TotalFlow Print Server R-62/R-62A

**Setup Guide** Safety Information for This Print Server Other Information for This Print Server 2 Getting Started З Troubleshooting and Error Codes 4 Appendix 5 For information not found in paper Ŷ manuals, refer to Information Center of the print server. Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to M5247500 Printed in Japan read the Safety Information in this manual before using the ENAU machine. M526-7508 M5267508

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### **Guides for This Print Server**

The following guides are available for this print server:

### Instruction Manuals

The following types of instruction manuals are included:

• Setup Guide (this guide, printed)

This guide describes safety information, regulations, setup procedures, how to connect the printer to the print server, and settings required before you use the print server. Before using the machine, be sure to read the section of this manual entitled Safety Information.

This guide is for TotalFlow Print Server R-62 and TotalFlow Print Server R-62A. Descriptions and illustrations in this manual are the same for these models. However, when necessary some descriptions and illustrations are different.

• Operating Instructions (PDF)

This guide explains the functions and basic operations of the print server.

• Calibration Guide (PDF)

This guide explains how to calibrate the printer.

• Release Notes (printed manual (only for English version) and PDF)

This document contains important information about the release. Be sure to provide the information to all users before proceeding with the installation. You can see the PDF manual on the Web page.

### Help

There are two ways of displaying Help, the Information Center Help and the field help. The Information Center Help explains the functions and basic operations of the print server. The field help explains each of the settings, their values, and how to configure them.

### **Reading the PDF Manuals on the CD-ROM**

The PDF manuals are included in the following folder on the supplied manual CD-ROM:

MANUAL\(language)

### Vote

• To view the PDF manuals, you need to have Adobe Reader installed on your computer.

### How to Use Operating Screens

You can operate the machine by using the control panel of the printer, client computers connected to the machine via a network, or input/output devices connected to the machine.

In this manual, a remote console is a client computer that is connected to the machine, and a local console is a set of input/output devices (monitor, keyboard, and mouse) connected to the machine.

The same screen configuration is displayed for a remote or local console that is used to access the machine. Items displayed on the screen include machine or printer status or function menus.

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### 1. Page

This is the main operational menu. Machine details or the configuration screen appear when you click the items.

### 2. Portlet

Indicates each item in a pane.

3. Navigation pane

Appears on the left side of the screen when the [Configuration] page is open. The contents appear when you select the item.

### Note

- For details about items which appear on each console screen or available operations, see "Operating Instructions".
- Contents displayed on the screen differ depending on the printer that is connected to the machine.

### How to Use Information Center Help

Click the Help (22) icon on the top right of the remote or local console, and then select [Help]. The top page of Information Center Help appears.

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### How to Use Field Help

Some portlets have their own Help (<sup>7</sup>) icon. You can click the Help icon to display a short description of the portlet. In this guide, this type of help is referred to as "field help".

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Clicking [More in Help] within the field help displays the related item in the Information Center.

### How to Read the Manuals

### Symbols Used in the Manuals

This manual uses the following symbols:

### Coloritant 🔁

Indicates points that you need to pay attention to when using the print server. Be sure to read these
explanations.

### Note

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

### []

Indicates the names of keys on the printer's control panel or buttons displayed on the remote or local consoles.

### 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 machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

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

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

### Notes

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

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

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

### **Machine Types**

Check the type of your print server before reading the manuals.

- Type 1: TotalFlow Print Server R-62
- Type 2: TotalFlow Print Server R-62A

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# 1. Safety Information for This Print Server

This chapter describes the safety precautions.

# Safety Symbols for This Print Server

The meanings of the safety symbols for this machine are as follows:



### Safety Information

### **Safety During Operation**

In this manual, the following important symbols are used:

### **WARNING**

Indicates a potentially hazardous situation which, if instructions are not followed, could result in death or serious injury.

### 

Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.

### Safety Precautions to Be Followed

This section explains safety precautions that should always be followed when using this print server.

### Environments where the print server can be used

This section explains safety precautions about environments where the print server can be used.

### <u> WARNING</u>

- Do not use flammable sprays or solvents in the vicinity of this machine. Also, avoid placing these
  items in the vicinity of this machine. Doing so could result in fire or electric shock.
- Do not place vases, plant pots, cups, toiletries, medicines, small metal objects, or containers holding water or any other liquids, on or close to this machine. Fire or electric shock could result from spillage or if such objects or substances fall inside this machine.

### ACAUTION

- Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.
- Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.
- Do not place heavy objects on the machine. Doing so can cause the machine to topple over, possibly resulting in injury.

### 

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

### 1

### Handling power cords and power cord plugs

This section explains safety precautions about handling power cords and power cord plugs.

### **WARNING**

- Do not use any power sources other than those that match the specifications shown. Doing so could result in fire or electric shock.
- Do not use any frequencies other than those that match the specifications shown. Doing so could result in fire or electric shock.
- Do not use multi-socket adaptors. Doing so could result in fire or electric shock.
- Do not use extension cords. Doing so could result in fire or electric shock.
- Do not use power cords that are damaged, broken, or modified. Also, do not use power cords that have been trapped under heavy objects, pulled hard, or bent severely. Doing so could result in fire or electric shock.
- Touching the prongs of the power cable's plug with anything metallic constitutes a fire and electric shock hazard.
- The supplied power cord is for use with this machine only. Do not use it with other appliances. Doing so could result in fire or electric shock.
- It is dangerous to handle the power cord plug with wet hands. Doing so could result in electric shock.
- If the power cord is damaged and its inner wires are exposed or broken, contact your service representative for a replacement. Use of damaged power cords could result in fire or electric shock.

