





User Guide

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How to Read This Manual

Introduction

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

Legal Prohibition

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.

Disclaimer

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

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

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

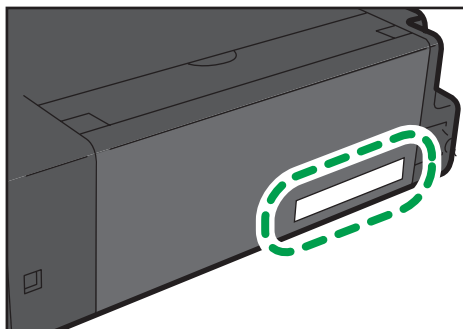
Two kinds of size notation are employed in this manual.

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

Model-Specific Information

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.



CXP042

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 -27, -29
- 220-240V

 **Region B** (mainly North America)

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

- CODE XXXX -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.

Important Safety Instructions

User Information on Electrical & Electronic Equipment

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling.

Our products or product packaging are marked with the symbol below.



The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

Environmental Advice for Users

Users in the EU, Switzerland and Norway

Consumables yield

Please refer to either the User's Manual for this information or the packaging of the consumable.

Recycled paper

The machine can use recycled paper which is produced in accordance with European standard EN 12281:2002 or DIN 19309. For products using EP printing technology, the machine can print

on 64g/m² paper, which contains less raw materials and represents a significant resource reduction.

Duplex printing (if applicable)

Duplex printing enables both sides of a sheet of paper to be used. This saves paper and reduces the size of printed documents so that fewer sheets are used. We recommend that this feature is enabled whenever you print.

Toner and ink cartridge return program

Toner and ink cartridge for recycling will be accepted free of charge from users in accordance with local regulations.

For details about the return program, please refer to the Web page below or consult your service person.

<https://www.ricoh-return.com/>

Energy efficiency

The amount of electricity a machine consumes depends as much on its specifications as it does on the way you use it. The machine is designed to allow you to reduce electricity costs by switching to Ready mode after it prints the last page. If required, it can immediately print again from this mode.

If no additional prints are required and a specified period of time passes, the device switches to an energy saving mode.

In these modes, the machine consumes less power (watts). If the machine is to print again, it needs a little longer to return from an energy saving mode than from Ready mode.

For maximum energy savings, we recommend that the default setting for power management is used.

Products that comply with the Energy Star requirement are always energy efficient.

Note for the Battery and/or Accumulator Symbol (For EU countries only)



In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

Important Safety Instructions Region **B**

Notes to Users in the State of California

Perchlorate Material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate



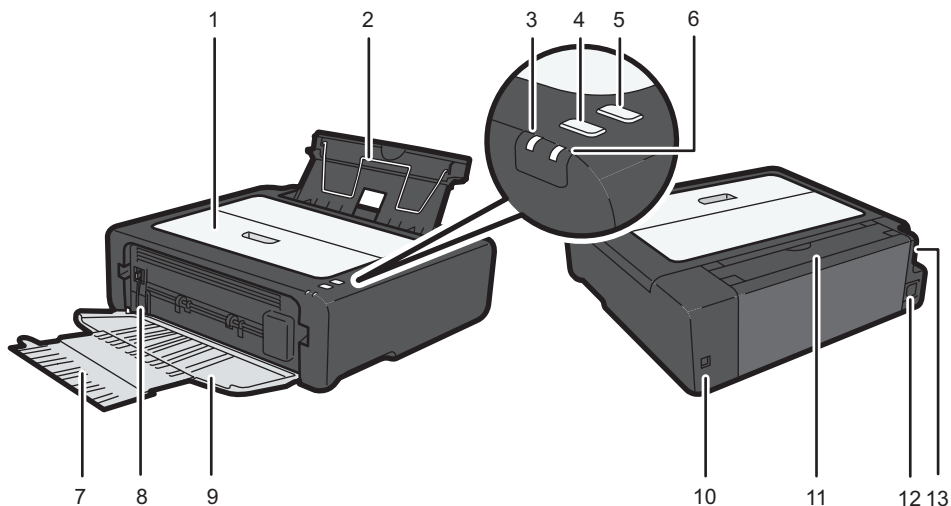
1. Guide to the Machine

Guide to Components

1

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

Exterior



CXP003

1. Maintenance Cover

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

2. Input Tray

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

3. Power Indicator

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

4. [Start] key

Press this key to resume printing if printing stops due to paper running out or a paper settings error.

You can also press this key to print a test page.

5. [Job Reset] key

Press this key to cancel an ongoing print job.

6. 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 errors occur.

7. Tray Extension

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

8. Fusing Pressure Release Lever

If paper is jammed, lower the lever on the left end, and then remove the paper.

