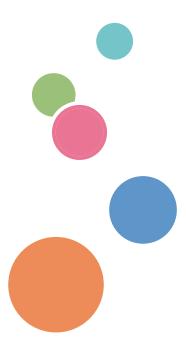# Media Management Tool

Operating Instructions

TABLE OF CONTENTS

How to Read the Manual

Symbols Used in the Manuals

This manual uses the following symbols:

⭐ Important

Indicates a situation that may result in malfunction if instructions are not followed. Be sure to read the instructions.

⬇ Note

Indicates supplementary relevant information.

[ ]

Indicates the names of keys that appear on the computer screen.

Disclaimer

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.

Notes

The content of this manual is subject to change without notice.

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

This manual shall not be copied, duplicated, changed, quoted or reproduced in part or in full without permission.

1. Installing Media Management Tool

This section explains operating environments, supported languages, and how to install Media Management Tool.

Operating Environments

The operating environments that are supported by Media Management Tool are as follows:

Operating Systems

   Microsoft Windows 7 Home Premium SP1 or later[*1]

   Microsoft Windows 7 Professional SP1 or later[*1]

   Microsoft Windows 7 Ultimate SP1 or later[*1]

   Microsoft Windows 7 Enterprise SP1 or later[*1]

   Microsoft Windows 8.1[*1]

   Microsoft Windows 8.1 Pro[*1]

   Microsoft Windows 8.1 Enterprise[*1]

   Microsoft Windows 10 Home[*1]

   Microsoft Windows 10 Pro[*1]

   Microsoft Windows 10 Enterprise[*1]

   Microsoft Windows 10 Education[*1]

   Microsoft Windows Server 2008 Standard[*1]

   Microsoft Windows Server 2008 Enterprise[*1]

   Microsoft Windows Server 2008 R2 Standard[*2]

   Microsoft Windows Server 2008 R2 Enterprise[*2]

   Microsoft Windows Server 2012 Standard[*2]

   Microsoft Windows Server 2012 Essentials[*2]

   Microsoft Windows Server 2012 Foundation[*2]

   Microsoft Windows Server 2012 R2 Standard[*2]

   Microsoft Windows Server 2012 R2 Essentials[*2]

   Microsoft Windows Server 2012 R2 Foundation[*2]

   *1   32-bit/64-bit Windows operating system is supported.

   *2   64-bit Windows operating system is supported.

Display

   1280 × 800 dpi or higher

Library

.NET Framework 4.5 or later

Supported Languages

Media Management Tool supports the following languages:

- Japanese
- English
- German
- French
- Italian
- Spanish
- Dutch
- Russian
- Simplified Chinese
- Polish
- Brazilian Portuguese
- Czech
- Turkish

↓Note

- The user interface language of Media Management Tool changes automatically according to the user interface language of the operating system.
- If Media Management Tool does not support the user interface language set for the operating system, the user interface is displayed in English.

Installing Media Management Tool

⭐ **Important**
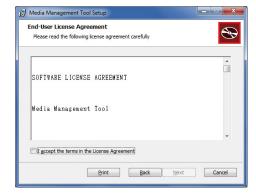
- If Media Management Tool has already been installed, overwrite installation is possible. If overwrite installation is performed, files that have been installed are overwritten, but the settings specified by users are carried over.

1. **Start the installer.**

2. **When the setup wizard screen appears, click [Next].**

3. **Check the terms of the software license agreement. Select [I accept the terms in the License Agreement], and then click [Next].**
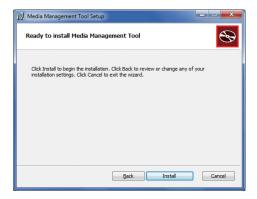
4. **Confirm the folder in which to save the installed files, and then click [Next].**

If you want to select a different destination folder, click [Change...] and select a folder.

5. **When the screen showing the installation is ready appears, click [Install].**

Installation starts.

6. **Click [Finish] to close the setup wizard screen.**

⬇ **Note**

- If the [Windows Security] dialog box appears during the driver installation procedure, click [Install this driver software anyway].

1

2. Using Media Management Tool

This section explains how to use Media Management Tool and the procedure for searching for paper using the Media Identification Unit.

Useful Functions

This section explains some useful functions of Media Management Tool.

Functions	Explanation
Perform user authentication when the user logs in to Media Management Tool	You can specify whether to display a login dialog box when starting Media Management Tool. Some functions can be restricted according to the privileges assigned to the users.
Display, sort, and search paper information	**Sort and search the registered paper information** The list of paper information registered to Media Management Tool is displayed the application. Sort or search the paper information using these settings to find paper information easily. **Search paper information using the Media Identification Unit** When you scan paper using the Media Identification Unit connected to the computer, the Media Identification Unit searches the paper information registered to Media Management Tool. When paper information with configurations that are similar to those of the scanned paper is found, it is displayed in Media Management Tool.

Functions	Explanation
Manage paper information	**Create, edit, and delete paper information** You can create, edit, and delete paper information. You can create settings for custom paper information based on the machine's default settings or the settings of the master paper data which is already registered to Media Management Tool. Using the [Wizard to Create Custom Paper Data] dialog box, you can create and change paper information settings easily. **Copy custom paper information** You can copy custom paper information to another machine when machine models are the same. Because settings specific to a model are not copied, default values are applied to those settings. This means that [Synchronize] is copied to the [Synchronization Setting]. **Assign and unassign custom paper information to a tray** Assign custom paper information to a tray. You can assign one custom paper information to multiple trays. Trays assigned with custom paper information can be unassigned. **Import and export paper information** You can configure an export file to save the paper information registered to Media Management Tool. Save the export file in a folder or memory storage device. You can save multiple paper information as one export file. When you import the export file, the paper information saved in the file is reflected to Media Management Tool. You can send export files to different machines of the same model but not to different models.

Functions	Explanation
Manage paper information	**Auto Image Position Adjustment** You can use a function that allows the machine to adjust the position of images if it is connected to a machine in the C9200 series or C7200 series. In addition, you can check the results of the adjustment by printing the image. To use this function, you need to assign custom paper information to a tray first. To perform auto image position adjustment, all of the following settings are required: • Your machine must be in the C9200 series or C7200 series to link to Media Management Tool. However, if your machine is Pro C7200SL, you cannot use auto image position adjustment. • You must register your machine's connection information in advance to connect it to Media Management Tool. **Paper Info. Type** Media Management Tool displays the type of custom paper information as an icon. You cannot edit some items if the icon for the type of custom paper information is not (Custom Paper (User Original)).
Synchronize custom paper information between Media Management Tool and the machine	Synchronization means sharing custom paper information between Media Management Tool and the machine. The custom papers that can be synchronized vary depending on the configuration of the machines. If the external controller is not connected, or if the Fiery DFE is connected, then custom papers with the same ID are synchronized. If TotalFlow Print Server is connected, then custom papers with the same name are synchronized. Specify whether or not to synchronize the custom paper information. When you create or change custom paper information while the setting synchronization is enabled, the information is reflected to the custom paper information on the machine. You can reflect the custom paper information on the machine to the one on Media Management Tool. If the information of the custom paper on the application conflicts with the one on the machine, specify the information to use.

Functions	Explanation
Print a test chart	When changing custom paper information by using Media Management Tool, print a test chart to check the printing results. To print a test chart, all of the following settings are required: • Select a tray to print from • Enter a custom paper name • [Synchronization Setting] is set to [Synchronize]. • If a DFE is not connected to your machine, you must install the optional PostScript3 unit (C7200 series only).
Manage Media Management Tool	**Backup and restore application settings** You can backup the user specific settings of Media Management Tool such as paper information and individual user settings such as the application window to be displayed. When you restore the backup file, the previous settings of Media Management Tool are deleted, and the settings stored in the backup file are reflected to the application. **Specify the machine connection** Specify a machine to connect to Media Management Tool. When you disconnect the machine from the application, the custom paper information registered to that machine is deleted. To save the information, export it before disconnecting the machine. **Specify and manage user authentication settings** You can specify settings for user authentication and management. When using LDAP / Active Directory Authentication, you can check user information. Note that you can only specify settings for user privileges.

Starting Media Management Tool
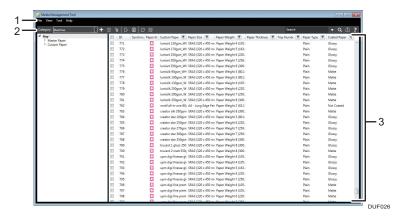
1. **Double-click the boot file.**

2. **When the [User Authentication] screen appears, enter your user name and password and click [Log In].**

↓Note

- To exit Media Management Tool, click the [×] in the upper right corner of the main screen. Before exiting the software, confirm that there are no items that are still set.

- To change the password, click [Change Password] in the [Tool] menu on the main screen.

- To set user authentication, click [User Authentication] in the [Tool] menu on the main screen. When user authentication is enabled, you cannot change settings unless you log in as an "Administrator". To reflect settings, restart Media Management Tool.

About the User Interface

The functions that appear on Media Management Tool's screen are shown below:

DUF026

1. **Menu Bar**

   Specifies Media Management Tool.

   Click [Help] on the menu bar and click [Help] on the menu that appears to start a browser and open Media Management Tool's Help.

2. **Tool Bar**

   Set or search the Paper Information that is displayed in the work area.

3. **Work Area**

   Check or change settings about the Paper Information registered to Media Management Tool.

↓Note

• For details, see the Help for Media Management Tool.

Setting Up Machines to Be Connected

Set up machines to connect to Media Management Tool.

When connecting the machine to Media Management Tool, enable IPv4 in the machine's SSL/TLS settings. If "Installed" does not appear under "Certificate Status", you need to create or install a device certificate. For details, see "Encrypting Transmitted Passwords", Security Guide.

1. **Click [Machine Connection] in [Tool] on the menu bar.**
2. **Click ✚ (Register).**
3. **Specify the necessary information in the [Register New] screen.**
4. **Click [Register].**

⬇ **Note**

- To change the settings of a registered machine, perform Step 1, and then select a machine to change and click 🖊 (Edit).

- To delete a registered machine, perform Step 1, and then select a machine to delete and click 🗑 (Delete).

- If you set [DFE] to [TotalFlow Print Server], specifying the information under [Machine] is optional. However, you need to specify this information if you want to use auto image position adjustment.

- Specify the user who has the following privileges in [User Name] under [Machine]:

  - Printing documents (only when [DFE] is set to [None]).

  - Changing settings under [Tray Paper Settings].

Create and Edit Custom Paper Information

You can use Media Management Tool to create custom paper information by specifying settings that are most suitable for the machine being used.

Creating Custom Paper Information

1. Click ✚ (Create New) on the tool bar.

   To create custom paper information based on Master Paper Data registered in Media Management Tool, select and right-click the Master Paper Data you require in the work area, and then click [Custom Paper Wizard].

2. Specify the settings in the [Wizard to Create Custom Paper Data] dialog box.

Editing Custom Paper Information

1. Select the Custom Paper and right-click on it to change the settings.

2. Select an item according to the settings you want to change.

   To change the basic settings, click [Edit by Wizard] on the shortcut menu.

   To change the registered tray settings, click [Select Tray] on the shortcut menu.

   To change the detailed settings, click [Advanced] on the shortcut menu.

Custom Paper Information Settings

⭐ Important

- Configure the settings in accordance with the workflow shown below. If you do not follow the workflow to configure the settings, a machine failure may occur.

Specify the following settings as necessary when creating and editing custom paper information.

Depending on the settings you configure, a certain amount of paper might be required.

Paper Feed Settings (C9200 series/C7200 series)

If paper jams occur while printing is performed, use the flowchart to adjust the settings.

A number string in brackets is a class number hyphenated with an item number.
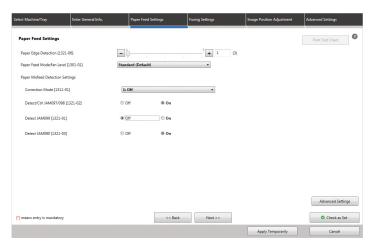
Example:

[1234-56]

C9200 series

C7200 series

Note

- For details about each setting, see Adjustment Item Menu Guide.