1. Safety Information for This Print Server

### **WARNING**

- Be sure to disconnect the plug from the wall outlet at least once a year and check for the following:
  - There are burn marks on the plug.
  - The prongs on the plug are deformed.
- If any of the above conditions exist, do not use the plug and consult your dealer or service representative. Use of the plug could result in fire or electric shock.
- Be sure to disconnect the power cord from the wall outlet at least once a year and check for the following:
  - The power cord's inner wires are exposed, broken, etc.
  - The power cord's coating has a crack or dent.
  - When bending the power cord, the power turns off and on.
  - Part of the power cord becomes hot.
  - The power cord is damaged.
- If any of the above conditions exist, do not use the power cord and consult your dealer or service representative. Use of the power cord could result in fire or electric shock.

### ACAUTION

- Be sure to push the plug of the power cord fully into the wall outlet. Partially inserted plugs create an unstable connection that can result in unsafe buildup of heat.
- If this machine is not going to be used for several days or longer at a time, disconnect its power cord from the wall outlet.
- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.
- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.
- When performing maintenance on the machine, always disconnect the power cord from the wall outlet.

### Handling the print server

This section explains safety precautions about handling the print server.

### \Lambda WARNING

- Be sure to locate the machine as close as possible to a wall outlet. This will allow easy disconnection of the power cord in the event of an emergency.
- If the machine emits smoke or odours, or if it behaves unusually, you must turn off its power immediately. After turning off the power, be sure to disconnect the power cord plug from the wall outlet. Then contact your service representative and report the problem. Do not use the machine. Doing so could result in fire or electric shock.
- If metal objects, or water or other fluids fall inside this machine, you must turn off its power immediately. After turning off the power, be sure to disconnect the power cord plug from the wall outlet. Then contact your service representative and report the problem. Do not use the machine. Doing so could result in fire or electric shock.
- Do not touch this machine if a lightning strike occurs in the immediate vicinity. Doing so could result in electric shock.
- The following explains the warning messages on the plastic bag used in this product's packaging.
  - Keep the polythene materials (bags, etc.) supplied with this machine away from babies and small children at all times. Suffocation can result if polythene materials are brought into contact with the mouth or nose.

### 🔥 CAUTION

- Contact your service representative if you need to lift the machine (such as when relocating it to
  another floor). Do not attempt to lift the machine without the assistance of your service
  representative. The machine will be damaged if it topples or is dropped, resulting in malfunction
  and risk of injury to users.
- Unplug the power cord from the wall outlet before you move the machine. While moving the
  machine, take care that the power cord is not damaged under the machine. Failing to take these
  precautions could result in fire or electric shock.
- Do not use a broken or cracked disc. If it shatters inside this machine, fragments may result in injury.

### Handling the print server's interior

This section explains safety precautions about handling the print server's interior.

### **WARNING**

- Do not remove any covers or screws other than those explicitly mentioned in this manual. Inside this machine are high voltage components that are an electric shock hazard. Contact your sales or service representative if any of the machine's internal components require maintenance, adjustment, or repair.
- Do not attempt to disassemble or modify this machine. Doing so risks burns and electric shock.

### **ACAUTION**

If the machine's interior is not cleaned regularly, dust will accumulate. Fire and breakdown can
result from heavy accumulation of dust inside this machine. Contact your sales or service
representative for details about and charges for cleaning the machine's interior.

### Handling the print server's supplies

This section explains safety precautions about handling the print server's supplies.

### ACAUTION

• Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

### Safety Labels on the Print Server

This section explains the print server's safety information labels.

### Positions of WARNING and CAUTION Labels

This machine has labels for  $\triangle$ WARNING and  $\triangle$ CAUTION at the positions shown below. For safety, please follow the instructions and handle the machine as indicated.

### Front view



1.

This label indicates the weight of the print server. However, this label is meant for customer engineers. Do not lift the print server.

### **Power Switch Symbols**

The meanings of the symbols for the switches on this machine are as follows:

• 也: STANDBY

1. Safety Information for This Print Server



# 2. Other Information for This Print Server

This chapter describes laws and regulations related to this print server.

### Laws and Regulations

### **Duplication and Printing Prohibited**

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

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

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

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

2. Other Information for This Print Server



# 3. Getting Started

This chapter describes how to connect each device to the print server and printer driver installation.

### **Before Using the Print Server**

### How to Operate the Print Server

You can operate the print server by using:

• The control panel of the printer

You can operate the print server from the control panel of the printer.

• Remote console

You can operate the print server from a web browser of the client computer. To use the remote console, connect the client computer and print server to a network. To access the print server using the remote console, log in to the print server.

• Local console

By connecting a commercially available monitor, keyboard, and mouse to the print server, you can directly operate the print server with the local console.

For details, see "Operating Instructions".

### **About Preset User Accounts**

The predefined users of the print server include:

#### Operator

Users with this access level can use the functions of the print server while they cannot configure the settings.

### Administrator

Users with this access level manage the print server, use the functions of the print server, and configure the settings. To configure the settings of the print server, log in as an administrator.

#### Service

Users with this access level are service representatives who maintain the print server.

#### 🕗 Note

 For details about user privileges and operations that users are allowed to do, see "Operating Instructions".

### **Preparation Overview**

The following is an overview of how to set up your system to use the print server. After setting up or relocating your print server or printer, you need to do the following procedure.

1. Connect the print server to the power source, network, and printer.

For details, see page 26 "Connecting Devices to the Print Server".

- 2. Connect the keyboard, monitor, and mouse to the print server if necessary.
- For details, see page 29 "Connecting Commercially Available Devices to the Print Server".
- 3. Turn the printer and print server on.

For details about how to turn the print server on, see page 31 "Starting the Print Server".

4. Configure the network settings.

Use the control panel of the printer to configure the network settings for the print server. For details about how to configure the network settings, see page 34 "Configuring Network Settings".

5. Install the printer driver on your client computer.

For details about how to install the printer driver, see page 42 "Installing Printer Drivers".

## Names and Functions of Components

Type 1





#### 1. Power connector

Connect the power cord.

### 2. Monitor ports Use DVI cable or VGA cable to connect the monitor.

3. USB port 1

Use this to connect the keyboard to the print server.

4. USB port 2

Use this to connect the mouse to the print server.

5. USB port 3

Use this to back data up from the print server to a USB flash drive.