9. Front Cover

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

10. USB Port

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

11. Input Tray Cover

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

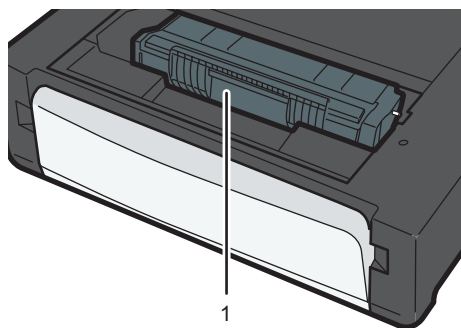
12. Power Connector

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

13. Power Switch

Use this switch to turn the power on or off.

Interior



CXP043

1. Print Cartridge

A replacement consumable that is required to make prints on paper. For details about replacing the cartridge, see page 33 "Replacing the Print Cartridge".

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/7/8 and Windows Server 2003/2003 R2/2008/2008 R2/2012.

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 and Smart Organizing Monitor from the CD-ROM.

1. Close all applications except this manual.
2. Insert the CD-ROM into the CD-ROM drive.
3. Select a language for the interface, and then click [OK].
4. From the CD-ROM menu, click [USB Quick Install].
5. Follow the instructions in the installation wizard.

Installing the Printer Driver

1. Close all applications except this manual.
2. Insert the CD-ROM into the CD-ROM drive.
3. Select a language for the interface, and then click [OK].
4. From the CD-ROM menu, click [DDST Printer Driver].
5. 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].
 - Windows XP, Windows Server 2003/2003 R2:

On the [Start] menu, select [Printers and Faxes].

- Windows Vista, Windows Server 2008:

On the [Start] menu, select [Control Panel], and then click [Printers] in [Hardware and Sound] category.

- Windows 8, Windows Server 2012:

Click [Search] on the Charm Bar, and then click [Control Panel]. When the [Control Panel] window appears, click [View 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

1. **On the [Start] menu, click [Devices and Printers].**

- Windows XP, Windows Server 2003/2003 R2:

On the [Start] menu, select [Printers and Faxes].

- Windows Vista, Windows Server 2008:

On the [Start] menu, select [Control Panel], and then click [Printers] in [Hardware and Sound] category.

- Windows 8, Windows Server 2012:

Click [Search] on the Charm Bar, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

2. **Right-click the icon of the printer you want to delete, and then click [Remove device].**

- Windows XP/Vista, Windows Server 2003/2003 R2/2008

Right-click the icon of the machine you want to delete, and then click [Delete].

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.

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 this machine's print settings such as [Auto Continue:] and [I/O Time Out:].

For details about basic instructions on how to use Smart Organizing Monitor, see page 29 "Configuring the Machine Using Smart Organizing Monitor".

2. Loading Paper

Supported Paper

Paper Size

- A4
- $8\frac{1}{2}$ " \times 11 " (Letter)
- $8\frac{1}{2}$ " \times 14 " (Legal)
- B5
- $5\frac{1}{2}$ " \times $8\frac{1}{2}$ " (Half Letter)
- $7\frac{1}{4}$ " \times $10\frac{1}{2}$ " (Executive)
- A5
- A6
- B6
- 16K (197 \times 273 mm)
- 16K (195 \times 270 mm)
- 16K (184 \times 260 mm)
- 8 " \times 13 " (F/GL)
- $8\frac{1}{2}$ " \times 13 " (Foolscap)
- $8\frac{1}{4}$ " \times 13 " (Folio)
- 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 148-356 mm (5.8-14 inches) in length

Paper Type

- Plain Paper (65-99 g/m² (17-26 lb.))
- Recycled Paper (75-90 g/m² (20-24 lb.))
- Thin Paper (52-64 g/m² (14-17 lb.))
- Thick Paper (100-130 g/m² (26.6-34 lb.))

Paper Capacity

50 sheets

(70 g/m², 19 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 weighing heavier or lighter than the limit
- Paper with windows, holes, perforations, cutouts, or embossing
- Adhesive label paper on which glue or base paper is exposed
- Paper with clips or staples

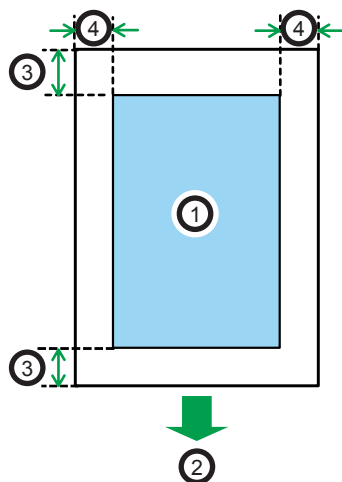
Note

- 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



CHZ904

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.
- To adjust the print position, specify [Registration] on the [System] tab in Smart Organizing Monitor.