2
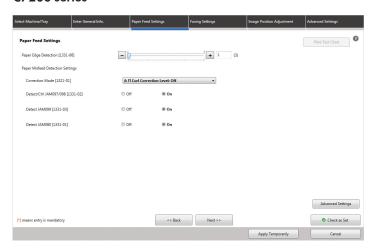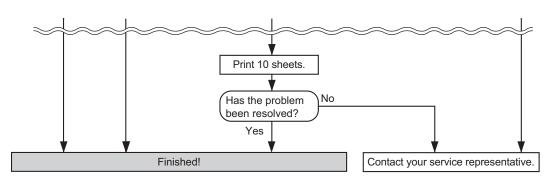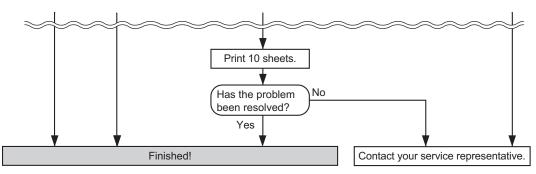
■ **Reducing paper jams and double feeding (for C9200 series)**

| Click [Print Test Chart]. |

↓

| Print 10 sheets. |

↓

(Has a jam occurred?) —No→ | Finished! |

Yes ↓

(Which problem code is displayed?)

| J002, J003, J430, J431, J445, J446, J460, J461 (C9200 series) | J052, J053, J470, J471, J485, J486, J500, J501 (C9200 series) | J099 |

↓ | Riffle the paper and flatten curls.[*1] |
↓ | Riffle the paper and flatten curls.[*1] |
↓ | Riffle the paper.[*1] |

↓ | Print 10 sheets. |
↓ | Print 10 sheets. |
↓ | Print 10 sheets. |

(Has the problem been resolved?) No
(Has the problem been resolved?) No
(Has the problem been resolved?) No

Yes
Yes ↓ | Finished! |
Yes ↓ | Finished! |

↓ | Set [Paper Feed Mode:Fan Level] (C9200 series [1301-01]) to [Prevent Non Feed (Stronger Blow)]. |

↓ | Set [Paper Feed Mode:Fan Level] (C9200 series [1301-01]) to [Prevent Double Feed (Weaker Blow)]. |

(Is thick paper or colored paper used?) —No→

Yes ↓ | Select [Off] on [Detect JAM099] (C9200 series [1321-01]). |

↓ | Print 10 sheets. |
↓ | Print 10 sheets. |
↓ | Print 10 sheets. |

(Has the problem been resolved?) No
(Has the problem been resolved?) No
(Has the problem been resolved?) No

Yes
Yes ↓ | Finished! |
Yes ↓ | Finished! |

↓ | Set [Paper Feed Mode:Fan Level] (C9200 series [1301-01]) to [Prevent Non Feed (Strongest Blow)]. |

↓ | Set [Paper Feed Mode:Fan Level] (C9200 series [1301-01]) to [Prevent Double Feed (Weakest Blow)]. |

DUF044

Print 10 sheets.

Has the problem been resolved?   No

Yes

Finished!

Contact your service representative.

DUF040

2
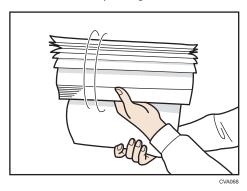
■ **Reducing paper jams and double feeding (for C7200 series)**

```
┌─────────────────────────────┐
│  Click [Print Test Chart].  │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      Print 10 sheets.       │
└─────────────────────────────┘
              │
              ▼
     ( Has a jam occurred? )──No──▶ ┌──────────┐
              │                     │ Finished!│
             Yes                    └──────────┘
              ▼
  ( Which problem code is displayed? )
```

J430, J431, J445, J446, J460, J461 (C7200 series)

J470, J471, J485, J486, J500, J501 (C7200 series)

J099

Riffle the paper and flatten curls.[*1]	Riffle the paper and flatten curls.[*1]	Riffle the paper.[*1]
Print 10 sheets.	Print 10 sheets.	Print 10 sheets.

Column 1 (J430...): Has the problem been resolved? — No → / Yes

Column 2 (J470...): Has the problem been resolved? — No → / Yes → Finished!

Column 3 (J099): Has the problem been resolved? — No → / Yes → Finished!

Set [Paper Feed Mode:Fan Level] (C7200 series [1301-01]) to [Prevent Non Feed (Stronger Blow)].

Set [Paper Feed Mode:Fan Level] (C7200 series [1301-01]) to [Prevent Double Feed (Weaker Blow)].

Is thick paper or colored paper used? — No → (to Set [Paper Feed Mode:Fan Level] Prevent Double Feed Weaker Blow) / Yes ↓

Select [Off] on [Detect JAM099] (C7200 series [1331-03]).

Print 10 sheets. (column 1)

Print 10 sheets. (column 2)

Print 10 sheets. (column 3)

Has the problem been resolved? — No → / Yes (column 1)

Has the problem been resolved? — No → / Yes → Finished! (column 2)

Has the problem been resolved? — No → / Yes → Finished! (column 3)

Set [Paper Feed Mode: Fan Level] (C7200 series [1301-01]) to [Prevent Non Feed (Strongest Blow)].

Set [Paper Feed Mode: Fan Level] (C7200 series [1301-01]) to [Prevent Double Feed (Weakest Blow)].

DUF045

Print 10 sheets.

Has the problem been resolved?

No

Yes

Finished!

Contact your service representative.

DUF029

* 1

- Riffling the paper

    1. Loosen the stack by riffling the sheets.

    CVA068

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

    Repeat this several times.

    CVA069

CVA070

3. Make sure there is space between the sheets.

CVA071

- Flattening curls

    1. Place the paper so its curled side is face down on a flat surface.

DUF013

    2. Hold the edges of the sheets and roll them in the opposite direction of the curl to straighten them.

DUF014

3. Hold the other edge and straighten the curled sheets in the same way.

2

■ **Resolving problem code J097 (for C9200 series)**

```
┌─────────────────────────────────┐
│      Click [Print Test Chart].  │
└─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐
│         Print 10 sheets.        │
└─────────────────────────────────┘
                │
                ▼                         No
(  Has problem code J097 appeared?  )──────────▶ [ Finished! ]
                │ Yes
                ▼
( Is the width between the side fences )  No
(  greater than the one of the paper?  )────────────┐
                │ Yes                               │
                ▼                                    │
┌─────────────────────────────────┐                 │
│ Adjust the side fences to match  │                │
│ the paper width.                 │                │
└─────────────────────────────────┘                 │
                │                                    │
                ▼                                    │
┌─────────────────────────────────┐                 │
│         Print 10 sheets.        │                 │
└─────────────────────────────────┘                 │
                │                                    │
                ▼                       Yes          │
(  Has the problem been resolved?  )──────────▶ [ Finished! ]
                │ No                                 │
                ▼                                    │
( Is colored paper (including black )◀──────────────┘
(  paper) or transparencies used?   )
                │ Yes              │ No
                ▼                  │
┌─────────────────────────────────┐
│ Set [Detect/Ctrl JAM097/098] (C9200 │
│ series [1321-02]) to [Off].      │
└─────────────────────────────────┘
                │
                ▼                    No
┌─────────────────────┐      ┌───────────────────────────┐
│   Print 10 sheets.  │◀─────(    Are envelopes used?    )
└─────────────────────┘      └───────────────────────────┘
                │                        │ Yes
                ▼                        ▼
(  Has the problem been resolved?  )  ┌──────────────────────┐
        │ Yes        │ No             │ Set [Detect/Ctrl      │
        ▼                             │ JAM097/098] (C9200    │
  [ Finished! ]                       │ series [1321-02]) to  │
                                      │ [Off].                │
                                      └──────────────────────┘
                                               │
                                               ▼
                                      ┌──────────────────────┐
                                      │   Print 10 sheets.   │
                                      └──────────────────────┘
                                               │
                              No               ▼
                         (  Has the problem been resolved?  )
                                               │ Yes
                                               ▼
┌─────────────────────────────────────┐  [ Finished! ]
│ Contact your service representative. │
└─────────────────────────────────────┘
```

DUF041

26

■ **Resolving problem code J097 (for C7200 series)**

Click [Print Test Chart].

↓

Print 10 sheets.

↓

Has problem code J097 appeared? — No → Finished!

Yes ↓

Is the width between the side fences greater than the one of the paper? — No →

Yes ↓

Adjust the side fences to match the paper width.

↓

Print 10 sheets.

↓

Has the problem been resolved? — Yes → Finished!

No ↓

Is colored paper (including black paper) or transparencies used? ←

Yes ↓   No →

Set [Detect/Ctrl JAM097/098] (C7200 series [1331-02]) to [Off].

↓

Print 10 sheets.   No → Are envelopes used?

↓   Yes ↓

Has the problem been resolved?   Set [Detect/Ctrl JAM097/098] (C7200 series [1331-02]) to [Off].

Yes ↓   No ↓

Finished!   Print 10 sheets.

↓

No → Has the problem been resolved?

Yes ↓

Contact your service representative.   Finished!

DUF046

2

27

■ Resolving problem code J080 (for C9200 series)

Click [Print Test Chart].

↓

Print 10 sheets.

↓

Has problem code J080 appeared? —No→ Finished!

↓ Yes

Is the width between the side fences greater than the one of the paper? —No→

↓ Yes

Adjust the side fences to match the paper width.

↓

Print 10 sheets.

↓

Has the problem been resolved? —Yes→ Finished!

↓ No

No← Is slippery paper with a low paper-to-paper friction coefficient used?

↓ Yes

Set [Detect JAM080] (C9200 series [1321-03]) to [Off].

↓

Print 10 sheets.

↓

Has the problem been resolved?

No↓   ↓ Yes

Contact your service representative.   Finished!

DUF042

■ **Resolving problem code J080 (for C7200 series)**

Click [Print Test Chart].

↓

Print 10 sheets.

↓

Has problem code J080 appeared? — No → Finished!

↓ Yes

Is the width between the side fences greater than the one of the paper? — No →

↓ Yes

Adjust the side fences to match the paper width.

↓

Print 10 sheets.

↓

Has the problem been resolved? — Yes → Finished!

↓ No

No — Is slippery paper with a low paper-to-paper friction coefficient used? ←

↓ Yes

Set [Detect JAM080] (C7200 series [1331-01]) to [Off].

↓

Print 10 sheets.

↓

Has the problem been resolved?

No ↓   ↓ Yes

Contact your service representative.   Finished!

DUF047

■ **Resolving problem code J098 (for C9200 series)**

Specify the illumination mode of the paper edge detection sensor.
If the value specified for [Paper Edge Detection] is "4" or less, the paper edge detection sensor emits light for a short time and detects the paper multiple times to reduce measurement errors. If the value specified for [Paper Edge Detection] is "5", the paper edge detection sensor emits light for a long time just once to detect paper.
Set "5" for dark colored paper or transparencies.

DUF043
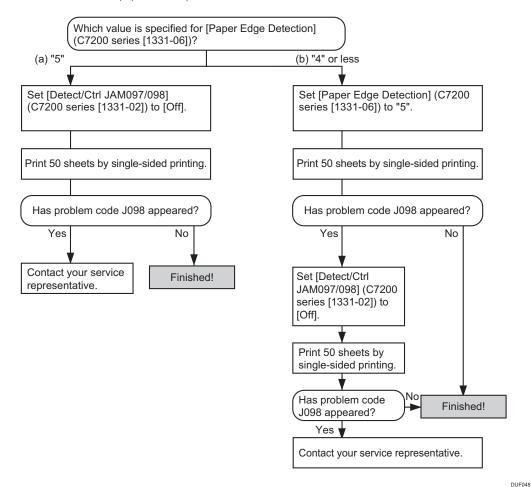
■ **Resolving problem code J098 (for C7200 series)**

Specify the illumination mode of the paper edge detection sensor.
If the value specified for [Paper Edge Detection] is "4" or less, the paper edge detection sensor emits light for a short time and detects the paper multiple times to reduce measurement errors. If the value specified for [Paper Edge Detection] is "5", the paper edge detection sensor emits light for a long time just once to detect paper.
Set "5" for dark colored paper or transparencies.