6. Network port

Use this Ethernet port to connect the print server to a network.

### 7. Printer interface port

Use this Ethernet port to connect the printer to the print server.

DVV004

### 8. Digital display

When you turn the power switch on, a self-diagnosis using BIOS is performed. If an error is found, the error code is displayed on the digital display. If an error code is displayed, contact your service representative.

#### 9. Power interlock switch

Turn this switch to "EN (enable)" when interlocking the power to the print server with the printer's power. To operate the power interlock switch, shut down the machine, unplug the power cord, and then wait one minute or longer before operating it.

#### 10. Data Transfer Unit ports

Use the ports to connect the print server to the printer.

### 11. Optical disc drive

Use this to read from CDs and DVDs.

#### 12. Disc eject button

Use this button to open/close the optical disc drive.

### 13. Front side USB ports

Use these to install system software, connect the color management tool, or print from a prepared USB flash drive.

### 14. System error indicator

The system error indicator lights up when there is a problem with the CPU fan or cabinet fan, or the temperature of the CPU is abnormal.

### 15. HDD access indicator

When the print server's HDD is being accessed, the indicator flashes.

### 16. Network indicator

The indicator lights up when the print server is connected to the network.

#### 17. Power switch

Press to start the print server when the power interlock function is disabled. The switch lights up while the power to the print server is on.

### Type 2





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#### DVV005

#### 1. Power connector

Connect the power cord.

### 2. Monitor ports

Use DVI cable or VGA cable to connect the monitor.

### 3. USB port 1

Use this to connect the keyboard to the print server.

#### 4. USB port 2

Use this to connect the mouse to the print server.

5. USB port 3

Use this to back data up from the print server to a USB flash drive.

### 6. Network port

Use this Ethernet port to connect the print server to a network.

### 7. Printer interface port

Use this Ethernet port to connect the printer to the print server.

### 8. Digital display

When you turn the power switch on, a self-diagnosis using BIOS is performed. If an error is found, the error code is displayed on the digital display. If an error code is displayed, contact your service representative.

### 9. USB port 4

Use this port to connect the USB cable to interlock the power of the printer and the print server.

### 10. Power interlock switch

Turn this switch to "EN (enable)" when interlocking the power to the print server with the printer's power. To operate the power interlock switch, shut down the machine, unplug the power cord, and then wait one minute or longer before operating it.

### 11. Optical disc drive

Use this to read from CDs and DVDs.

### 12. Disc eject button

Use this button to open/close the optical disc drive.

### 13. Front side USB ports

Use these to install system software, connect the color management tool, or print from a prepared USB flash drive.

#### 14. System error indicator

The system error indicator lights up when there is a problem with the CPU fan or cabinet fan, or the temperature of the CPU is abnormal.

### 15. HDD access indicator

When the print server's HDD is being accessed, the indicator flashes.

### 16. Network indicator

The indicator lights up when the print server is connected to the network.

#### 17. Power switch

Press to start the print server when the power interlock function is disabled. The switch lights up while the power to the print server is on.

### Vote

• Do not use ports and connectors that are not explained in this manual.

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### An Operating Environment for the Print Server

### Important

Keep the machine away from salt-bearing air and corrosive gases. Also, do not install the machine
in places where chemical reactions are likely (laboratories, etc.), as doing so will cause the
machine to malfunction.

The print server takes in air through the front and releases it through the back. Provide sufficient space around the print server for proper ventilation.

### Optimum space for the print server



- 1. Rear: 20 cm (7.9 inches) or more
- 2. Front: 20 cm (7.9 inches) or more

### **Connecting Devices to the Print Server**

### **Connecting the Power Cord**

### <u> WARNING</u>

- Do not use any power sources other than those that match the specifications shown. Doing so could result in fire or electric shock.
- Do not use any frequencies other than those that match the specifications shown. Doing so could result in fire or electric shock.
- Do not use multi-socket adaptors. Doing so could result in fire or electric shock.
- Do not use extension cords. Doing so could result in fire or electric shock.
- Do not use power cords that are damaged, broken, or modified. Also, do not use power cords that have been trapped under heavy objects, pulled hard, or bent severely. Doing so could result in fire or electric shock.
- Touching the prongs of the power cable's plug with anything metallic constitutes a fire and electric shock hazard.
- The supplied power cord is for use with this machine only. Do not use it with other appliances. Doing so could result in fire or electric shock.
- It is dangerous to handle the power cord plug with wet hands. Doing so could result in electric shock.
- If the power cord is damaged and its inner wires are exposed or broken, contact your service representative for a replacement. Use of damaged power cords could result in fire or electric shock.
- Be sure to disconnect the plug from the wall outlet at least once a year and check for the following:
  - There are burn marks on the plug.
  - The prongs on the plug are deformed.
- If any of the above conditions exist, do not use the plug and consult your dealer or service representative. Use of the plug could result in fire or electric shock.

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- Be sure to disconnect the power cord from the wall outlet at least once a year and check for the following:
  - The power cord's inner wires are exposed, broken, etc.
  - The power cord's coating has a crack or dent.
  - When bending the power cord, the power turns off and on.
  - Part of the power cord becomes hot.
  - The power cord is damaged.
- If any of the above conditions exist, do not use the power cord and consult your dealer or service representative. Use of the power cord could result in fire or electric shock.

### ACAUTION

- Be sure to push the plug of the power cord fully into the wall outlet. Partially inserted plugs create an unstable connection that can result in unsafe buildup of heat.
- If this machine is not going to be used for several days or longer at a time, disconnect its power cord from the wall outlet.
- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.
- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.
- When performing maintenance on the machine, always disconnect the power cord from the wall outlet.
- Power Source

100-240V, 3.9-1.6 A, 50/60 Hz

Please be sure to connect the power cord to a power source as above.

For users in Norway, this product is also designed for an IT power distribution system with phaseto-phase voltage of 230V.

- 1. Connect the power cord to the included power connector on the back of the print server.
- 2. Connect the plug of the power cord to the wall outlet.