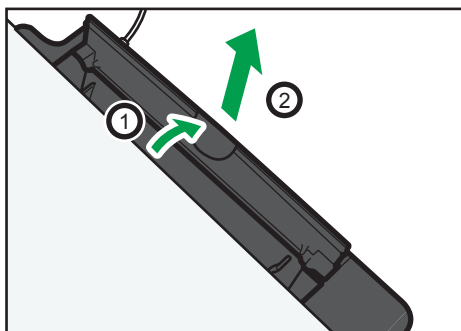
Loading Paper

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

★ Important

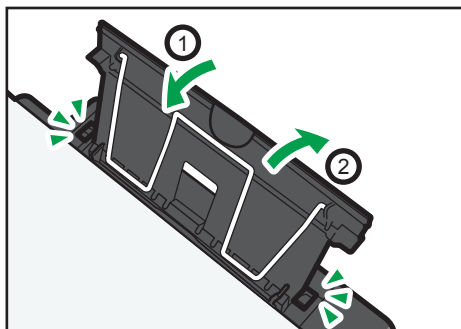
- When loading paper, be sure to configure the size and type of paper. When printing a document, specify the paper size and type in the printer driver so that the settings configured when paper is loaded can be used for printing.

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



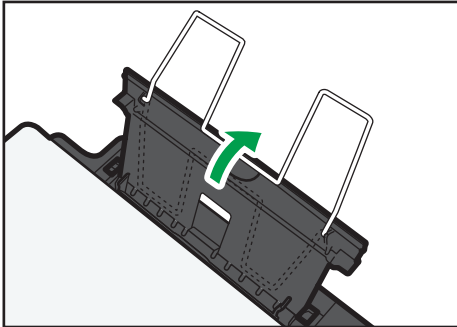
CXP044

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



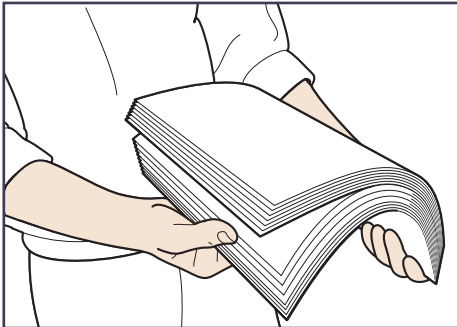
CXP004

3. Raise up the paper support wire.



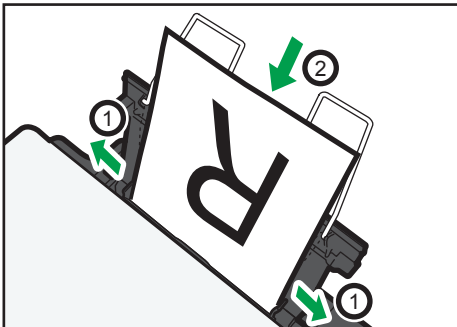
CXP045

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



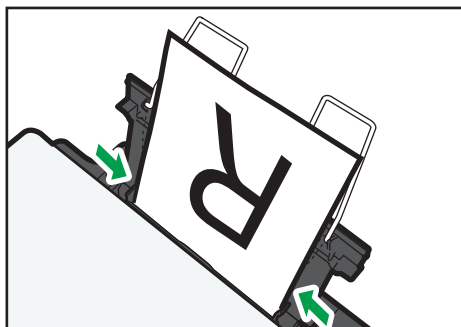
CBK254

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



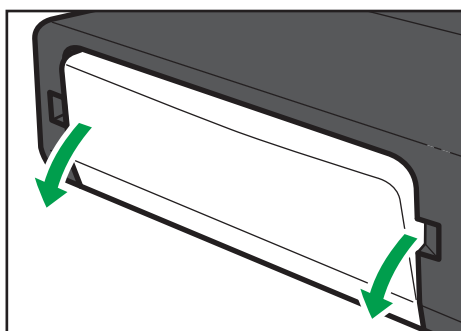
CXP005

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



CXP006

7. Open the front cover and tray extension.



CXP046

Specifying Paper Type and Paper Size Using 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.

Specifying the paper type and paper size

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP xxx Series].
3. Click [Smart Organizing Monitor for SP xxx Series Status].
4. If the machine you are using is not selected, click [Select Device...], and then select the machine's model.
5. Click [OK].
6. On the [Status] tab, click [Change...].
7. Select the paper type and paper size, and then click [OK].