Which value is specified for [Paper Edge Detection] (C7200 series [1331-06])?

(a) "5"

(b) "4" or less

Set [Detect/Ctrl JAM097/098] (C7200 series [1331-02]) to [Off].

Set [Paper Edge Detection] (C7200 series [1331-06]) to "5".

Print 50 sheets by single-sided printing.

Print 50 sheets by single-sided printing.

Has problem code J098 appeared?

Has problem code J098 appeared?

Yes   No

Yes   No

Contact your service representative.

Finished!

Set [Detect/Ctrl JAM097/098] (C7200 series [1331-02]) to [Off].

Print 50 sheets by single-sided printing.

Has problem code J098 appeared?   No   Finished!

Yes

Contact your service representative.

DUF048
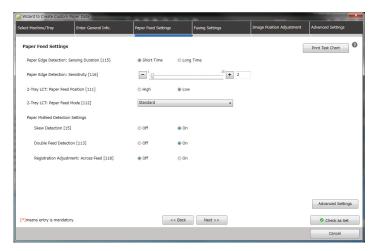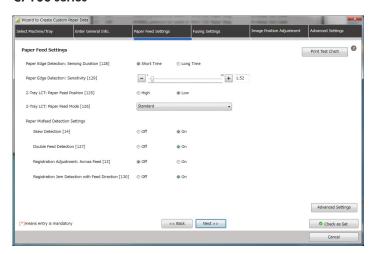
Paper Feed Settings (C9100 series/C7100 series)

If paper jams occur while printing is performed, use the flowchart to adjust the settings.

C9100 series

C7100 series

🔻**Note**

• For details about each setting, see Adjustment Item Menu Guide.

■ Reducing paper jams and double feeding

Click [Print Test Chart].

↓

Print 10 sheets.

↓

Has a jam occurred? ── No ──→ Finished!

↓ Yes

Which problem code is displayed?

| J430, J431, J445, J446, J460, J461 (C7100 series) J002, J003, J430, J431, J445, J446, J460, J461 (C9100 series) | J470, J471, J485, J486, J500, J501 (C7100 series) J052, J053, J470, J471, J485, J486, J500, J501 (C9100 series) | J099 |

Riffle the paper and flatten curls.*1 │ Riffle the paper and flatten curls.*1 │ Riffle the paper.*1

↓ │ ↓ │ ↓

Print 10 sheets. │ Print 10 sheets. │ Print 10 sheets.

↓ │ ↓ │ ↓

Has the problem been resolved? ── No │ Has the problem been resolved? ── No │ Has the problem been resolved? ── No

↓ Yes │ ↓ Yes │ ↓ Yes

│ │ Finished! │ Finished!

Set [2-Tray LCT: Paper Feed Mode] (C9100 series [112]/C7100 series [126]) to [Moderate Non-feeding Reduction].

Set [2-Tray LCT: Paper Feed Mode] (C9100 series [112]/C7100 series [126]) to [Moderate Double Feed Reduction].

Is thick paper or colored paper used? ── No ──→

↓ Yes

Select [Off] on [Double Feed Detection] (C9100 series [113]/C7100 series [127]).

↓

Print 10 sheets. │ Print 10 sheets. │ Print 10 sheets.

↓ │ ↓ │ ↓

Has the problem been resolved? ── No │ Has the problem been resolved? ── No │ Has the problem been resolved? ── No

↓ Yes │ ↓ Yes │ ↓ Yes

│ Finished! │ Finished!

Set [2-Tray LCT: Paper Feed Mode] (C9100 series [112]/C7100 series [126]) to [Maximum Non-feeding Reduction].

Set [2-Tray LCT: Paper Feed Mode] (C9100 series [112]/C7100 series [126]) to [Maximum Double Feed Reduction.].

DUF002

DUF003

* 1

- Riffling the paper

    1. Loosen the stack by riffling the sheets.

CVA068

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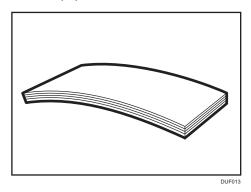
       Repeat this several times.

CVA069

CVA070

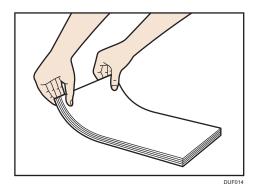3. Make sure there is space between the sheets.

CVA071

- Flattening curls

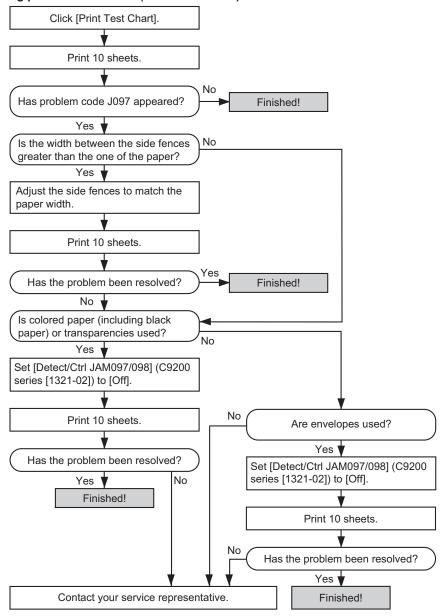   1. Place the paper so its curled side is face down on a flat surface.

2

DUF013

2. Hold the edges of the sheets and roll them in the opposite direction of the curl to straighten them.

DUF014

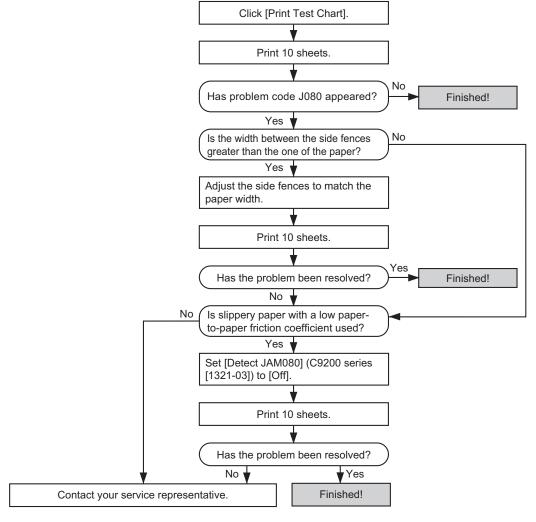3. Hold the other edge and straighten the curled sheets in the same way.
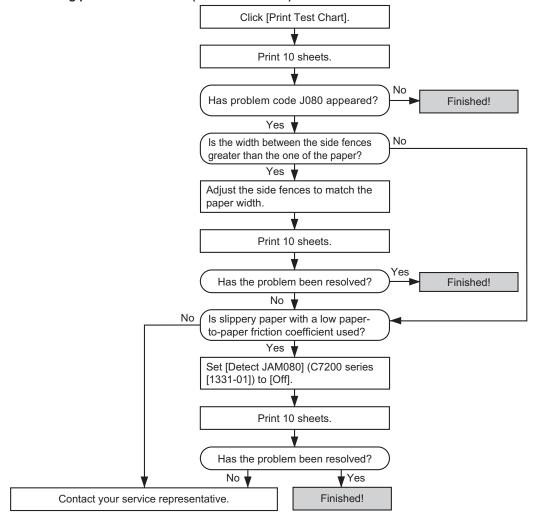
■ **Resolving problem code J097**

```
┌─────────────────────────────────┐
│     Click [Print Test Chart].     │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│         Print 10 sheets.          │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐   No   ┌──────────────┐
│  Has problem code J097 appeared? ├──────▶│  Finished!   │
└─────────────────────────────────┘        └──────────────┘
            Yes  │
                 ▼
┌─────────────────────────────────┐   No
│  Is the width between the side    ├────────────────────────┐
│  fences greater than the one      │                        │
│  of the paper?                    │                        │
└─────────────────────────────────┘                        │
            Yes  │                                           │
                 ▼                                           │
┌─────────────────────────────────┐                        │
│  Adjust the side fences to match  │                        │
│  the paper width.                 │                        │
└─────────────────────────────────┘                        │
                 │                                           │
                 ▼                                           │
┌─────────────────────────────────┐                        │
│         Print 10 sheets.          │                        │
└─────────────────────────────────┘                        │
                 │                                           │
                 ▼                                           │
┌─────────────────────────────────┐  Yes  ┌──────────────┐ │
│  Has the problem been resolved?  ├─────▶│  Finished!   │ │
└─────────────────────────────────┘       └──────────────┘ │
            No   │                                           │
                 ▼                                           │
┌─────────────────────────────────┐◀──────────────────────┘
│  Is colored paper or              │
│  transparencies used?             │
└─────────────────────────────────┘
     Yes  │              No  │
          ▼                  ▼
┌─────────────────────────────────┐
│  Set [Skew Detection] (C9100      │
│  series [15]/C7100 series [14])   │
│  to [Off].                        │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────┐   No   ┌─────────────────────────────────┐
│   Print 10 sheets.  │◀───────│      Are envelopes used?          │
└─────────────────────┘        └─────────────────────────────────┘
                 │                          Yes  │
                 ▼                               ▼
┌─────────────────────┐        ┌─────────────────────────────────┐
│ Has the problem      │        │  Set [Skew Detection] (C9100     │
│ been resolved?       │        │  series [15]/C7100 series [14])  │
└─────────────────────┘        │  to [Off].                       │
   Yes  │        No  │         └─────────────────────────────────┘
        ▼                                      │
┌──────────────┐                               ▼
│  Finished!   │                 ┌─────────────────────────────────┐
└──────────────┘                 │         Print 10 sheets.          │
                                 └─────────────────────────────────┘
                                                │
                              No                 ▼
                          ┌──────┐  ┌─────────────────────────────────┐
                          │      │  │  Has the problem been resolved?  │
                          │      │  └─────────────────────────────────┘
                          │                      Yes  │
                          ▼                           ▼
┌─────────────────────────────────────────┐  ┌──────────────┐
│  Contact your service representative.    │  │  Finished!   │
└─────────────────────────────────────────┘  └──────────────┘
```

DUF004

2

37

■ Resolving problem code J080 (for C7100 series)

```
┌─────────────────────────────┐
│   Click [Print Test Chart]. │
└─────────────────────────────┘
              ↓
┌─────────────────────────────┐
│       Print 10 sheets.      │
└─────────────────────────────┘
              ↓
    ╭─────────────────────────╮      No   ┌──────────────┐
    │ Has problem code J080    │─────────→│  Finished!   │
    │ appeared?                │          └──────────────┘
    ╰─────────────────────────╯
            Yes ↓
   No   ╭─────────────────────────────╮
  ←─────│ Is slippery paper with a    │
  │     │ low paper-to-paper friction │
  │     │ coefficient used?           │
  │     ╰─────────────────────────────╯
  │           Yes ↓
  │     ┌─────────────────────────────┐
  │     │ Set [Registration Jam       │
  │     │ Detection with Feed         │
  │     │ Direction] (C7100 series    │
  │     │ [130]) to [Off].            │
  │     └─────────────────────────────┘
  │                ↓
  │     ┌─────────────────────────────┐
  │     │       Print 10 sheets.      │
  │     └─────────────────────────────┘
  │                ↓
  │     ╭─────────────────────────────╮
  │     │ Has the problem been        │
  │     │ resolved?                   │
  │     ╰─────────────────────────────╯
  │        No ↓              Yes ↓
  ↓   ┌──────────────────┐  ┌──────────────┐
┌──────────────────────┐  │  Finished!   │
│ Contact your service │  └──────────────┘
│ representative.      │
└──────────────────────┘
```