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### **Connecting the Printer**

- 1. Make sure the power to the print server and the printer are turned off.
- 2. Connect the Ethernet cable to the printer interface port on the back of the print server.



- 3. Connect the other end of the Ethernet cable to the Ethernet interface of the printer.
- 4. If you are using Type 1, connect two Data Transfer Unit Cables provided to Data Transfer Unit ports on the back of the print server. If you are using Type 2, connect the USB cable provided to USB port 4 on the back of the print server.
- 5. Connect the other ends of Data Transfer Unit Cables or the USB cable to the printer.

### Connecting to a Network

1. Connect the Ethernet cable to the network port on the back of the print server.



2. Connect the other end of the Ethernet cable to the Ethernet port (such as an Ethernet hub) for the network.

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• The print server supports Ethernet cables for 1000BASE-T, 100BASE-TX, and 10BASE-T.

### Connecting Commercially Available Devices to the Print Server

You can operate the print server using a monitor, keyboard, and mouse that are commercially available and connected directly to the print server.

Use the correct interface cable for the device being used. The devices and interface specifications supported by the print server are as follows:

### Available devices and interface specifications

Device	Interface
Monitor	VGA port or DVI port
Keyboard	USB port
Mouse	USB port

The keyboard is available for the following languages:

- English
- Japanese
- German
- French
- Italian
- Spanish
- Russian
- Chinese-simplified
- Polish
- Brazilian Portuguese
- Czech
- Turkish
- 1. Connect the monitor's cable to the monitor port on the back of the print server.
  - For VGA cable

### 3. Getting Started



For DVI cable



- 2. Connect the other end of the cable to the monitor.
- 3. Connect the USB cable from the keyboard to USB port 1 on the back side of the print server.



4. Connect the USB cable from the mouse to USB port 2 on the back side of the print server.

Note

• For details about how to connect the monitor, see the manual included with the monitor.

### Starting and Shutting Down the Print Server

The printer and the print server have separate power switches.

The print server has a function to interlock the power with the printer. The factory default setting interlocks the print server's power with the printer's power. Use the power interlock switch on the back of the print server to enable or disable the power interlock function. To operate the power interlock switch, shut down the machine, unplug the power cord, and then wait one minute or longer before operating it.

### **Starting the Print Server**

3

### Starting the print server when the power interlock function is enabled

1. Turn on the main power switch of the printer.

The power switch lights up.

The [TotalFlow] icon appears on the home screen of the control panel of the printer.

### Starting the print server when the power interlock function is disabled

### Important

- First turn on the printer, and then turn on the print server. Otherwise, the print server might not work correctly.
- 1. Turn on the main power switch of the printer.
- 2. Push down the power switch of the print server.

The power switch lights up.

The [TotalFlow] icon appears on the home screen of the control panel of the printer.

### Shutting Down or Restarting the Print Server

#### Comportant 🗋

- If you shut down the print server while another user is editing job properties, the edited data will be lost.
- Before relocating the printer, be sure to turn off the print server.

### • Note

• If you suspend a print job before the shutdown sequence of the print server ends, the job will be resumed from where it was suspended after the print server restarts.

• You cannot shut down the print server when it is backing up jobs or printing from a USB flash memory or DVD.

### Shutting down the print server using the power interlock function

1. Turn off the main power switch of the printer.

The print server automatically turns off.

### Shutting down or restarting the print server from the control panel of the printer

- 1. Press Home (🏠) on the center bottom of the printer's control panel, and press the [TotalFlow] icon of the [Home] screen.
- 2. Press [Stop] if the printer is being used.

The print server suspends printing of the current job.

When the confirmation screen appears, follow the on-screen messages.

- 3. Press [User Tools/Adjustment].
- 4. Select the operation.

To restart the operating system of the print server, press [Restart DFE].

To restart the print server, press [Restart Control Unit].

To shut down the print server, press [Shut Down Control Unit].

5. Press [OK].

### Note

• When the power interlock function is enabled, you cannot shut down the print server using the control panel of the printer.

### Shutting down or restarting the print server from the local console or remote console

1. Click [Stop] if the printer is being used.

The print server suspends a printing job.

- 2. Click the [Configuration] page.
- 3. Click [Shutdown] under [DFE] in the navigation pane.

To restart the operating system of the print server, click [Restart DFE].

To restart the print server, click [Restart Control Unit].

To shut down the print server, click [Shut Down Control Unit].

4. Click [OK].

Starting and Shutting Down the Print Server



• When the power interlock function is enabled, you cannot shut down the print server using the remote or local console.

### **Configuring Network Settings**

To configure the network settings of the print server for the first time, use the control panel of the printer. You need to configure the same settings using the local console or remote console.

Configure the network according to the environment in which you are using the print server. If you change the network environment in which the print server is used or restart the print server, configure network settings again, referring to the status of the print server.

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### Configuring the Network Settings on the Control Panel of Your Printer

- Press Home (A) on the center bottom of the printer's control panel, and press the [TotalFlow] icon of the [Home] screen.
- 2. Press [User Tools/Adjustment].
- 3. Press [Ethernet Configuration].
- 4. Select the settings you want to change.

Press [▲Prev.]/[▼Next] to scroll the screen to display items that cannot be seen.

5. Change settings by following the on-screen instructions, and then press [OK].

### Network settings that can be configured on the printer

The network settings for the print server that can be set on the control panel of your printer are as follows:

### Ethernet Adapter - Common

ltem	Description
Use DHCP to obtain DNS servers	Allows users to obtain DNS server addresses.
	Yes
	DNS server addresses are obtained automatically.
	Νο
	DNS server addresses are specified manually.
IP address of primary DNS server	Specifies the IP address of the primary DNS server.
IP address of secondary DNS server	Specifies the IP address of the secondary DNS server.
DHCP timeout	Specifies the timeout setting for connecting the host to the DNS server using DHCP.