8. Click [Close].

Changing the custom paper size

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP xxx Series].
3. Click [Smart Organizing Monitor for SP xxx Series Status].
4. If the machine you are using is not selected, click [Select Device...], and then select the machine's model.
5. Click [OK].
6. On the [User Tool] tab, click [Printer Configuration].
7. On the [System] tab, select [mm] or [inch] in the [Measurement Unit:] list.
8. In the [Horizontal: (90 to 216 mm)] box, enter the width.
9. In the [Vertical: (148 to 356 mm)] box, enter the length.
10. Click [OK].
11. Click [Close].

3. Printing Documents

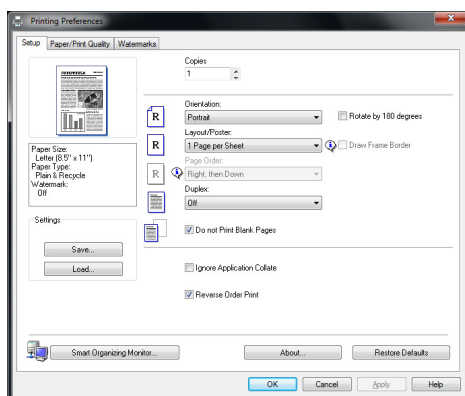
Basic Operation

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

★ Important

- Before printing, check that the paper size specified in [Document Size:] on the [Paper/Print Quality] tab matches the size of the paper in the paper tray.

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 as a file
- 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 halfway. 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.
- If the paper runs out, replenish it, and then press the [Start] key to resume printing.

3

Printing on Both Sides of Sheets

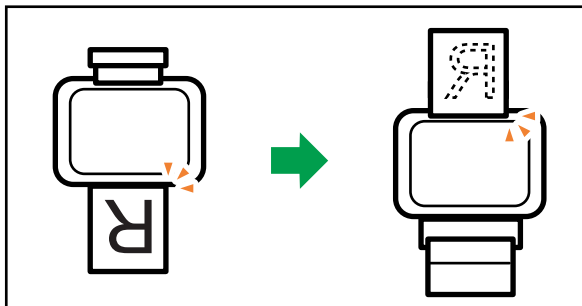
1. After creating a document, open the [Printing Preferences] dialog box in the document's native application.
2. On the [Setup] tab, in the [Duplex:] list box, select how you want to open the bound output.
3. After making any additional settings, click [OK].
4. Start printing.

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.

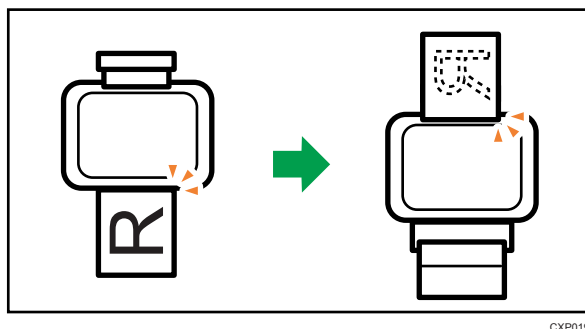
To print on the reverse side of the prints, turn them over so that the blank side faces up and place them in the input tray.

Portrait



CXP018

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 [Job Reset] key.

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:

★ Important

- If [Auto Continue:] is set to [0 sec], the machine continues printing and does not display the error message.

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.

3

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 message is displayed on Smart Organizing Monitor, press the [Start] key.

↓ Note

- If the error message appears again, check whether the specified paper size matches the size of the paper in the paper tray.

Resetting the Print Job

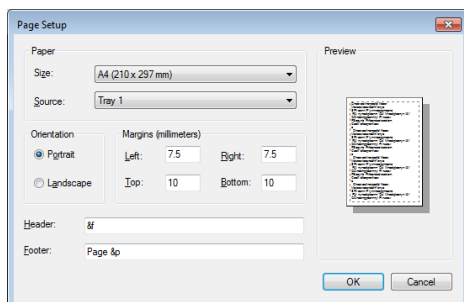
1. If the error message is displayed on Smart Organizing Monitor, press the [Job Reset] key.

Preventing Paper Mismatch Errors

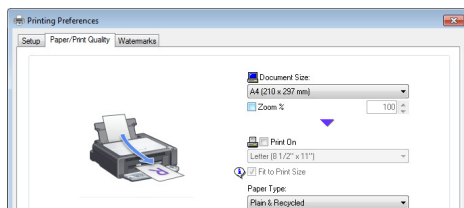
To prevent paper mismatch errors, use the following procedure to check that the print settings are properly configured:

1. Specify the same paper size in both the application and the printer driver.

Application (e.g., WordPad): Click [Page Setup] on the [File] menu.