DUF015

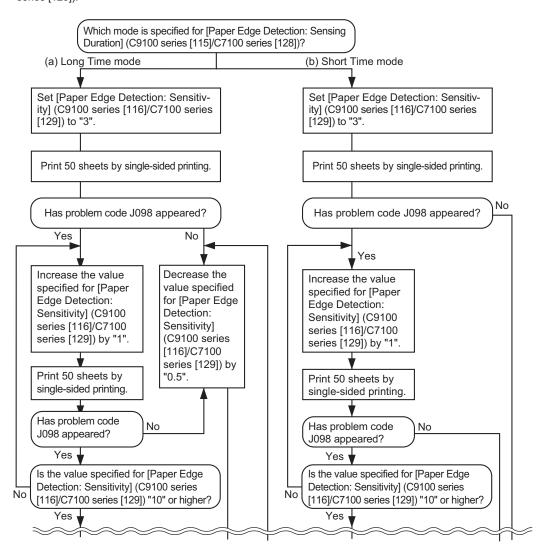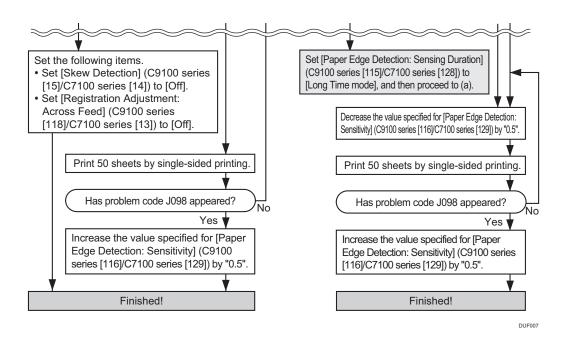■ **Resolving problem code J098**

Specify the illumination mode of the paper edge detection sensor.
In Short Time mode, the paper edge detection sensor emits light for a short time and detects the paper multiple times to reduce measurement errors. In Long Time mode, the paper edge detection sensor emits light for a long time just once to detect paper.
Set [Long Time] for dark colored paper, transparencies, or other media that cause J098 when [Short Time] is set, even if the luminance is increased for the [Paper Edge Detection: Sensitivity] (C9100 series [116]/C7100 series [129]).

DUF006

2

Set the following items.
• Set [Skew Detection] (C9100 series [15]/C7100 series [14]) to [Off].
• Set [Registration Adjustment: Across Feed] (C9100 series [118]/C7100 series [13]) to [Off].

↓

Print 50 sheets by single-sided printing.

↓

Has problem code J098 appeared? ─ No

Yes ↓

Increase the value specified for [Paper Edge Detection: Sensitivity] (C9100 series [116]/C7100 series [129]) by "0.5".

↓

Finished!

Set [Paper Edge Detection: Sensing Duration] (C9100 series [115]/C7100 series [128]) to [Long Time mode], and then proceed to (a).

↓

Decrease the value specified for [Paper Edge Detection: Sensitivity] (C9100 series [116]/C7100 series [129]) by "0.5".

↓

Print 50 sheets by single-sided printing.

↓

Has problem code J098 appeared? ─ No

Yes ↓

Increase the value specified for [Paper Edge Detection: Sensitivity] (C9100 series [116]/C7100 series [129]) by "0.5".
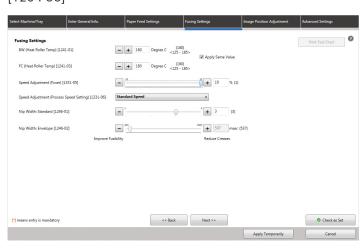
↓

Finished!

DUF007

Fusing Settings (C9200 series)

To improve fusibility, specify the settings according to the flowchart.

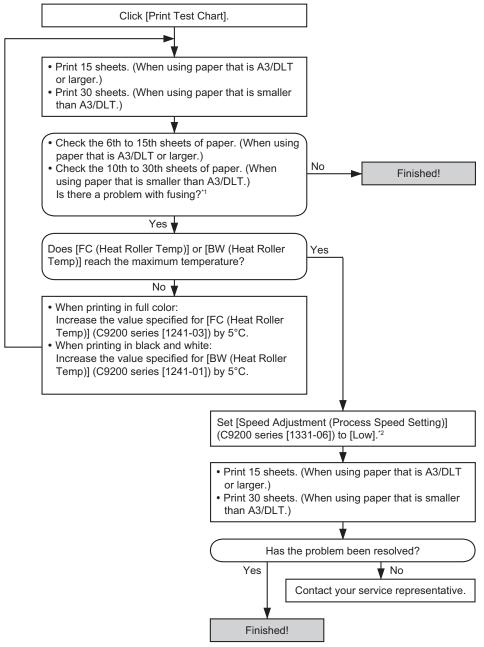A number string in brackets is a class number hyphenated with an item number.

Example:

[1234-56]

🔵Note

• For details about each setting, see Adjustment Item Menu Guide.

■ Improving fusibility

Click [Print Test Chart].

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

- Check the 6th to 15th sheets of paper. (When using paper that is A3/DLT or larger.)
- Check the 10th to 30th sheets of paper. (When using paper that is smaller than A3/DLT.)
Is there a problem with fusing?[*1]

No → Finished!

Yes ↓

Does [FC (Heat Roller Temp)] or [BW (Heat Roller Temp)] reach the maximum temperature?

Yes →

No ↓

- When printing in full color:
  Increase the value specified for [FC (Heat Roller Temp)] (C9200 series [1241-03]) by 5°C.
- When printing in black and white:
  Increase the value specified for [BW (Heat Roller Temp)] (C9200 series [1241-01]) by 5°C.

Set [Speed Adjustment (Process Speed Setting)] (C9200 series [1331-06]) to [Low].[*2]

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

Has the problem been resolved?

Yes ↓   No ↓
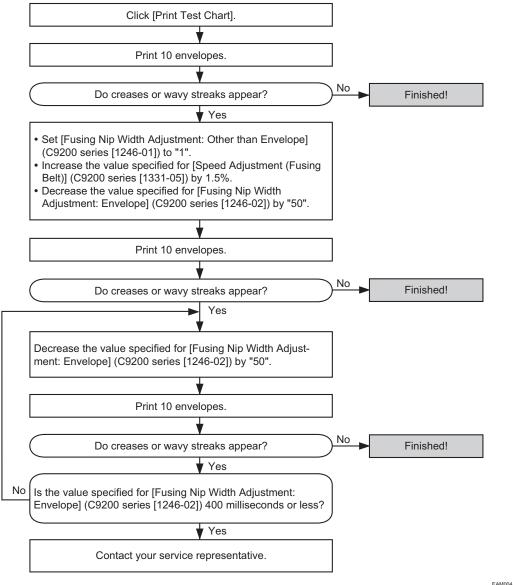
Contact your service representative.

Finished!

DUF033

*1 Check the toner fusibility as follows:

- The printed image does not come off.

- The toner does not come off even if it is lightly rubbed by a nail.

- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

*2 This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced. For details about "Process Speed Setting", see "Details of Menu Items in Advanced Settings", Adjustment Item Menu Guide.

⬇ Note

- Changing the fusing temperature or changing the process speed may produce one or more of the following side effects:
  - Paper curling
  - Paper misfeeding
  - Blisters
  - Glossy lines
  - Change of gloss
- If one or more of the above side effects occurs, adjust the fusing temperature and process speed by decreasing the fusing temperature and increasing the process speed.
- After performing the solution, it is recommended to perform the color calibration of the external controller.
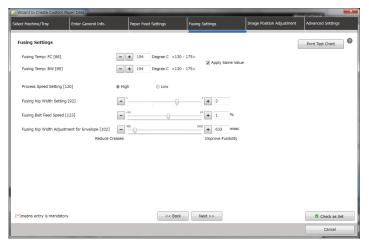
■ **Reducing creases or wavy streaks on envelopes**

```
┌─────────────────────────────────────────────────┐
│           Click [Print Test Chart].             │
└─────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────┐
│              Print 10 envelopes.                │
└─────────────────────────────────────────────────┘
                        ↓
                                              No
( Do creases or wavy streaks appear? )──────────▶ ┌──────────────┐
                        ↓ Yes                      │  Finished!   │
                                                   └──────────────┘
┌─────────────────────────────────────────────────┐
│ • Set [Fusing Nip Width Adjustment: Other than  │
│   Envelope] (C9200 series [1246-01]) to "1".    │
│ • Increase the value specified for [Speed       │
│   Adjustment (Fusing Belt)] (C9200 series       │
│   [1331-05]) by 1.5%.                           │
│ • Decrease the value specified for [Fusing Nip  │
│   Width Adjustment: Envelope] (C9200 series     │
│   [1246-02]) by "50".                           │
└─────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────┐
│              Print 10 envelopes.                │
└─────────────────────────────────────────────────┘
                        ↓
                                              No
( Do creases or wavy streaks appear? )──────────▶ ┌──────────────┐
                        ↓ Yes                      │  Finished!   │
                                                   └──────────────┘
┌─────────────────────────────────────────────────┐
│ Decrease the value specified for [Fusing Nip    │
│ Width Adjustment: Envelope] (C9200 series        │
│ [1246-02]) by "50".                             │
└─────────────────────────────────────────────────┘
                        ↓
┌─────────────────────────────────────────────────┐
│              Print 10 envelopes.                │
└─────────────────────────────────────────────────┘
                        ↓
                                              No
( Do creases or wavy streaks appear? )──────────▶ ┌──────────────┐
                        ↓ Yes                      │  Finished!   │
                                                   └──────────────┘
      No
┌─────────────────────────────────────────────────┐
│ Is the value specified for [Fusing Nip Width    │
│ Adjustment: Envelope] (C9200 series [1246-02])  │
│ 400 milliseconds or less?                       │
└─────────────────────────────────────────────────┘
                        ↓ Yes
┌─────────────────────────────────────────────────┐
│        Contact your service representative.     │
└─────────────────────────────────────────────────┘
```

EAM004

🔻**Note**

- To improve fusibility on envelopes, adjust the settings according to the flowchart "Improving fusibility".
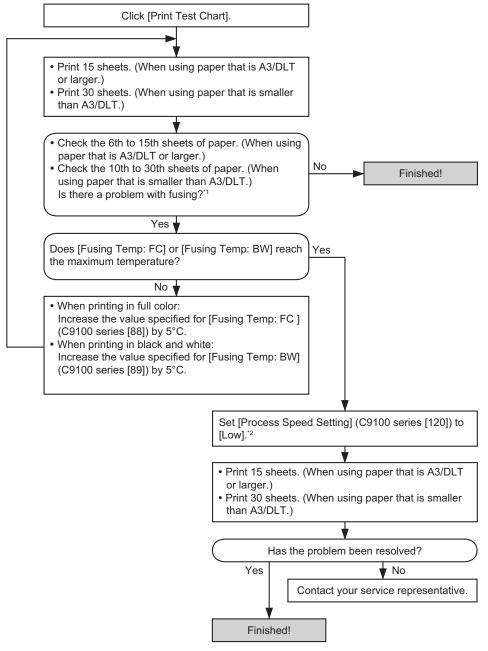
Fusing Settings (C9100 series)

To improve fusibility, specify the settings according to the flowchart.

Note

- For details about each setting, see Adjustment Item Menu Guide.