### Configuring Network Settings

ltem	Description
Domain name of local host	Specifies the domain name. DHCP
	The domain name is obtained automatically.
	Static
	The domain name is specified manually. Enter a domain name using up to 128 alphanumeric characters.

### Ethernet Adapter - IPv4

ltem	Description
State	Specifies whether the Ethernet adapter of the print server is available or not.
Address source	Provides addresses to be specified.
	DHCP
	An IPv4 address, subnet mask, and gateway address are obtained automatically.
	Static
	An IPv4 address, subnet mask, and gateway address are specified manually.
IP address	Specifies the Internet protocol (IP) address of the print server.
Subnet mask	Specifies the IPv4 subnet mask.
Gateway address	Specifies the IP address of the host or router as the default gateway when the print server communicates with a device connected to another network.
Host name	Specifies the Internet name of the print server. Enter a name using up to 16 alphanumeric characters.

### Ethernet Adapter - IPv6

ltem	Description
State (IPv6)	Specifies whether IPv6 addresses are enabled or not.

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### 3. Getting Started

ltem	Description
Address source (IPv6)	Specifies the IPv6 address of the print server.
	DHCPv6
	An IPv6 address, subnet mask, and gateway address are obtained automatically through a DHCP server.
	Static
	An IPv6 address, subnet mask, and gateway address are specified manually.
	Stateless auto
	An IPv6 address, subnet mask, and gateway address are obtained automatically.
IPv6 Address	Specifies the IPv6 address of the print server.
Subnet mask (IPv6)	Specifies the IPv6 subnet mask.
Internet name of local host (IPv6)	Specifies the IPv6 host name. Enter a host name using up to 16 alphanumeric characters.

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### Configuring the Network Settings Using the Remote Console or Local Console

For details about how to operate the print server, see "Operating Instructions".

- 1. Click the [Configuration] page.
- 2. Click [Network] under [DFE] in the navigation pane.
- 3. Click [Ethernet copper integrated #1] on the [ETHERNET ADAPTERS] portlet.
- 4. Click the Edit (🖍 ) icon.
- 5. Configure the network settings of the print server.

For details about setting configurations, see the field help.

6. Click [OK].

# **Configuring Client Computers**

You can remotely operate the print server online via a web browser on your computer using the remote console.

To access the print server using a web browser, you need to configure the web browser.

### System Requirements

### Windows

Version	Browser
Windows Server 2012	FireFox49.0 or later/Chrome 54 or later
Windows Server 2008 R2/Windows 7/ Windows 8.1/Windows Server 2012 R2	Internet Explorer 11/FireFox49.0 or later/ Chrome 54 or later
Windows 10/Windows Server 2016	Internet Explorer 11/FireFox49.0 or later/ Chrome 54 or later/Edge 38 or later

### Mac

Version	Browser
OS X 10.10	Safari 8/FireFox49.0 or later/Chrome 54 or later
OS X 10.11	Safari 9/FireFox49.0 or later/Chrome 54 or later
OS X 10.12	Safari 10/FireFox49.0 or later/Chrome 54 or later

### **Configuring Web Browser**

To access the print server using the remote console via a web browser, you must configure the browser. The remote console can be displayed in the following languages:

- English
- Japanese
- German
- French
- Italian

- Spanish
- Dutch
- Russian
- Chinese-simplified
- Polish
- Brazilian Portuguese
- Czech

3

# Turkish Note

- If you set the browser language to a language that is not supported, the remote console defaults to English.
- If more than one locale is available for a language, for example, English (United Kingdom) [en-GB] and English (United States) [en-US], it does not matter which locale you choose.

### **Configuring Internet Explorer**

This procedure shows how to configure Internet Explorer 11 on Windows 7. The procedure might differ depending on the operating system or the version of the browser you are using.

- 1. Click the tools icon (22), and then click [Internet options].
- 2. Under [Browsing history], click [Settings].
- Under [Check for newer versions of stored pages:], select [Every time I visit the webpage].
- 4. Click [OK].
- Click [Languages] in [Appearance] to change the language for the remote console. If you do not want to change the language, skip to Step 10.
- 6. Click [Add...].
- 7. Select your language, and then click [OK].
- 8. In the [Language Preference] dialog, select your language, and then click [Move up] until it is the first entry in the list.
- 9. Click [OK].
- 10. Click [Security].
- 11. Select the [Internet] zone, and then click [Custom level...].
- 12. Make sure that [Enable] is selected for [Active scripting] in the [Scripting] section.
- Make sure that [Enable] is selected for [Allow META REFRESH] in the [Miscellaneous] section.

- 14. Click [OK].
- 15. Click [Trusted sites].

When using Internet Explorer 9, skip to Step 20.

- 16. Click [Sites].
- Enter "http://(IP address of the print server)" in the text box of [Add this website to the zone:], and then click [Add].
- 18. Click [Close].
- 19. Click [OK].

### 3

### **Configuring Edge**

This procedure shows how to configure Edge 38.14939.1066.0 on Windows 10. The procedure might differ depending on the version of browser you are using.

- 1. Click [ ... ].
- 2. Click [Settings].
- 3. Click [View advanced settings].
- 4. Select [Don't block cookies] from the drop-down list under [Cookies].

Note

• To change the language of the remote console, change the language of the operating system in [Time & language] under [Settings].

### **Configuring Firefox**

This procedure shows how to configure Firefox 54.0.1 on Windows 7. The procedure might differ depending on the operating system or the version of browser you are using.

- 1. Click the menu icon (≡), and then click [Options].
- 2. Click [Content].
- 3. In the [Languages] area, click [Choose...] to change the language for the remote console. If you do not want to change the language, skip to Step 6.
- 4. Select your language from the drop-down list, and then click [Add].
- 5. Click [OK].
- 6. Click [Privacy].
- 7. In the [History] area, select [Remember history] from the drop-down list.
- 8. Close the tab.

### **Configuring Chrome**

This procedure shows how to configure Chrome 59.0.3071.115 m on Windows 7. The procedure might differ depending on the operating system or the version of browser you are using.