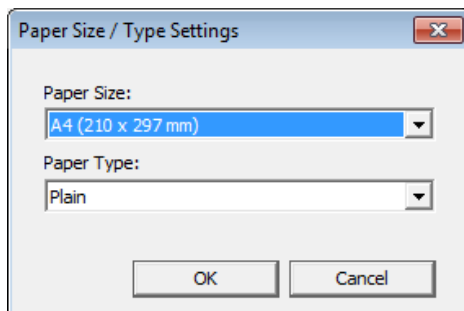


Printer driver (Printer Preferences dialog box): Click the [Paper/Print Quality] tab.



2. If the error persists even after you have performed Step 1, check that the paper size setting specified in the printer driver matches the size of paper you are using.

Smart Organizing Monitor: On the [Status] tab, click [Change...].



↓ Note

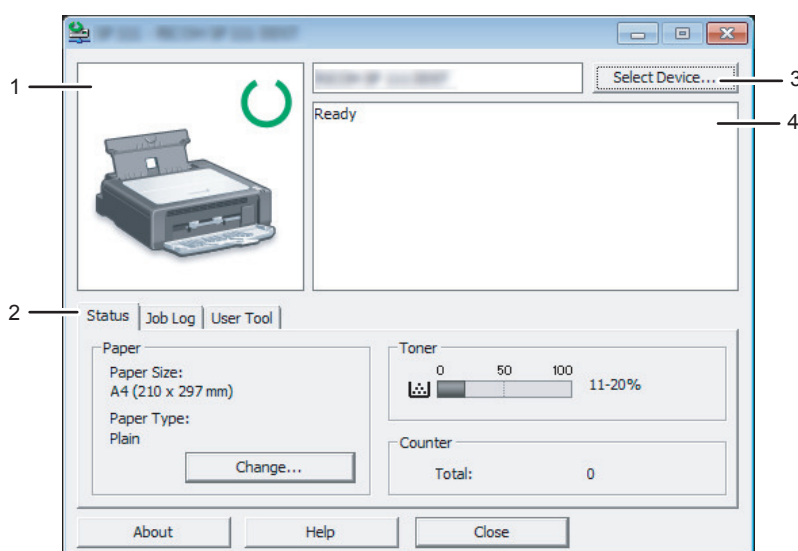
- If [Sub Paper Size:] is enabled, the machine treats A4 and Letter-size paper as being equivalent and will not report a paper size mismatch between them.

4. 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



CXP111

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
The remaining toner level is displayed in ten levels.
- Counter
Displays the number of pages that have been printed by the machine.

3. Select Device area

Displays the name of the selected model.

4. Message area

Displays the status of this machine with a message.

For details about error messages, see page 46 "Error and Status Messages Appear on the Smart Organizing Monitor".

Printing the Configuration Page or Test Page

★ Important

- When printing the test page, set the paper size to A4 or Letter. When printing other reports, set the paper size to A4, Letter, F/GL, Foolscap, Folio, or Legal.

1. On the [Start] menu, click [All Programs].
2. Click [Smart Organizing Monitor for SP xxx Series].
3. Click [Smart Organizing Monitor for SP xxx Series Status].
4. If the machine you are using is not selected, click [Select Device...], and then select the machine's model.
5. Click [OK].
6. On the [User Tool] tab, select [Test Page] or [Configuration Page] in the [List / Test:] list.
7. 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 xxx Series].
3. Click [Smart Organizing Monitor for SP xxx Series Status].
4. If the machine you are using is not selected, click [Select Device...], and then select the machine's model.
5. Click [OK].
6. On the [User Tool] tab, click [Printer Configuration].
7. Change the settings if necessary.
8. Click [OK].
9. Click [Close].

4

Tab Settings

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.

Updating the Firmware

★ Important

- To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this software, losses of documents or data, or the use or non-use of this software and operation manuals provided with it.
- 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.
- Make sure to 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.

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 xxx Series].
3. Click [Smart Organizing Monitor for SP xxx Series Status].
4. If the machine you are using is not selected, click [Select Device...], and then select the machine's model.
5. Click [OK].
6. On the [User Tool] tab, click [Printer Configuration].
7. On the [System] tab, click [Printer Firmware Update...].
8. Click [OK].
9. Specify the location of the DWN file, and then click [Open].
10. 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.

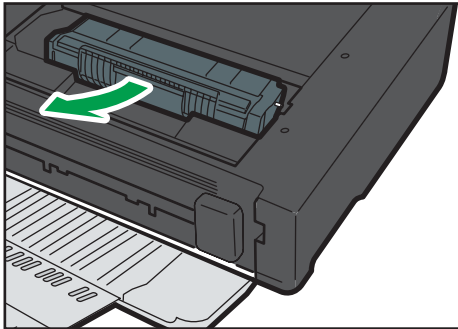
5. Maintaining the Machine

Replacing the Print Cartridge

★ Important

- 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.