■ **Improving fusibility**
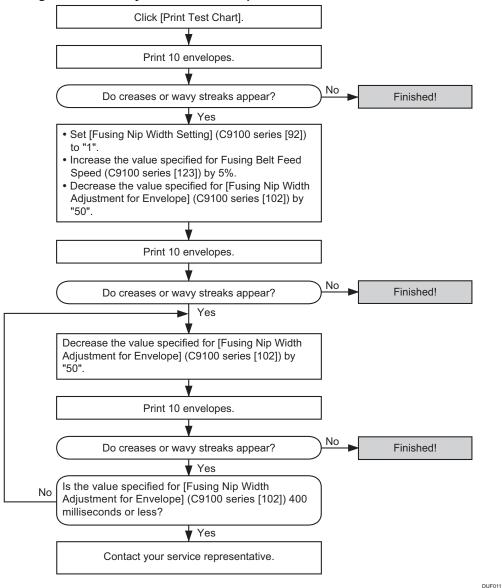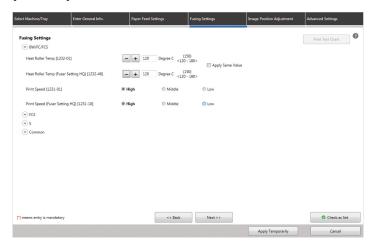
```
                    ┌─────────────────────────────────┐
                    │      Click [Print Test Chart].   │
                    └─────────────────────────────────┘
                                    │
                                    ▼
                    ┌─────────────────────────────────┐
                    │ • Print 15 sheets. (When using   │
                    │   paper that is A3/DLT or        │
                    │   larger.)                       │
                    │ • Print 30 sheets. (When using   │
                    │   paper that is smaller than     │
                    │   A3/DLT.)                        │
                    └─────────────────────────────────┘
```

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

- Check the 6th to 15th sheets of paper. (When using paper that is A3/DLT or larger.)
- Check the 10th to 30th sheets of paper. (When using paper that is smaller than A3/DLT.)
Is there a problem with fusing?[*1] —— No ——▶ **Finished!**

Yes ▼

Does [Fusing Temp: FC] or [Fusing Temp: BW] reach the maximum temperature? —— Yes ——▶

No ▼

- When printing in full color:
  Increase the value specified for [Fusing Temp: FC] (C9100 series [88]) by 5°C.
- When printing in black and white:
  Increase the value specified for [Fusing Temp: BW] (C9100 series [89]) by 5°C.

Set [Process Speed Setting] (C9100 series [120]) to [Low].[*2]

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

Has the problem been resolved?

Yes   No

No ▶ Contact your service representative.

Yes ▼

Finished!

DUF010

*1 Check the toner fusibility as follows:

- The printed image does not come off.

- The toner does not come off even if it is lightly rubbed by a nail.

- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

*2 This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced. For details about "Process Speed Setting", see "Details of Menu Items in Advanced Settings", Adjustment Item Menu Guide.

📥 **Note**

- Changing the fusing temperature or changing the process speed may produce one or more of the following side effects:
  - Paper curling
  - Paper misfeeding
  - Blisters
  - Glossy lines
  - Change of gloss
- If one or more of the above side effects occurs, adjust the fusing temperature and process speed by decreasing the fusing temperature and increasing the process speed.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

■ **Reducing creases or wavy streaks on envelopes**

```
┌─────────────────────────────────────────┐
│          Click [Print Test Chart].       │
└─────────────────────────────────────────┘
                     │
                     ▼
┌─────────────────────────────────────────┐
│            Print 10 envelopes.           │
└─────────────────────────────────────────┘
                     │
                     ▼
┌─────────────────────────────────────────┐   No   ┌──────────────┐
│    Do creases or wavy streaks appear?    │ ─────▶ │   Finished!  │
└─────────────────────────────────────────┘        └──────────────┘
                     │ Yes
                     ▼
┌─────────────────────────────────────────┐
│ • Set [Fusing Nip Width Setting] (C9100  │
│   series [92]) to "1".                   │
│ • Increase the value specified for Fusing│
│   Belt Feed Speed (C9100 series [123])   │
│   by 5%.                                  │
│ • Decrease the value specified for       │
│   [Fusing Nip Width Adjustment for       │
│   Envelope] (C9100 series [102]) by "50".│
└─────────────────────────────────────────┘
                     │
                     ▼
┌─────────────────────────────────────────┐
│            Print 10 envelopes.           │
└─────────────────────────────────────────┘
                     │
                     ▼
┌─────────────────────────────────────────┐   No   ┌──────────────┐
│    Do creases or wavy streaks appear?    │ ─────▶ │   Finished!  │
└─────────────────────────────────────────┘        └──────────────┘
                     │ Yes
                     ▼
┌─────────────────────────────────────────┐
│ Decrease the value specified for [Fusing │
│ Nip Width Adjustment for Envelope]       │
│ (C9100 series [102]) by "50".            │
└─────────────────────────────────────────┘
                     │
                     ▼
┌─────────────────────────────────────────┐
│            Print 10 envelopes.           │
└─────────────────────────────────────────┘
                     │
                     ▼
┌─────────────────────────────────────────┐   No   ┌──────────────┐
│    Do creases or wavy streaks appear?    │ ─────▶ │   Finished!  │
└─────────────────────────────────────────┘        └──────────────┘
                     │ Yes
                     ▼
┌─────────────────────────────────────────┐
│ Is the value specified for [Fusing Nip   │ No
│ Width Adjustment for Envelope] (C9100    │
│ series [102]) 400 milliseconds or less?  │
└─────────────────────────────────────────┘
                     │ Yes
                     ▼
┌─────────────────────────────────────────┐
│   Contact your service representative.   │
└─────────────────────────────────────────┘
```

DUF011

🔻 **Note**

- To improve fusibility on envelopes, adjust the settings according to the flowchart "Improving fusibility".

Fusing Settings (C7200 series)

To improve fusibility, specify the settings according to the flowchart.

A number string in brackets is a class number hyphenated with an item number.

Example:

[1234-56]

Note

- For details about each setting, see Adjustment Item Menu Guide.

2

■ **Improving fusibility on media other than envelopes**

Click [Print Test Chart].

↓

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

↓

- Check the 6th to 15th sheets of paper. (When using paper that is A3/DLT or larger.)
- Check the 10th to 30th sheets of paper. (When using paper that is smaller than A3/DLT.)
Is there a problem with fusing?[*1]

No → **Finished!**

Yes

Select [Heat Roller Temp: XX][*2] and increase the temperature by 5°C.

↓

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

↓

- Check the 6th to 15th sheets of paper. (When using paper that is A3/DLT or larger.)
- Check the 10th to 30th sheets of paper. (When using paper that is smaller than A3/DLT.)
Is there a problem with fusing?[*1]

No → **Finished!**

Yes

Does [Heat Roller Temp: XX][*2] reach the maximum temperature?

No

Yes

Decrease the value specified for [Print Speed: XX][*2] by one step.[*3]

↓

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

↓

Has the problem been resolved?

No → Is [Print Speed: XX][*2] set to [Middle]?

Yes

Yes ↓

Finished!

Set [Print Speed: XX][*2] to [Low].

No ↓

Contact your service representative.

DUF037

*1 Check the toner fusibility as follows:

- The printed image does not come off.
- The toner does not come off even if it is lightly rubbed by a nail.
- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

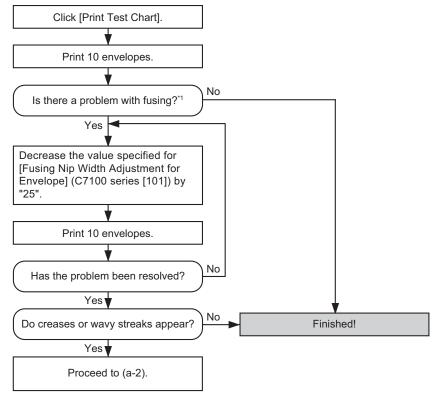*2 Select the appropriate Fusing Temperature Setting and Process Speed Setting from the following table.

Image colors	Productivity setting	Fuser setting	Fusing temperature setting	Process speed setting
Black and White	-	Standard	[1232-01] Heat Roller Temp	[1231-01] Print Speed
		High Quality	[1232-46] Heat Roller Temp (Fuser Setting HQ)	[1231-10] Print Speed (Fuser Setting HQ)
Full color	-	Standard	[1232-01] Heat Roller Temp	[1231-01] Print Speed
		High Quality	[1232-46] Heat Roller Temp (Fuser Setting HQ)	[1231-10] Print Speed (Fuser Setting HQ)
• Full color including the clear toner • Full color including the special color	Productivity Priority not specified	Standard	[1232-06] Heat Roller Temp: Clr/Sp	[1231-02] Print Speed: Clear/Special
		High Quality	[1232-51] Heat Roller Temp: Clr/Sp (Fuser Setting HQ)	[1231-11] Print Speed: Clear/Special (Fuser Setting HQ)
• Full color including the clear toner • Full color including the special color	Productivity Priority specified	Standard	[1232-01] Heat Roller Temp	[1231-01] Print Speed
		High Quality	[1232-46] Heat Roller Temp (Fuser Setting HQ)	[1231-10] Print Speed (Fuser Setting HQ)

Image colors	Productivity setting	Fuser setting	Fusing temperature setting	Process speed setting
Full color including the white toner	Productivity Priority not specified	Standard	[1232-07] Heat Roller Temp: White	[1231-03] Print Speed: White
		High Quality	[1232-52] Heat Roller Temp: White (Fuser Setting HQ)	[1231-12] Print Speed: White (Fuser Setting HQ)
Full color including the white toner	Productivity Priority specified	Standard	[1232-01] Heat Roller Temp	[1231-01] Print Speed
		High Quality	[1232-46] Heat Roller Temp (Fuser Setting HQ)	[1231-10] Print Speed (Fuser Setting HQ)
• Printing in the clear toner only • Printing in the special color only	Productivity Priority not specified	Standard	[1232-26] Heat Roller Temp: Clr/Sp	[1231-06] Print Speed: Clear/Special
		High Quality	[1232-71] Heat Roller Temp: Clr/Sp (Fuser Setting HQ)	[1231-15] Print Speed: Clear/Special (Fuser Setting HQ)
• Printing in the clear toner only • Printing in the special color only	Productivity Priority specified	Standard	[1232-01] Heat Roller Temp	[1231-01] Print Speed
		High Quality	[1232-46] Heat Roller Temp (Fuser Setting HQ)	[1231-10] Print Speed (Fuser Setting HQ)
Printing in the white toner only	Productivity Priority not specified	Standard	[1232-27] Heat Roller Temp: White	[1231-07] Print Speed: White
		High Quality	[1232-72] Heat Roller Temp: White (Fuser Setting HQ)	[1231-16] Print Speed: White (Fuser Setting HQ)
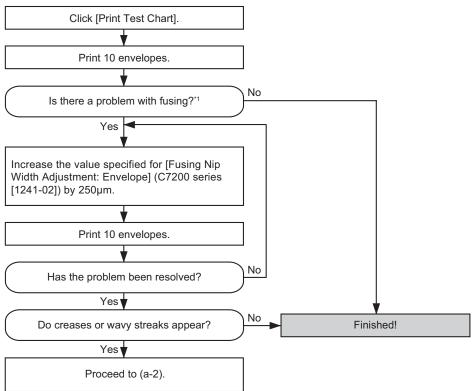
Image colors	Productivity setting	Fuser setting	Fusing temperature setting	Process speed setting
Printing in the white toner only	Productivity Priority specified	Standard	[1232-01] Heat Roller Temp	[1231-01] Print Speed
		High Quality	[1232-46] Heat Roller Temp (Fuser Setting HQ)	[1231-10] Print Speed (Fuser Setting HQ)

*3 This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced. For details about "Process Speed Setting", see "Details of Menu Items in Advanced Settings", Adjustment Item Menu Guide.

