style-type: none"> <li>Remove the jammed paper. See p.52 "Paper Feed Problems".</li> </ul>
E1	<p>Paper has been jammed in the paper tray.</p> <p>The input tray has run out of paper.</p>	<ul style="list-style-type: none"> <li>Remove the jammed paper. See p.52 "Paper Feed Problems".</li> <li>Load paper to the input tray. See p.19 "Loading Paper".</li> </ul>
E2	The paper for making copies, printing faxes or Auto Report is not loaded.	Load the appropriate size paper.
E3	A maintenance cover is open.	Close the maintenance cover completely.
E4	Front cover is closed.	Open the front cover completely.
E5	An appropriate size paper for printing Report is not loaded.	Load A4 or Letter size paper in the input tray.
E9	An appropriate size paper for making copies is not loaded.	Load the appropriate size paper.
P1	The paper size set for the document differs from the size of the paper.	Press the [Start] key to begin printing, or press the [Clear/Stop] key to cancel the job.
P2	The paper type set for the document differs from the type of the paper.	Press the [Start] key to begin printing, or press the [Clear/Stop] key to cancel the job.

## Error and Status Messages Appear on the Smart Organizing Monitor

Message	Causes	Solutions
Printer Power Off (Communication Error)	<ul style="list-style-type: none"> <li>The power cable of the machine is not plugged in.</li> <li>The power of the machine is not turned ON.</li> <li>The USB cable is not connected.</li> </ul>	<ul style="list-style-type: none"> <li>Check the printer power cord.</li> <li>Check the printer power switch is on.</li> <li>Check the USB cable is properly connected.</li> </ul>
Out of Paper / Misfeed	Paper is not loaded in the machine's input tray, or paper jam has occurred.	<p>If paper is not loaded, load paper in the input tray. For details about loading paper, see p.19 "Loading Paper".</p> <p>If paper is jammed inside the machine, remove the jammed paper. For details about removing jammed paper, see p.52 "Paper Feed Problems".</p>
Paper Size Mismatch	The paper size specified on the machine and the size specified in the printer driver do not match.	For details about specifying the paper size setting on the machine, see p.19 "Loading Paper". For details about changing the paper size setting in the printer driver, see the printer driver Help.
Paper Type Mismatch	The paper type specified on the machine and the type specified in the printer driver do not match.	For details about changing the paper type setting of the machine, see p.19 "Loading Paper". For details about changing the paper type setting in the printer driver, see the printer driver Help.
Memory Overflow	The data is too large or complex to print.	Select [600 x 600 dpi] in [Resolution:] to reduce the size of data. For details, see the printer driver Help.
Front Cover Closed	Front cover is closed.	Open the front cover completely.



# 9. Appendix

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## Notes About the Toner

- Proper operation cannot be guaranteed if any third-party toner is used.
- Depending on printing conditions, there are cases where the printer cannot print the number of sheets indicated in the specifications.
- Replace the print cartridge if the printed image suddenly becomes pale or blurred.

# Moving and Transporting the Printer

This section provides cautions that you must follow when moving the machine both short and long distances.

Repack the machine in its original packing materials when moving it a long distance.

## ★ Important

- Be sure to disconnect all cables from the machine before transporting it.
  - The machine is a precision piece of machinery. Be sure to handle it carefully when moving it.
  - Make sure to move the machine horizontally. Take extra caution when carrying the machine up or down stairs.
  - Do not remove the print cartridge when moving the machine.
  - Be sure to hold the machine level while carrying it. To prevent toner from spilling, move the machine carefully.
1. Be sure to check the following points:
    - The power switch is turned off.
    - The power cord is unplugged from the wall outlet.
    - All other cables are unplugged from the machine.
  2. Lift the machine using the inset grips on both sides of the machine, and then move it horizontally to the place where you want to use it.

## ↓ Note

- If you intend to move the machine over a long distance, you must pack it well. Take care not to tip or tilt the machine during transit.
- Toner might spill inside the machine if the machine is not kept level during transit.
- For more information about moving the machine, contact your sales or service representative.

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## Disposal

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Ask your sales or service representative for information about correct disposal of this machine.

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## Where to Inquire

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Contact your sales or service representative for further information about the topics included in this manual or to inquire other topics not included in this manual.

# Consumables

## Print Cartridge

Print cartridge	Average printable number of pages per cartridge <sup>*1</sup>
Black	2,000 pages

\*1 The printable number of pages is based on pages that are compliant with ISO/IEC 19752 with the image density set as the factory default. ISO/IEC 19752 is an international standard for measurement of printable pages, set by the International Organization for Standardization.

### ↓ Note

- Unless a print cartridges is replaced before toner runs out, printing will become impossible. To facilitate cartridge replacement, we recommend you purchase and store extra print cartridges.
- The actual number of printable pages varies depending on the image volume and density, number of pages printed at a time, paper type and paper size used, and environmental conditions such as temperature and humidity.
- Print cartridges may need to be changed sooner than indicated above due to deterioration over the period of use.
- Print cartridges are not covered by warranty. However, if there is a problem, contact the store where you purchased them.
- The supplied print cartridge can print approximately 500 pages.
- This machine periodically performs cleaning. During cleaning, toner will be used to maintain print quality.

# Specifications of the Machine

This section lists the machine's specifications.