CXP007

3. Take the new print cartridge out of the box, and then take it out of the bag.
4. Hold the print cartridge and shake it from side to side five or six times.

Shake the print cartridge horizontally in the direction. The first few printed pages may appear blurred or smeared if the cartridge has not been shaken properly.

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



CXP008

6. Close the maintenance cover.

Cautions When Cleaning

Clean the machine periodically to maintain high print quality.

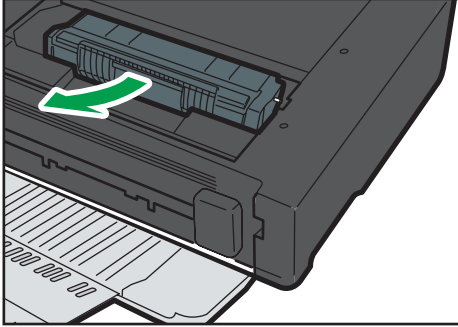
Dry wipe the exterior with a soft cloth. If dry wiping is not sufficient, wipe with a soft, damp cloth that has been wrung out thoroughly. If you still cannot remove the stain or grime, use a neutral detergent, wipe over the area with a thoroughly-wrung damp cloth, and then dry wipe the area and allow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

★ Important

- To avoid deformation, discoloration, or cracking, do not use volatile chemicals, such as benzine 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.

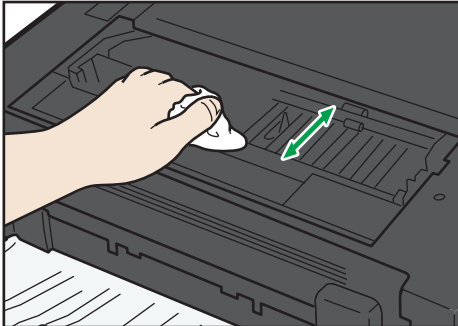
Cleaning the Inside of the Machine

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



5

3. Use a cloth to wipe the inside of the machine toward and away from yourself.



Wipe carefully so as not to touch any protrusions inside the machine.

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



5. Close the maintenance cover.

6. 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">• Make sure that the power plug is firmly inserted into the wall outlet.• Make sure that the wall outlet is not defective by connecting another working device.
Pages are not printed.	The USB cable is not connected correctly.	Reconnect the USB cable.
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"> • Use supported types of paper. See page 15 "Supported Paper". • Load paper correctly, making sure that the paper guides are properly adjusted. See page 18 "Loading Paper". • If the paper is curled, straighten the paper. • Take out the paper from tray and fan it well. Then, reverse the top and bottom of the paper, and put it in the tray.
Paper jams occur frequently.	<ul style="list-style-type: none"> • If there are gaps between the paper and the paper guides, adjust the paper guides to remove the gaps. • Avoid printing on both sides of paper when printing images that contain large areas of solid color, which consume a lot of toner. • Use supported types of paper. See page 15 "Supported Paper". • Load paper only as high as the upper limit markings on the paper guide.
Multiple sheets of paper are fed at one time.	<ul style="list-style-type: none"> • 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. • Make sure that the paper guides are in the right position. • Use supported types of paper. See page 15 "Supported Paper". • Load paper only as high as the upper limit markings on the paper guide. • Check that paper was not added while there was still some left in the tray. <p>Only add paper when there is none left in the tray.</p>

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

Removing Printing Jams

First, try removing the paper automatically. If this fails, remove it manually.

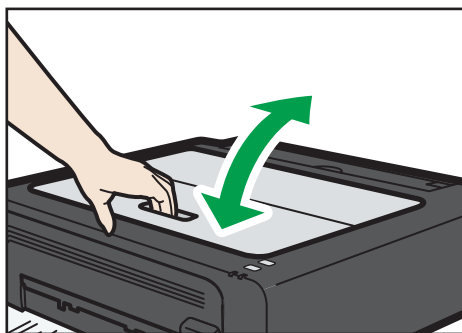
★ Important

- 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.

Automatically removing the paper jammed inside the machine

1. Open and close the maintenance cover once.

The machine will then slowly eject the jammed paper. After the jammed paper is ejected, remove it.