↓Note

- Changing the fusing temperature or changing the process speed may produce one or more of the following side effects:
    - Paper curling
    - Paper misfeeding
    - Blisters
    - Glossy lines
    - Change of gloss
- If one or more of the above side effects occurs, adjust the fusing temperature and process speed by decreasing the fusing temperature and increasing the process speed.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

■ **a-1 Improving fusibility on envelopes**

```
┌─────────────────────────────────────┐
│       Click [Print Test Chart].      │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│         Print 10 envelopes.          │
└─────────────────────────────────────┘
                  │
                  ▼
(  Is there a problem with fusing?*1  )──── No ────┐
                  │                                │
                 Yes                               │
                  ▼                                │
┌─────────────────────────────────────┐           │
│ Increase the value specified for     │          │
│ [Fusing Nip Width Adjustment:        │          │
│ Envelope] (C7200 series [1241-02])   │          │
│ by 250µm.                            │          │
└─────────────────────────────────────┘           │
                  │                                │
                  ▼                                │
┌─────────────────────────────────────┐           │
│         Print 10 envelopes.          │          │
└─────────────────────────────────────┘           │
                  │                                │
                  ▼                                │
(   Has the problem been resolved?   )──── No ─────┘
                  │
                 Yes
                  ▼
(  Do creases or wavy streaks appear? )──── No ────▶ [ Finished! ]
                  │
                 Yes
                  ▼
┌─────────────────────────────────────┐
│          Proceed to (a-2).           │
└─────────────────────────────────────┘
```

EAM005

■ **a-2 Reducing creases or wavy streaks on envelopes**

```
┌─────────────────────────────────────┐
│      Click [Print Test Chart].       │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│        Print 10 envelopes.           │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐        No
│  Do creases or wavy streaks appear?  │ ──────────┐
└─────────────────────────────────────┘           │
              Yes ↓                                │
┌─────────────────────────────────────┐           │
│ Decrease the value specified for     │           │
│ [Fusing Nip Width Adjustment:        │           │
│ Envelope] (C7200 series [1241-02])   │           │
│ by 250µm.                            │           │
└─────────────────────────────────────┘           │
                  ↓                                │
┌─────────────────────────────────────┐           │
│        Print 10 envelopes.           │           │
└─────────────────────────────────────┘           │
                  ↓                                │
┌─────────────────────────────────────┐   No      │
│   Has the problem been resolved?     │ ─────┐    │
└─────────────────────────────────────┘      │    │
              Yes ↓  ←────────────────────────┘    │
┌─────────────────────────────────────┐   No    ┌──────────────────────┐
│   Is there a problem with fusing?*1  │ ──────→ │      Finished!       │
└─────────────────────────────────────┘         └──────────────────────┘
              Yes ↓                                        ↑
┌─────────────────────────────────────┐                   │
│        Proceed to (a-1).             │                   │
└─────────────────────────────────────┘
```

EAM006

＊1 Check the toner fusibility as follows:

- The printed image does not come off.
- The toner does not come off even if it is lightly rubbed by a nail.

The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

↓Note
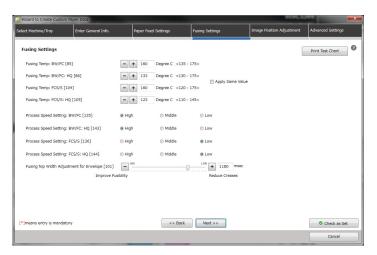
- Adjust the value set in [Fusing Nip Width Adjustment: Envelope] to improve fusibility and reduce creases and wavy streaks.

Fusing Settings (C7100 series)

To improve fusibility, specify the settings according to the flowchart.

🔽 Note

- For details about each setting, see Adjustment Item Menu Guide.

2

■ **Improving fusibility on media other than envelopes**

Click [Print Test Chart].

↓

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

↓

- Check the 6th to 15th sheets of paper. (When using paper that is A3/DLT or larger.)
- Check the 10th to 30th sheets of paper. (When using paper that is smaller than A3/DLT.)
Is there a problem with fusing?[*1]

No → Finished!

Yes ↓

Select [Fusing Temp: XX][*2] and increase the temperature by 5°C.

↓

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

↓

- Check the 6th to 15th sheets of paper. (When using paper that is A3/DLT or larger.)
- Check the 10th to 30th sheets of paper. (When using paper that is smaller than A3/DLT.)
Is there a problem with fusing?[*1]

No → Finished!

Yes ↓

Does [Fusing Temp: XX][*2] reach the maximum temperature?

No ↑ / Yes ↓

Decrease the value specified for [Process Speed Setting: XX][*2] by one step.[*3]

↓

- Print 15 sheets. (When using paper that is A3/DLT or larger.)
- Print 30 sheets. (When using paper that is smaller than A3/DLT.)

↓

Has the problem been resolved?

No → Is [Process Speed Setting: XX][*2] set to [Middle]?

Yes ↑ → Set [Process Speed Setting: XX][*2] to [Low].

No ↓ → Contact your service representative.

Yes ↓

Finished!

DUF008

*1 Check the toner fusibility as follows:

- The printed image does not come off.

- The toner does not come off even if it is lightly rubbed by a nail.

- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

*2 Select the appropriate Fusing Temperature Setting and Process Speed Setting from the following table.

Image colors	Special color setting	Fuser setting	Fusing temperature setting	Process speed setting
Black and White	-	Standard	[85] Fusing Temp: BW/FC	[135] Process Speed Setting: BW/FC
		High Quality	[104] Fusing Temp: BW/FC: HQ	[143] Process Speed Setting: BW/FC: HQ
Full color	-	Standard	[85] Fusing Temp: BW/FC	[135] Process Speed Setting: BW/FC
		High Quality	[104] Fusing Temp: BW/FC: HQ	[143] Process Speed Setting: BW/FC: HQ
Full color including special color	High Quality specified	Standard	[85] Fusing Temp: BW/FC	[135] Process Speed Setting: BW/FC
		High Quality	[104] Fusing Temp: BW/FC: HQ	[143] Process Speed Setting: BW/FC: HQ
	High Quality not specified	Standard	[86] Fusing Temp: FCS/S	[136] Process Speed Setting: FCS/S
		High Quality	[105] Fusing Temp: FCS/S: HQ	[144] Process Speed Setting: FCS/S: HQ
Special color only	High Quality specified	Standard	[85] Fusing Temp: BW/FC	[135] Process Speed Setting: BW/FC
		High Quality	[104] Fusing Temp: BW/FC: HQ	[143] Process Speed Setting: BW/FC: HQ
	High Quality not specified	Standard	[86] Fusing Temp: FCS/S	[136] Process Speed Setting: FCS/S
		High Quality	[105] Fusing Temp: FCS/S: HQ	[144] Process Speed Setting: FCS/S: HQ

*3 This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced. For details about "Process Speed Setting", see "Details of Menu Items in Advanced Settings", Adjustment Item Menu Guide.

Note

- Changing the fusing temperature or changing the process speed may produce one or more of the following side effects:
  - Paper curling
  - Paper misfeeding
  - Blisters
  - Glossy lines
  - Change of gloss
- If one or more of the above side effects occurs, adjust the fusing temperature and process speed by decreasing the fusing temperature and increasing the process speed.
- After performing the solution, it is recommended to perform the color calibration of the external controller.

■ **a-1 Improving fusibility on envelopes**

DUF009

■ **a-2 Reducing creases or wavy streaks on envelopes**

```
┌─────────────────────────────┐
│   Click [Print Test Chart]. │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      Print 10 envelopes.    │
└─────────────────────────────┘
              │
              ▼                          No
( Do creases or wavy streaks appear? )───────────────┐
              │ Yes                                   │
              ▼                                       │
┌─────────────────────────────┐                       │
│ Increase the value specified for                    │
│ [Fusing Nip Width Adjustment for                    │
│ Envelope] (C7100 series [101]) by                   │
│ "25".                                                │
└─────────────────────────────┘                       │
              │                                       │
              ▼                                       │
┌─────────────────────────────┐                       │
│      Print 10 envelopes.    │                       │
└─────────────────────────────┘                       │
              │                                       │
              ▼              No                        │
( Has the problem been resolved? )──────┐             │
              │ Yes                                   │
              ▼                          No           ▼
( Is there a problem with fusing?*1 )───────►┌──────────────────┐
              │ Yes                          │    Finished!     │
              ▼                              └──────────────────┘
┌─────────────────────────────┐
│      Proceed to (a-1).      │
└─────────────────────────────┘
```

DUF017

*1 Check the toner fusibility as follows:

- The printed image does not come off.

- The toner does not come off even if it is lightly rubbed by a nail.

- The toner does not come off even if it is rubbed by the cloth for cleaning the contact glass.

🔸**Note**

- Adjust the value set in [Fusing Nip Width Adjustment for Envelope] to improve fusibility and reduce creases and wavy streaks.
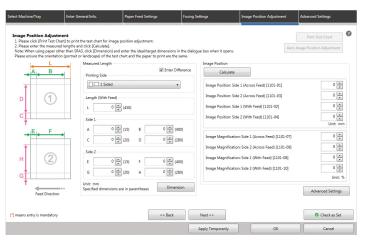
Image Position Adjustment (C9200 series/C7200 series)

To adjust the position of an image, specify the settings according to the flowchart.

A number string in brackets is a class number hyphenated with an item number.

Example:

[1234-56]

⬇ Note

- For details about each setting, see Adjustment Item Menu Guide.

2

■ **Improving image position and magnification**

Check the size and shape of the paper.[*1]

↓

Click [Print Test Chart].

↓

Print 10 sheets by duplex printing.

↓

Measure the value of L, A, B, C, D, E, F, G, and H of the 6th sheet of paper. Enter each value, and then click [Calculate].

↓

Print 10 sheets by duplex printing.

↓

Is there a problem with image position or image magnification? → Yes

No ↓

Finished!

Adjust the vertical and horizontal image scaling for the image printed on side 1.[*2]
Click [+] or [-] to enlarge or shrink the image. The center of the paper is the reference for enlarging or shrinking.

↓

Adjust the position of the image on side 1.
• Image Position: Side 1 (Across Feed) [*3]
  Click [+] to move the image upward (away from you) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image downward (toward you).
• Image Position: Side 1 (With Feed) [*4]
  Click [+] to move the image rightward (toward the trailing edge) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image leftward (toward the leading edge).

↓

Adjust the vertical and horizontal image scaling for the image printed on side 2.[*2]
Click [+] or [-] to enlarge or shrink the image. The center of the paper is the reference for enlarging or shrinking.

↓

Adjust the position of the image on side 2.
• Image Position: Side 2 (Across Feed) [*2]
  Click [+] to move the image upward (away from you) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image downward (toward you).
• Image Position: Side 2 (With Feed) [*4]
  Click [+] to move the image rightward (toward the trailing edge) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image leftward (toward the leading edge).

DUF038

*1

• Examples of measuring instruments:

    • A loupe or other measuring instruments that can measure 0.1 mm.

(ex. a peak loupe with No. 1983S and a 10x magnification standard scale)

DUF018

- A linear scale that can measure paper width and length.

  (ex. a linear scale silver 60 cm of Shinwa Rules Co., Ltd.)

- Simple checking

  1. After opening a pack of sheets of paper, take out some 5 top and bottom sheets of paper.

     (*When a pack of sheets of paper is opened, top and bottom sheets of paper might be folded.)

DUF019

  2. Compare the angles of the abutting surface and the abutment object surface.

     (Compare the parallelism of angle B and angle C.)

     Reverse a sheet of paper that was taken out and lay it over another sheet of paper that was also taken out to check an angle deviation.

(See the diagram below.)

DUF020

If a deviation is 0.3 mm or less when A3 paper is used, the difference between angle B and angle C is ±0.04° or less.

Abut sides A1 and B1, C2 and D2.

Where to measure (using a loupe)
There should be no deviation between C1 and B2.
A deviation of 0.3 mm or less is recommended when A3 paper is used.
(A deviation between angles B1 and C2 should be within ±0.04°.)

Abut angles B1 and C2.

DUF021

3. Compare the angle of the top of the abutting surface.

    (Compare the squareness of angle A and angle B.)

    Reverse a sheet of paper that was taken out and lay it over another sheet of paper that was also taken out to check an angle deviation.

    (See the diagram below.)

2

DUF022

Abut sides A1 and B1,
A2 and B2.

Where to measure (using a loupe)
There should be no deviation
between C1 and D2.
A deviation of 0.3 mm or less is
recommended when A3 paper is used.
(A deviation between angles B1 and A2
should be within ±0.04°.)