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## General Function Specifications

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### Configuration

Desktop

### Print process

Laser electrostatic transfer

### Maximum paper size for scanning of exposure glass

216 mm × 297 mm (8.5 × 11.7 inches)

### Maximum paper size for printing

216 mm × 297 mm (8.5 × 11.7 inches)

### Warm-up time

Less than 25 seconds (23 °C, 71.6 °F)

### Paper sizes

A4, 8 1/2" × 11" (Letter), B5, 5 1/2" × 8 1/2" (Half Letter), 7 1/4" × 10 1/2" (Executive), A5, A6, B6, 16K (197 × 273 mm), 16K (195 × 270 mm), 16K (184 × 260 mm), Custom Paper Size

#### ↓ Note

- The following paper sizes are supported as custom paper sizes:
  - Approximately 90-216 mm (3.6-8.5 inches) in width
  - Approximately 148-297 mm (5.8-11.7 inches) in length

### Paper type

Plain Paper (65-104 g/m<sup>2</sup> (20-24 lb.)), Recycled Paper (65-104 g/m<sup>2</sup> (20-24 lb.)), Thin Paper (60-64 g/m<sup>2</sup> (16 lb.)), Thick Paper (105 g/m<sup>2</sup> (28 lb.))

### Paper output capacity

10 sheets (80 g/m<sup>2</sup>, 20 lb.)

### Paper input capacity

50 sheets (80 g/m<sup>2</sup>, 20 lb.)

### Memory

16 MB

### Power requirements

 **Region A** (mainly Europe and Asia)

220-240 V, 4 A, 50/60 Hz

 **Region B** (mainly North America)

120 V, 8 A, 60 Hz

### Power consumption

- Maximum power consumption  
70 W
- Energy Saver mode 1  
60 W or less
- Energy Saver mode 2  
5 W or less

### Machine dimensions (Width × Depth × Height)

402 × 368.5 × 163 mm (15.8 × 14.5 × 6.4 inches)

### Weight (machine body with consumables)

Approximately 8.0 kg (17.7 lb.) or less

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## Printer Function Specifications

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### Printing speed

13 pages per minute (A4/Letter)

### Resolution

600 × 600 dpi (maximum: 1200 × 600 dpi)

### First print speed

13 seconds or less (From the start of data reception to the end of print delivery)

### Interface

USB 2.0

### Printer language

DDST

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## Copier Function Specifications

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### Maximum resolution (scanning and printing)

Scanning: 600 × 600 dpi

Printing: 600 × 600 dpi

**First copy speed (A4/Letter, at 23 °C, 71.6 °F)**


32 seconds or less


**Multiple copy speed**

13 pages per minute

**Reproduction ratio**

- Fixed ratio:

 **Region A** (mainly Europe and Asia)  
50%, 71%, 82%, 93%, 122%, 141%, 200%

 **Region B** (mainly North America)  
50%, 65%, 78%, 93%, 129%, 155%, 200%

- Zoom ratio:

25% to 400%

**Copy quantity**

99

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**Scanner Function Specifications**

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**Maximum scanning area (horizontal × vertical)**

216 × 297 mm (8.5 × 11.7 inches)

**Maximum resolution when scanning from a computer (TWAIN)**

4800 × 4800 dpi

**Maximum resolution when scanning from a computer (WIA)**

600 × 600 dpi

**Scanning time**

Black and white: 3.9 seconds or less

Color: 7.9 seconds or less (A4/200 dpi/Compressed)

Not including transfer time.

# Trademarks

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The proper names of the Windows operating systems are as follows:

- The product names of Windows XP are as follows:
  - Microsoft® Windows® XP Professional Edition
  - Microsoft® Windows® XP Home Edition
  - Microsoft® Windows® XP Professional x64 Edition
- The product names of Windows Vista are as follows:
  - Microsoft® Windows Vista® Ultimate
  - Microsoft® Windows Vista® Business
  - Microsoft® Windows Vista® Home Premium
  - Microsoft® Windows Vista® Home Basic
  - Microsoft® Windows Vista® Enterprise
- The product names of Windows 7 are as follows:
  - Microsoft® Windows® 7 Starter
  - Microsoft® Windows® 7 Home Premium
  - Microsoft® Windows® 7 Professional
  - Microsoft® Windows® 7 Ultimate
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- The product names of Windows Server 2003 are as follows:
  - Microsoft® Windows Server® 2003 Standard Edition
  - Microsoft® Windows Server® 2003 Enterprise Edition
  - Microsoft® Windows Server® 2003 Web Edition
  - Microsoft® Windows Server® 2003 Datacenter Edition
- The product names of Windows Server 2003 R2 are as follows:
  - Microsoft® Windows Server® 2003 R2 Standard Edition
  - Microsoft® Windows Server® 2003 R2 Enterprise Edition
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- The product names of Windows Server 2008 are as follows:
  - Microsoft® Windows Server® 2008 Foundation

- Microsoft® Windows Server® 2008 Standard
- Microsoft® Windows Server® 2008 Enterprise
- Microsoft® Windows Server® 2008 Datacenter
- Microsoft® Windows Server® 2008 for Itanium-based Systems
- Microsoft® Windows® Web Server 2008
- Microsoft® Windows® HPC Server 2008
- Microsoft® Windows Server® 2008 Standard without Hyper-V™
- Microsoft® Windows Server® 2008 Enterprise without Hyper-V™
- Microsoft® Windows Server® 2008 Datacenter without Hyper-V™
- The product names of Windows Server 2008 R2 are as follows:
  - Microsoft® Windows Server® 2008 R2 Foundation
  - Microsoft® Windows Server® 2008 R2 Standard
  - Microsoft® Windows Server® 2008 R2 Enterprise
  - Microsoft® Windows Server® 2008 R2 Datacenter
  - Microsoft® Windows Server® 2008 R2 for Itanium-based Systems
  - Microsoft® Windows® Web Server R2 2008
  - Microsoft® Windows® HPC Server R2 2008



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