CXP030

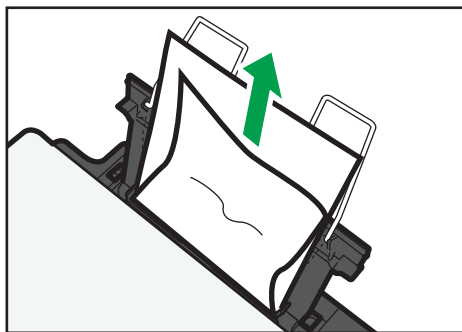
If the jammed paper is not ejected, open the maintenance cover again and remove jammed paper manually.

Removing paper manually

★ Important

- Since the temperature around the guide is high, wait for it to cool before checking for jammed paper.
- After removing the paper, be sure to return the fusing pressure release lever to its original position.
- Be sure not to print with the fusing pressure release lever down.

1. Pull out the jammed paper carefully.

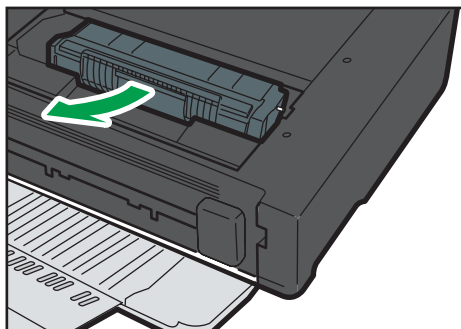


CXP010

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

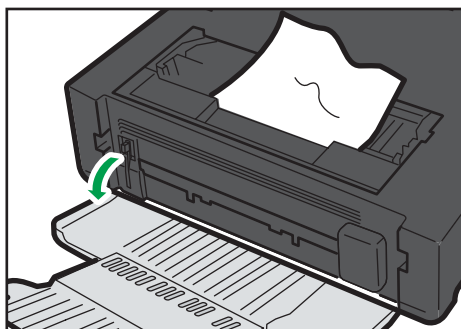
2. Open the maintenance cover.

3. Hold the grips of the print cartridge, and then pull it out of the machine.



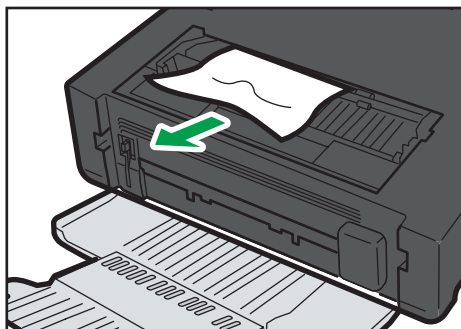
CXP007

4. Push the Fusing Pressure Release Lever on the left down with your thumbs.

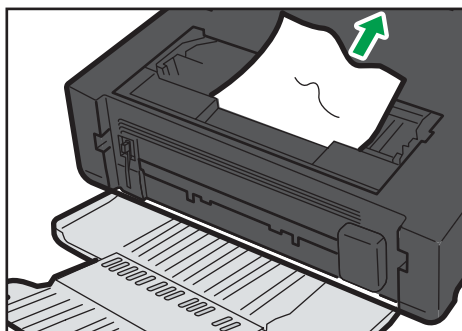


CXP014

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

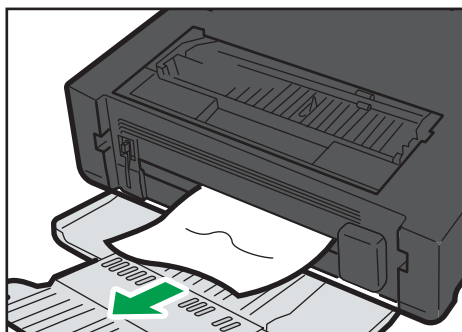


CXP011



CXP012

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



CXP013

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



CXP008

8. Push the Fusing Pressure Release Lever on the left up with your thumbs.
9. 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 page 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 page 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 page 51 "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 page 33 "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"> • Check the printer icon name does not exceed 32 alphanumeric characters. If it does, shorten it. • 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. • Check that the latest printer driver is being used.
A print job is canceled.	<ul style="list-style-type: none"> • Set I/O Timeout to a larger value than the current settings.
There is considerable delay between the print start command and actual printing.	<ul style="list-style-type: none"> • Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process. Wait for a while. • To speed up printing, reduce the printing resolution using the printer driver.
The whole printout is blurred.	<ul style="list-style-type: none"> • Paper is damp. Use paper that has been stored properly. See page 15 "Supported Paper". • If you enable [Toner Save:], printing is generally less dense. • Condensation may have collected. If rapid change in temperature or humidity occurs, use this machine only after it has acclimatized.
Cannot print properly when using a certain application, or cannot print image data properly. Some characters are printed faintly or not printed.	<ul style="list-style-type: none"> • Change the print quality settings.
The paper size setting does not match the paper loaded.	Check whether the paper size specified on the machine matches that of the loaded paper.