Abut angles B1 and A2.

DUF023

If the conditions 2 and 3 above are met, it is possible to estimate the four corner of a sheet of paper to be almost right-angled (about 90° ± 0.08°).

Unless a sheet of paper meets the conditions 2 and 3, do not use it for registration adjustment for the front and the back of a sheet of paper.

*When the range of cutting errors is ±0.08°, a deviation of 0.6 mm at most is detected when A3 paper is used for the registration of positions between the front and the back of a sheet of paper.

- How to check details

Check whether the deviation of each of the four angles of a sheet of paper that is randomly taken out of a pack of paper is within ±0.1 mm of the specified size or not.

(The number of sheets of paper to be measured is not specified.)

*Use a scaled loupe and a linear scale as shown below and scan a sheet of paper by 0.1 mm.

Perform this procedure for the four corners of a sheet of paper, and it is possible to use the paper if the deviation is within ±0.1 mm of the specified size.

Perform a measurement by abutting the top of the divisions of a linear scale with the top of a sheet of paper.

The divisions of a linear scale

Paper

Scan the position of the top of a sheet of paper precisely by using a loupe and a linear scale.

Perform a measurement by abutting the top of the divisions of a linear scale with the top of a sheet of paper.

The divisions of a linear scale

Paper

The scales of a loupe

DUF024

*2

- Adjusting the vertical image scaling

Paper feed direction

(+)

R

(−)

R

CEZ022

- Adjusting the horizontal image scaling

DFT401

*3

CEZ015

*4

CEZ012

Image Position Adjustment (C9100 series/C7100 series)
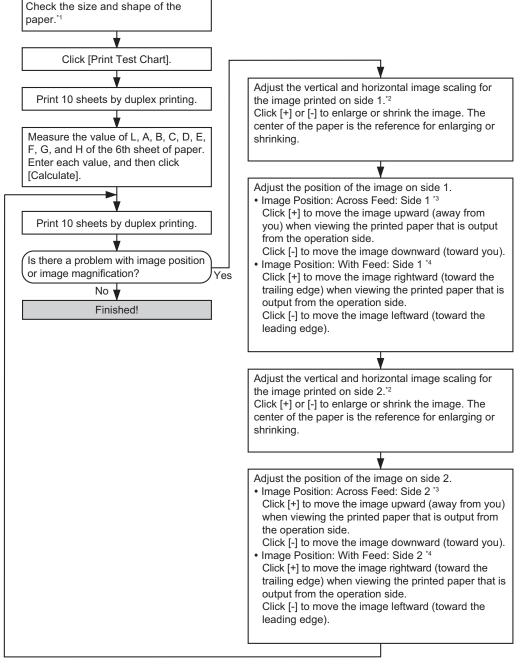
To adjust the position of an image, specify the settings according to the flowchart.

⬇ Note
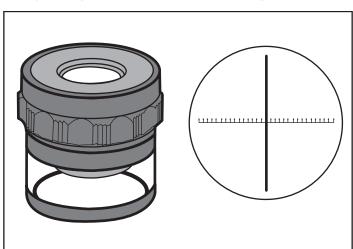
- For details about each setting, see Adjustment Item Menu Guide.

■ **Improving image position and magnification**

```
┌─────────────────────────────────┐
│ Check the size and shape of the │
│ paper.*¹                        │
└─────────────────────────────────┘
              ↓
┌─────────────────────────────────┐
│     Click [Print Test Chart].   │
└─────────────────────────────────┘
              ↓
┌─────────────────────────────────┐
│ Print 10 sheets by duplex printing. │
└─────────────────────────────────┘
              ↓
┌─────────────────────────────────┐
│ Measure the value of L, A, B, C, D, E, │
│ F, G, and H of the 6th sheet of paper. │
│ Enter each value, and then click │
│ [Calculate].                    │
└─────────────────────────────────┘
              ↓
┌─────────────────────────────────┐
│ Print 10 sheets by duplex printing. │
└─────────────────────────────────┘
              ↓
┌─────────────────────────────────┐
│ Is there a problem with image position │  Yes
│ or image magnification?         │───→
└─────────────────────────────────┘
         No ↓
┌─────────────────────────────────┐
│          Finished!              │
└─────────────────────────────────┘
```

Adjust the vertical and horizontal image scaling for the image printed on side 1.*²
Click [+] or [-] to enlarge or shrink the image. The center of the paper is the reference for enlarging or shrinking.

Adjust the position of the image on side 1.
• Image Position: Across Feed: Side 1 *³
  Click [+] to move the image upward (away from you) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image downward (toward you).
• Image Position: With Feed: Side 1 *⁴
  Click [+] to move the image rightward (toward the trailing edge) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image leftward (toward the leading edge).

Adjust the vertical and horizontal image scaling for the image printed on side 2.*²
Click [+] or [-] to enlarge or shrink the image. The center of the paper is the reference for enlarging or shrinking.

Adjust the position of the image on side 2.
• Image Position: Across Feed: Side 2 *³
  Click [+] to move the image upward (away from you) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image downward (toward you).
• Image Position: With Feed: Side 2 *⁴
  Click [+] to move the image rightward (toward the trailing edge) when viewing the printed paper that is output from the operation side.
  Click [-] to move the image leftward (toward the leading edge).

DUF012

*1

• Examples of measuring instruments:

    • A loupe or other measuring instruments that can measure 0.1 mm.

(ex. a peak loupe with No. 1983S and a 10x magnification standard scale)

DUF018

- A linear scale that can measure paper width and length.

   (ex. a linear scale silver 60 cm of Shinwa Rules Co., Ltd.)

- Simple checking

   1. After opening a pack of sheets of paper, take out some 5 top and bottom sheets of paper.

      (*When a pack of sheets of paper is opened, top and bottom sheets of paper might be folded.)

DUF019

   2. Compare the angles of the abutting surface and the abutment object surface.

      (Compare the parallelism of angle B and angle C.)

      Reverse a sheet of paper that was taken out and lay it over another sheet of paper that was also taken out to check an angle deviation.

(See the diagram below.)

DUF020

If a deviation is 0.3 mm or less when A3 paper is used, the difference between angle B and angle C is ±0.04° or less.

Abut sides A1 and B1, C2 and D2.

Where to measure (using a loupe)
There should be no deviation between C1 and B2.
A deviation of 0.3 mm or less is recommended when A3 paper is used.
(A deviation between angles B1 and C2 should be within ±0.04°.)

Abut angles B1 and C2.

DUF021

3. Compare the angle of the top of the abutting surface.

(Compare the squareness of angle A and angle B.)

Reverse a sheet of paper that was taken out and lay it over another sheet of paper that was also taken out to check an angle deviation.

(See the diagram below.)

DUF022

Abut sides A1 and B1,
A2 and B2.

Where to measure (using a loupe)
There should be no deviation
between C1 and D2.
A deviation of 0.3 mm or less is
recommended when A3 paper is used.
(A deviation between angles B1 and A2
should be within ±0.04°.)

Abut angles B1 and A2.

DUF023

If the conditions 2 and 3 above are met, it is possible to estimate the four corner of a sheet of paper to be almost right-angled (about 90° ± 0.08°).

Unless a sheet of paper meets the conditions 2 and 3, do not use it for registration adjustment for the front and the back of a sheet of paper.

*When the range of cutting errors is ±0.08°, a deviation of 0.6 mm at most is detected when A3 paper is used for the registration of positions between the front and the back of a sheet of paper.

- How to check details

Check whether the deviation of each of the four angles of a sheet of paper that is randomly taken out of a pack of paper is within ±0.1 mm of the specified size or not.

(The number of sheets of paper to be measured is not specified.)

*Use a scaled loupe and a linear scale as shown below and scan a sheet of paper by 0.1 mm.

Perform this procedure for the four corners of a sheet of paper, and it is possible to use the paper if the deviation is within ±0.1 mm of the specified size.

Perform a measurement by abutting the top of the divisions of a linear scale with the top of a sheet of paper.

The divisions of a linear scale

Paper

Scan the position of the top of a sheet of paper precisely by using a loupe and a linear scale.

Perform a measurement by abutting the top of the divisions of a linear scale with the top of a sheet of paper.

The divisions of a linear scale

Paper

The scales of a loupe

DUF024

*2

• Adjusting the vertical image scaling

Paper feed direction

(+)

R

(−)

R

CEZ022

- Adjusting the horizontal image scaling

DFT401

*3

CEZ015

*4

CEZ012

Assign the Custom Paper Information to Trays

This section describes the basic procedure for registering custom paper information to trays.

Specifying a Tray using the [Select Tray] Dialog Box

1. **Select the Paper Information and right-click on it to register it to a tray.**

2. **Click [Select Tray].**

3. **Specify the tray to use when using the paper information for printing.**

4. **Click [OK].**

Specify a Tray Using the [Wizard to Create Custom Paper Data] Dialog Box

1. **Select the paper information and right-click on it to register it to a tray.**

2. **Click [Custom Paper Wizard] or [Edit by Wizard].**

3. **In the [Select Machine/Tray] dialog box, specify the tray to use when using the paper information for printing, and then click [Check as set].**

   Change other print settings if necessary, and then click [Next >>].

4. **In the [Image Position Adjustment] dialog box or the [Advanced Settings] dialog box, click [OK].**
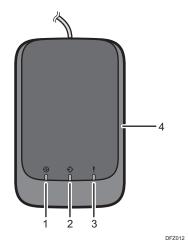
Copying Custom Paper Information

You can copy custom paper information to other machines if they are the same model. Because the machine specific settings are not copied, the default values are applied to those settings. This means that [Synchronize] is copied to the [Synchronization Setting]. You cannot copy custom paper information to different models.

1. **Select the Custom Paper you want to copy.**

2. **Click (Copy).**

3. **In the [Select Machine Name] dialog box, select the name of the machine to which to copy the custom paper information.**

Using the Media Identification Unit

When scanning paper, the Media Identification Unit searches the Paper Information registered to Media Management Tool to obtain the Paper Information that has similar settings, and then it displays the information on the screen.

Part Names and Functions of the Media Identification Unit

DFZ012

1. **Power lamp**

   Lights up when a USB cable is connected and the Media Identification Unit is ready to start scanning paper.

2. **Scanning lamp**

   Lights up when paper is inserted into the scanning area.

   After the paper is removed, it flashes while paper is being scanned.

3. **Error lamp**

   Lights up when an error occurs.

4. **Paper scanner**

   Insert the paper you want to scan here.

Searching Paper Information Using the Media Identification Unit
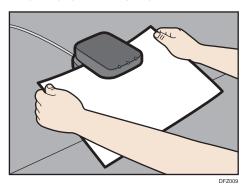
1. **Connect the media identification unit with a USB cable to a USB port on the computer.**

2. **Click .**

   A dialog box stating [Please set paper to the Media Identification Unit.] appears.

3. **Insert paper into the Media Identification Unit, and then remove it.**

   Hold the edges of the paper with both hands when inserting the paper.

Keep the paper flat as you pull it out.

DFZ009

The list of Paper Information whose configurations are similar to those of the scanned paper appears.

Note

- In the list that appears in Step 3, Paper Information that has a matching ratio of more than 80% is displayed in order from the highest matching ratio.

- You can check the detailed information about the paper in the [Search Result of Master Library] screen. You can change settings such as the paper size in the [Search Result of Master Library] screen. For details, see the Help for Media Management Tool.

- Paper Information to be searched is as follows:

    - Master Paper Data.

    - Custom Paper based on Master Paper Data.

    - Custom Paper that can be searched by using the Media Identification Unit on the machine, which is part of the Custom Paper obtained from the machine.

- Paper Information that is not subject to searched is as follows:

    - Custom Paper whose settings for paper type, paper width, Color, Coated Paper, Prepunched, or Textured have been changed.

    - Newly created Custom Paper whose information is not based on the Master Paper Data.