- 1. Click the configuration icon (:), and then click [Settings].
- 2. Click [Advanced].
- 3. Scroll down to [Privacy and security], and then click [Content settings].
- 4. Click [Cookies], and then clear the [Block third-party cookies] check box.
- 5. Click the arrow on the top left to return to the [Content settings] screen.
- 6. Click [JavaScript], and then select the [Allowed (recommended)] check box.
- 7. Click the arrow on the top left twice to return to the [Settings] screen.
- 8. Scroll down to the [Languages] area of the [Settings] screen, and then click [Language] to change the language for the remote console.

If you do not want to change the language, skip the following steps.

- 9. Click [Add languages].
- 10. Select your language, and then click [ADD].
- 11. Click the configuration icon (:) on the right edge of the language you want to use, and then click [Move to the top].
- 12. Close the tab.

### **Configuring Safari**

This procedure shows how to configure Safari 8 on OS X 10.10. The procedure might differ depending on the operating system and the version of the browser you are using.

- 1. Open [Preferences...] of Safari.
- 2. Click [Security].
- 3. Check [Enable JavaScript] in [Web content:].
- 4. Check [Allow Plug-ins] in [Internet plug-ins:].
- 5. Click [Privacy].
- Select [Allow from current website only], [Allow from websites I visit], or [Always allow] in [Cookies and website data:].
- 7. Click the close button.

• Note

 To change the language of the remote console, change the language of the operating system in [Language & Region] under System Preferences.

### Logging in to the Print Server

When operating the print server using the remote console, log in using a user ID and password.

To log in from a web browser, follow the procedure below:

- 1. Launch your web browser.
- 2. Enter "http://(IP address or host name of the print server)/" in the address bar.
- 3. Press the [Enter] key.

The login screen appears.

RICOH	TotalFlow Print Server	
	User ID Operator	Ŧ
	Password	
	LOGIN	

- 4. Select a user to log in from [User ID].
- 5. Enter the password in [Password].
- 6. Click [LOGIN].

### Note

- The initial password for preset user name is blank. For details about how to change the password, see "Operating Instructions".
- For details about how to add a new user and to manage users, see "Operating Instructions".
- You may need to log in when using the local console depending on settings. When the login screen appears, follow the procedure from Step 4.

### **Installing Printer Drivers**

You can send jobs from a client computer by using a printer driver. To do so, install the printer driver on a client computer. The printer driver to be installed depends on the operating system of the computer. Various printer drivers are provided on the CD-ROM.

Comportant )

• Duplex printing is selected as the default setting.

### **System Requirements**

To use printer drivers, the following operating systems are required:

### Windows

Operating system <sup>*1</sup>	Version
Windows Vista (Service Pack 2)	Windows Vista Home Basic
	Windows Vista Home Premium
	Windows Vista Business
	Windows Vista Enterprise
	Windows Vista Ultimate
Windows 7 (Service Pack 1)	Windows 7 Home Premium
	Windows 7 Professional
	Windows 7 Enterprise
	Windows 7 Ultimate
Windows 8.1	Windows 8.1
	Windows 8.1 Pro
	Windows 8.1 Enterprise
Windows 10 (Version 1511 or later)	Windows 10 Home
	Windows 10 Pro
	Windows 10 Enterprise
	Windows 10 Education
Windows Server 2008 (Service Pack 2)	Windows Server 2008 Standard
	Windows Server 2008 Enterprise

### Installing Printer Drivers

	1
Operating system <sup>*1</sup>	Version
Windows Server 2008 R2 (Service Pack 1)	Windows Server 2008 R2 Standard
	Windows Server 2008 R2 Enterprise
Windows Server 2012	Windows Server 2012 Foundation
	Windows Server 2012 Essentials
	Windows Server 2012 Standard
Windows Server 2012 R2	Windows Server 2012 R2 Foundation
	Windows Server 2012 R2 Essentials
	Windows Server 2012 R2 Standard
Windows Server 2016	Windows Server 2016 Essentials
	Windows Server 2016 Standard

\*1 Windows operating system supports both versions (32/64 bit).

Mac	
	(

Operating system	Version
OS X	OS X 10.9
	OS X 10.10
	OS X 10.11
	OS X 10.12

### Installing the Printer Driver for Windows

### Comportant )

• To install the printer driver, you must have an administrator's privilege. Log in as an administrators group member.

### • Note

- If the [User Account Control] dialog box appears during the driver installation procedure, click [Yes] or [Continue].
- If the [Windows Security] dialog box appears during the driver installation procedure, click [Install this driver software anyway].

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### Using the Standard TCP/IP port

- 1. Quit all applications.
- Insert the provided CD-ROM into the client computer's CD-ROM drive. If the [AutoPlay] dialog box appears, click [Run SETUP.EXE].
- 3. Select an interface language, and then click [OK].
- 4. Click [PostScript 3 Printer Driver] on the installer screen.
- The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the agreement.], and then click [Next >].
- 6. Make sure that [PS Printer Driver] is selected, and then click [Next>].
- 7. Select [Specify a new port], and then click [Next >].
- 8. Select [Standard TCP/IP Port], and then click [Next >].
- 9. Click [Next].
- 10. Enter the machine name or IP address, and then click [Next].

When the device type selection appears, select "RICOH Network Printer C model". When using a virtual printer, select [Custom], click [Settings], and then specify the same port number as that of the virtual printer under Raw Settings.

- 11. Click [Finish].
- Make sure that the [Printer Name :] check box of the machine model you want to use is selected.
- 13. Configure the default printer and shared printer as necessary.
- 14. Click [Continue].

The installation starts.

- 15. Click [Finish].
- 16. Specify when to restart your computer, and then click [Finish].

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- The [AutoPlay] dialog box is displayed only for a few seconds under Windows 8.1/10 and Windows Server 2012/2012 R2/2016. If the [AutoPlay] dialog box disappears, use the following procedure to replay the CD-ROM:
  - Windows Server 2012
    - 1. On the Charm Bar, click [Search], and then click [Computer].
    - Double-click the CD-ROM drive in which the provided CD-ROM is set, and then click "Setup.exe".
  - Windows 8.1, Windows Server 2012 R2
    - 1. On the desktop, right-click the [Start] button, and then click [File Explorer].