Print Positions Do Not Match Display Positions

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 are not configured properly.	Check that the page layout settings are properly configured in the application.
The paper size setting does not match the paper loaded.	Check whether the paper size specified on the printer driver matches that of the loaded paper.

Error and Status Messages Appear on the Smart Organizing Monitor

Message	Causes	Solutions
Printer Power Off (Communication Error)	<ul style="list-style-type: none"> The power cable of the machine is not plugged in. The power of the machine is not turned ON. The USB cable is not connected. 	<ul style="list-style-type: none"> Check the printer power cord. Check the printer power switch is on. Check the USB cable is properly connected.
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 page 18 "Loading Paper".</p> <p>If paper is jammed inside the machine, remove the jammed paper. For details about removing jammed paper, see page 38 "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.	<ul style="list-style-type: none"> For details about specifying the paper size setting on the machine, see page 18 "Loading Paper". For details about changing the paper size setting in the printer driver, see the printer driver Help. If [Auto Continue:] is set to [0 sec], no error message appears.
Paper Type Mismatch	The paper type specified on the machine and the type specified in the printer driver do not match.	<ul style="list-style-type: none"> For details about changing the paper type setting of the machine, see page 18 "Loading Paper". For details about changing the paper type setting in the printer driver, see the printer driver Help. If [Auto Continue:] is set to [0 sec], no error message appears.
Toner Almost Empty	The print cartridge is almost empty.	Prepare a new print cartridge.

Message	Causes	Solutions
Out of Toner	The machine has run out of the toner.	Replace the print cartridge. See page 33 "Replacing the Print Cartridge".
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.
Print Cartridge Not Detected	The print cartridge has not been installed.	Reinstall the print cartridge. See page 33 "Replacing the Print Cartridge".

7. Appendix

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.

Moving and Transporting the Machine

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 over 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

- To move the machine over a long distance, 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.

Disposal

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

Where to Inquire

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 ^{*1}
Black	1,200 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.

General Function Specifications

Configuration

Desktop

Print process

Laser electrostatic transfer

Maximum paper size for printing

216 mm × 356 mm (8.5 × 14 inches)

Warm-up time

Less than 25 seconds (23 °C, 71.6 °F)

Paper sizes

A4, 8¹/₂ " × 11 " (Letter), 8¹/₂ " × 14 " (Legal), B5, 5¹/₂ " × 8¹/₂ " (Half Letter), 7¹/₄ " × 10¹/₂ " (Executive), A5, A6, B6, 16K (197 × 273 mm), 16K (195 × 270 mm), 16K (184 × 260 mm), 8 " × 13 " (F/GL), 8¹/₂ " × 13 " (FS), 8¹/₄ " × 13 " (Folio), 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 148-356 mm (5.8-14 inches) in length

Paper type

Plain Paper (65-99 g/m² (17-26 lb.)), Recycled Paper (75-90 g/m² (20-24 lb.)), Thin Paper (52-64 g/m² (14-17 lb.)), Thick Paper (100-130 g/m² (26.6-34 lb.))

Paper output capacity

10 sheets (70 g/m², 19 lb.)

Paper input capacity

50 sheets (70 g/m², 19 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, 6 A, 50/60 Hz

Power consumption

- Maximum power consumption

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

730 W

 **Region B** (mainly North America)

680 W

Machine dimensions (Width × Depth × Height)

402 × 368.5 × 119 mm (15.8 × 14.5 × 4.7 inches)

Weight (machine body with consumables)

Approximately 6.7 kg (14.8 lb.) or less

Printer Function Specifications

Printing speed

16 pages per minute (A4/Letter)

Resolution

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

First print speed

6 seconds or less (From the start of paper feed action to the completion of paper delivery)

13 seconds or less (From the completion of data processing to the completion of paper delivery)

Interface

USB 2.0

Printer language

DDST

Trademarks

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- 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 Home Premium
 - Microsoft® Windows® 7 Professional
 - Microsoft® Windows® 7 Ultimate
 - Microsoft® Windows® 7 Enterprise
- The product names of Windows 8 are as follows:
 - Microsoft® Windows® 8
 - Microsoft® Windows® 8 Pro
 - Microsoft® Windows® 8 Enterprise
- The product names of Windows Server 2003 are as follows:
 - Microsoft® Windows Server® 2003 Standard Edition
 - Microsoft® Windows Server® 2003 Enterprise 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
- 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

- 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

- The product names of Windows Server 2012 are as follows:

Microsoft® Windows Server® 2012 Foundation

Microsoft® Windows Server® 2012 Essentials

Microsoft® Windows Server® 2012 Standard

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