2

3. Uninstalling Media Management Tool
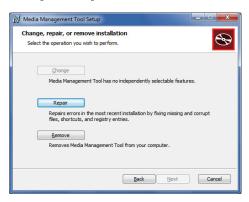
This section explains the procedure for uninstalling Media Management Tool.

Uninstalling Media Management Tool

1. **Start the installer.**

2. **When the setup wizard screen appears, click [Next].**

3. **Click [Remove].**

4. **When the screen showing the uninstallation is ready appears, click [Remove].**

   Uninstallation starts.

5. Click [Finish] to close the setup wizard screen.

4. Appendix

Troubleshooting

Problems	Causes	Solutions
Media Management Tool does not start.	The HDD does not have enough space to start the tool.	Increase the free space on the HDD.
	The status of Media Management Tool is temporarily not available.	Restart the computer.
	A program file has been corrupted.	Set up Media Management Tool again.

When an error message appears

Message	Cause and solution
The machine is not supported by the application.	An unsupported machine was specified while you registered or edited the information of a machine to be connected. Specify a machine that Media Management Tool supports.
Could not communicate with the machine because the application does not support the machine.	One of the following operations was performed on a machine that is not supported by Media Management Tool. • Created, edited, or deleted paper information • Assigned or unassigned custom paper information to a tray • Copied custom paper information • Synchronized custom paper information between Media Management Tool and the machine • Printed a test chart Specify a machine that is supported by Media Management Tool.

4

Message	Cause and solution
The user name contains characters that cannot be used.	It contains a character that cannot be used. You can enter a maximum of 128 single-byte alphanumeric characters and symbols.
The password contains characters that cannot be used.	
Failed to change the password.	Updating Media Management Tool's setting files has failed. • Retry the operation. • Restart Media Management Tool. • Reinstall Media Management Tool.
The server name contains characters that cannot be used.	It contains a character that cannot be used. Enter usable characters.
Failed to connect to the machine.	• If the error has occurred on the machine, resolve the machine's error. • Restart the machine and retry the operation. • Restart Media Management Tool and retry the operation. • Reinstall Media Management Tool.
Failed to register the machine's information.	
Failed to change the machine's information.	
Failed to delete the machine's information.	
Failed to register the custom paper to the machine. It will be saved to the local computer that will not be synchronized.	Media Management Tool cannot communicate with the machine. Check that Media Management Tool is on the same network with the machine.
Failed to delete the custom paper in the machine.	The application cannot delete custom paper information in the machine after you delete custom paper information or synchronize custom paper information between Media Management Tool and the machine. • If the error has occurred on the machine, resolve the machine's error. • Restart the machine and retry the operation. • Restart Media Management Tool and retry the operation. • Reinstall Media Management Tool.

Message	Cause and solution
Failed to update the custom paper in the machine. Failed to register the custom paper to the machine.	• If the error occurred on the machine, resolve it. • Restart the machine and retry the operation. • Restart Media Management Tool and retry the operation. • Reinstall Media Management Tool.
Failed to create the custom paper. Failed to update the custom paper. Failed to delete the custom paper.	Failed to create, update, or delete Media Management Tool's Custom Paper because write privileges for the user folder were not provided. • Review the access privileges of the user folder. • Restart Media Management Tool. • Reinstall Media Management Tool.
Failed to export the paper information.	When custom paper information was exported, the idle capacity of the specified disc drive was deficient. • Check how much space is available on the specified disc drive. • Contact the administrator.
Import was canceled because the selected file was not the correct export file.	When custom paper information was imported, the specified file was corrupted or not correct. Specify the correct export file and retry the operation.
Failed to print the test chart.	• If the error occurred on the machine, resolve it. • Restart the machine and retry the operation. • Restart Media Management Tool and retry the operation. • Reinstall Media Management Tool.
Printing of the test chart did not complete after a certain period of time. Printing was canceled.	The test chart is not printed because the machine is printing a job, the system is being set, or there is no paper. Make sure that the machine is ready to print and print the test chart again.

4

Message	Cause and solution
Failed to print the test chart because you do not have the required privileges.	• Check that the machine is connected to Media Management Tool. • Contact the administrator.
A test chart for this paper size is not available.	A supported test chart could not be found because [Use Test Chart in DFE] was selected for [Select Test Chart] when you printed a test chart for a custom paper whose [Paper Size] was a custom paper size. Specify a paper size other than a custom size in [Paper Size] or specify an item other than [Use Test Chart in DFE] in [Select Test Chart].
There is no output tray for this application to use.	A test chart was printed on a machine that has no output tray. • Install an output tray to the machine and retry the operation. • Contact the administrator.
Cannot print the test chart because the number of custom paper registered to the machine has reached the upper limit already.	A test chart was printed while the number of custom papers registered to the machine was at the maximum (1,000). Delete custom paper information, and then retry the operation.
Failed to add the test chart. Failed to change the test chart. Failed to delete the test chart.	The test chart is not added, changed, or deleted because write privileges were not provided for the user folder in which Media Management Tool's settings are saved. • Review the access privileges of the user folder. • Restart Media Management Tool. • Reinstall Media Management Tool.
Could not connect with the external authentication server.	The computer on which Media Management Tool is installed is not connected to a network that can access the external authentication server. • Connect the computer on which Media Management Tool is installed to a network that can access the external authentication server. • Contact the administrator.

4

Message	Cause and solution
Failed to read the application setting file.	Failed to scan the setting file needed to operate Media Management Tool. • Check the access privilege of the user folder. • Restart Media Management Tool. • Reinstall Media Management Tool.
Could not back up/export because you do not have access rights to the target folder/file.	Change the access privileges for the folder in which to export data.
Failed to save the settings.	The setting file is not created because write privileges were not provided for the user folder in which Media Management Tool's settings are saved. • Review the access privileges of the user folder. • Restart Media Management Tool. • Reinstall Media Management Tool.
Failed to back up. Failed to restore.	• Retry the operation. • Restart Media Management Tool. • Reinstall Media Management Tool.
Failed to connect with the machine because you do not have the required privileges.	Contact the administrator.
Failed to register the custom paper to the machine because you do not have the required privileges. The data will be saved to the local computer that will not be synchronized. Failed to update the custom paper data in the machine because you do not have the required privileges. Failed to delete the custom paper data in the machine because you do not have the required privileges.	• Check that the machine is connected to Media Management Tool. • Contact the administrator.

4

Message	Cause and solution
Failed to register the custom paper to the machine because the machine was in use. The data will be saved to the local computer that will not be synchronized.	• Retry the operation while the machine is not in use. • Contact the administrator.
Failed to update the custom paper data in the machine because the machine was in use.	
Failed to delete the custom paper data in the machine because the machine was in use.	
Failed to register the custom paper to the machine because you do not have the required privileges.	When you synchronized custom paper information between Media Management Tool and the machine, custom paper information was not renewed because you did not have the required privileges. • Check that the machine is connected to Media Management Tool. • Contact the administrator.
Failed to register the custom paper because the machine is in use.	When you copied custom paper information or synchronized custom paper information between Media Management Tool and the machine, the custom paper information was not registered because the machine was in use. • Retry the operation while the machine is not in use. • Contact the administrator.
Auto image position adjustment has failed.	• Check the machine's settings. • Restart the machine. • Contact the administrator.
Cannot take the machine offline. Auto image position adjustment has failed.	Auto image position adjustment was performed while the machine was in use. • Retry the operation while the machine is not in use. • Contact the administrator.

Message	Cause and solution
Auto image position adjustment has not completed because there was no paper in the tray, or the paper was depleted during the test print.	While auto image position adjustment was performed, the specified tray was not loaded with paper or paper ran out. Load paper into the tray and retry the operation.

4

User Authentication

This section describes user authentication that can be specified using Media Management Tool.

About User Authentication

You can specify whether to display a login dialog box when starting Media Management Tool. Users who can operate Media Management Tool are verified when they enter the login user name and password. You can specify settings for user authentication and management. Users who successfully log in to Media Management Tool can use the application.

When using Local Authentication, you can change the information of the users using Media Management Tool. When using LDAP / Active Directory Authentication, you can check the user information. Note that you can only specify settings for user privileges using Media Management Tool.

User Authentication Methods

There are two types of user authentication methods: Local Authentication and LDAP / Active Directory Authentication. To enable user authentication, select an authentication method in the [User Authentication Setting] dialog box, and then specify the required settings for the authentication. Each authentication method requires different settings.

Local Authentication

The user information stored in Media Management Tool is used to authenticate users. It is necessary to register the user to Media Management Tool in advance.

LDAP / Active Directory Authentication

The LDAP server or the Active Directory, which is Windows directory service, is used to authenticate users. To use this authentication, register several local authentication user in advance. If you select this authentication method but fail to connect to the server, perform local authentication by selecting a user.

Types of User Privileges

There are two types of user privileges.

Operator

The privilege that is assigned to general users. General operations related to Paper Information can be performed. However, settings related to Media Management Tool cannot be changed.

Administrator

> The privilege that is assigned to administrators. In addition to general operations related to Paper Information, settings related to Media Management Tool can be changed.

Available Functions

Functions that can be specified using Media Management Tool differ depending on user privileges.

Function	Operator	Administrator
Display lists and search results for Paper Information registered to Media Management Tool	O	O
Operate Paper Information	O	O
Change settings of the machines connected to Media Management Tool	×	O
Synchronize the machine information with Media Management Tool	O	O
Assign custom paper information to trays and unassign it	O	O
Print a test chart	O	O
Import and export Paper Information	O	O
Back up and restore Media Management Tool settings	×	O
Manage user authentication	×	O

Registering Users to Local Authentication

This section explains the procedure to register users to Local Authentication.

1. **Click [User Authentication] from [Tool].**
2. **Select [Local Authentication], and click [User Management].**
3. **Click ➕ (Add).**
4. **Enter the user name in the "User Name" box.**
5. **Enter the password in the "Password" box.**

6. **Enter the password that was entered in Step 5 in the "Confirm New Password" box.**

7. **Select a user privilege from the drop-down menu of "Privilege".**

8. **Click [Add].**

9. **Click [OK] twice.**

Advanced Settings
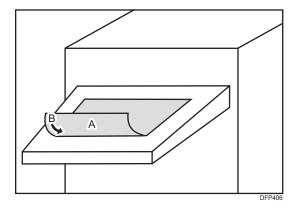
For details about advanced settings, see Adjustment Item Menu Guide.

4

Feed Directions of Printouts (Side 1/Side 2)

Depending on the setting, printed copies are fed as follows:

Side 1 is the surface of the paper printed during 1-sided printing or the first print during duplex printing.

Side 2 is the surface of the paper printed on the back side of Side 1 during duplex printing.
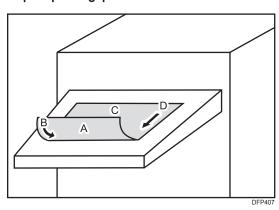
Single-sided printing: printed side face down

DFP406

A. Side 1

B. Paper feed direction of Side 1

Duplex printing: printed side face down

DFP407

A. Side 1

B. Paper feed direction of Side 1

C. Side 2
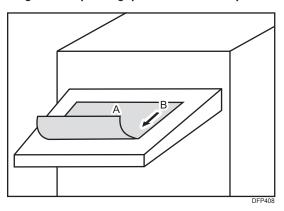
D. Paper feed direction of Side 2

Single-sided printing: printed side face up

DFP408

A. Side 1

B. Paper feed direction of Side 1

Duplex printing: printed side face up

DFP409

A. Side 1

B. Paper feed direction of Side 1

C. Side 2
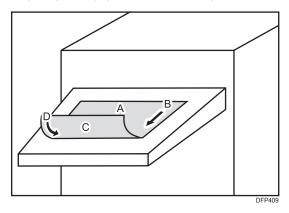
D. Paper feed direction of Side 2

Inquiry for Repair and Maintenance Services

For details about machine operation and product specifications, contact your sales or service representative.

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