- Double-click the CD-ROM drive in which the provided CD-ROM is set, and then click "Setup.exe".
- Windows 10, Windows Server 2016
  - 1. On the desktop, right-click the [Start] button, and then click [File Explorer].
  - Double-click the CD-ROM drive in which the provided CD-ROM is set, and then doubleclick "Setup.exe".

### Using the IPP port

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

If you are using a computer that is running Windows 8.1 or Windows Server 2012/2012 R2, click [Settings] on the Charm Bar, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

If you are using a computer that is running Windows 10 or Windows Server 2016, right-click the [Start] button on the desktop, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

2. Click [Add a printer].

If you are using a computer that is running Windows 8.1/10 or Windows Server 2012/2012 R2/2016, proceed to Step 4.

- 3. Click [Add a network, wireless or Bluetooth printer].
- 4. Click [The printer that I want isn't listed].
- In the [Select a shared printer by name] box, enter " http://(machine's IP address or hostname):631/(virtual printer name) " as the printer's address, and then click [Next].
- 6. Click [Have Disk...].
- 7. Click [Browse...], and then specify a location for the INF file.

If the CD-ROM drive is D, the source files of the printer driver are stored in the following locations:

- 32-bit driver D:\X86\DRIVERS\PS\X86\MUI\disk1
- 64-bit driver D:\X64\DRIVERS\PS\X64\MUI\disk1
- 8. Click [Open].
- 9. Click [OK] to close the [Install From Disk] window.
- Select the manufacturer and model name of the machine you want to use, and then click [OK].

The installation starts.

- Follow the instructions that appear. Modify settings such as printer name and default printer configuration, as necessary. You can also print a test page.
- 12. Click [Finish].

### Using the LPR port

- 1. Quit all applications.
- Insert the provided CD-ROM into the client computer's CD-ROM drive. If the [AutoPlay] dialog box appears, click [Run SETUP.EXE].
- 3. Select an interface language, and then click [OK].
- 4. Click [PostScript 3 Printer Driver] on the installer screen.
- The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the agreement.], and then click [Next >].
- 6. Make sure that [PS Printer Driver] is selected, and then click [Next>].
- 7. Select [Specify a new port], and then click [Next >].
- 8. Select [LPR Port], and then click [Next >].

In Windows 7, enable LPR port if [LPR Port] does not appear.

- Enter the machine name or IP address in the [Name or address of server providing lpd:] box.
- Enter the name of a virtual printer in the [Name of printer or print queue on that server:] box, and then click [OK].
- Make sure that the [Printer Name :] check box of the machine model you want to use is selected.
- 12. Configure the default printer and shared printer as necessary.
- 13. Click [Continue].

The installation starts.

- 14. Click [Finish].
- 15. Specify when to restart your computer, and then click [Finish].

Note

- The [AutoPlay] dialog box is displayed only for a few seconds under Windows 8.1/10 and Windows Server 2012/2012 R2/2016. If the [AutoPlay] dialog box disappears, use the following procedure to replay the CD-ROM:
  - Windows Server 2012
    - 1. On the Charm Bar, click [Search], and then click [Computer].
    - Double-click the CD-ROM drive in which the provided CD-ROM is set, and then click "Setup.exe".
  - Windows 8.1, Windows Server 2012 R2
    - 1. On the desktop, right-click the [Start] button, and then click [File Explorer].

- Double-click the CD-ROM drive in which the provided CD-ROM is set, and then click "Setup.exe".
- Windows 10 or Windows Server 2016
  - 1. On the desktop, right-click the [Start] button, and then click [File Explorer].
  - Double-click the CD-ROM drive in which the provided CD-ROM is set, and then doubleclick "Setup.exe".

### Configuring option settings for the printer

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When bidirectional communication works correctly, your client computer obtains information about options and paper sizes settings from the printer automatically.

Bidirectional communication also allows you to monitor printer status.

When bidirectional communication is disabled, you have to set up options, paper sizes, and paper feed direction settings of the printer on your client computer manually.

This section describes how to set up options, paper sizes, and paper feed direction settings on your client computer manually.

### Colmportant 2

- Manage Printers permission is required to enable bidirectional communication or to configure the
  option settings. Log on as an Administrators group member.
- 1. Open the printer window.
  - Windows Vista, Windows Server 2008:

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

• Windows 7, Windows Server 2008 R2:

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

• Windows 8.1, Windows Server 2012/2012 R2:

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

• Windows 10 or Windows Server 2016:

Right-click the [Start] button on the desktop, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

### 2. Open the printer properties dialog box.

Windows Vista, Windows Server 2008:
 Right-click the machine's icon, and then click [Properties].

Right-click the fildcline's tool, and then click [Properties].

 Windows 7/8.1/10, Windows Server 2008 R2/2012/2012 R2/2016: Right-click the machine's icon, and then click [Printer properties]. 3. Click the [Accessories] tab.

If options in the [Accessories] tab are disabled, log on as an Administrators group member.

- 4. Select options installed from the [Options] area, and then make the necessary settings.
- 5. Click [Change Input Tray Settings...].
- 6. In [Input tray:] select which trays to use, and then, in [Paper size:] select the size of the paper that you want to load in each tray.

Click [Update] to apply the setting for each tray.

- 7. Click [OK].
- 8. Click [Apply].
- 9. Click [OK] to close the printer properties window.

### Installing the Printer Driver (PPD) for OS X

#### Coloritant 🔁

 You need an administrator name and a password (passphrase). For details, consult the administrator of your computer.

### Installing the printer driver (PPD)

To print using the printer specific features on OS X, install the printer driver (PPD).

If you are not using a computer not equipped with a CD-ROM drive, download the printer driver (PPD) from the manufacturer's website.

- 1. Insert the provided CD-ROM into the computer's CD-ROM drive.
- 2. Double-click the CD-ROM drive icon.
- 3. Double-click the [macOS] folder.
- 4. Double-click the [macOS PPD Installer] folder.
- 5. Double-click the package file icon.
- 6. Follow the on-screen instructions.

### Registering the print server

To use the print server, register the print server to the printer list. Make sure the print server and client computer are networked and turned on. Also, the procedure below needs to be followed.

The procedure is explained using OS X 10.11 as an example. The operating procedure on OS X differs depending on the version of OS X. Refer to the procedure described in this manual, and make the necessary settings according to the manual of each version.

- 1. Start System Preferences.
- 2. Click [Printers & Scanners].
- 3. Click the [+] button.
- 4. Click [IP].
- 5. Enter the IP address of the print server in [Address].
- 6. Select the print server you are using from the [Use:] pop-up menu.

If the printer you are using is not found in [Use:], click [Select Software...], and then select the name of the print server.

7. Click [Add].

If the option settings need to be configured, click [Configure] in the dialog box that appears, and then configure the option settings.

8. Quit System Preferences.

### Configuring option settings for the printer under OS X

When bidirectional communication is enabled between the client computer and the print server, on the computer, the following information can be obtained from the printer utility screen:

- Options installed on the printer
- Paper catalog
- Color profiles
- Halftone screen
- Special toner

For details about how to display Printer Utility, see the printer driver's Help.

Bidirectional communication also allows you to monitor printer status. Bidirectional communication is supported when the JMF protocol and SNMP protocol are enabled on the [Network] in the [Configuration] page of the remote or local console.

When bidirectional communication is disabled, on the client computer, only the information about the options that are installed on the printer can be specified. This section describes how to manually specify the information about the options installed on the printer using the computer.

- 1. Start System Preferences.
- 2. Click [Printers & Scanners].
- 3. Select the printer you are using, and then click [Options & Supplies...].
- 4. Click [Options], and then configure settings as needed.

If the option you want to select is not displayed, the printer may not be correctly selected. Confirm that you have selected the printer whose options you want to configure.

5. Click [OK].

3. Getting Started

6. Quit System Preferences.

### Updating or Deleting the Driver

### Updating the Driver

### Windows

You can download the most recent version of the driver from the manufacturer's website. Download the latest driver, and then perform the following procedure.

### 🔁 Important

- Administrator permission is required to update the driver in use. Log on as an Administrators group member.
- For driver updates, select a driver that is compatible with the print server and driver type you are using.
- An error may result if you select a driver that is not compatible with the print server and driver type.
- 1. Open the printer window.
  - Windows Vista, Windows Server 2008:

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

• Windows 7, Windows Server 2008 R2:

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

• Windows 8.1, Windows Server 2012/2012 R2:

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

• Windows 10, Windows Server 2016:

Right-click the [Start] button on the desktop, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

#### Open the printer properties dialog box.

- Windows Vista, Windows Server 2008:
- Right-click the machine's icon, and then click [Properties].
- Windows 7/8.1/10, Windows Server 2008 R2/2012/2012 R2/2016:

Right-click the machine's icon, and then click [Printer properties].

- 3. Click the [Advanced] tab.
- 4. Click [New Driver...], and then click [Next].
- 5. Click [Have Disk...].

- 6. Click [Browse...], and then select the driver location and click [Open].
- 7. Click [OK].
- 8. Select the machine model, and then click [Next].
- 9. Click [Finish].

The driver update starts.

- 10. Click [OK] to close the printer properties window.
- 11. Restart the computer.

### • Note

- If the [User Account Control] dialog box appears, click [Yes] or [Continue].
- If the [Windows Security] dialog box appears, click [Install this driver software anyway].

### OS X

You can download the most recent version of the drivers from the manufacturer's website.

Double-click the downloaded file, and then follow the instructions on the screen to install the driver.

### **Deleting the Driver**

### **Removing printer drivers (Windows)**

### 🔁 Important 🔵

 Administrator permission is required to delete the driver in use. Log on as an Administrators group member.

### Windows Vista, Windows Server 2008

- On the [Start] menu, select [Control Panel], and then click [Printers] in [Hardware and Sound] category.
- 2. Right-click the icon of the machine you want to delete, and then click [Delete].
- 3. On the [File] menu, point to [Run as administrator], and then click [Server Properties...].
- 4. Click the [Drivers] tab.
- 5. Select the driver you want to delete, and then click [Remove...].
- 6. Select [Remove driver and driver package.], and then click [OK].
- 7. Click [Yes].
- 8. Click [Delete].
- 9. Click [OK].

### 10. Click [Close] to close the print server properties window.

### Windows 7/8.1/10, Windows Server 2008 R2/2012/2012 R2/2016

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

If you are using a computer that is running Windows 8.1 or Windows Server 2012/2012 R2, click [Settings] on the Charm Bar, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

If you are using a computer that is running Windows 10 or Windows Server 2016, right-click the [Start] button on the desktop, and then click [Control Panel]. When the [Control Panel] window appears, click [View devices and printers].

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

### Deleting a print server from the printer list (OS X)

- 1. Start System Preferences.
- 2. Click [Printers & Scanners].
- 3. Select the print server you want to delete, click the [-] button.
- 4. Click [Delete Printer].
- 5. Quit System Preferences.

3. Getting Started

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# 4. Troubleshooting and Error Codes

This chapter describes error codes and what to do when print server functions do not work properly.

# Troubleshooting

This section explains how to troubleshoot a problem when you use the print server.

Problem	Causes	Solutions
The print server does not start.	The printer is not connected to the print server.	Connect the printer to the print server.
The print server does not start.	The printer is not turned on.	When you turn on the print server before turning on the printer, the print server may not start correctly. In this case, turn off the print server, and then turn it on again. If the print server still does not start, check whether an error code is displayed on the digital display on the back of the print server. If an error code is displayed, contact your service representative. For details about error codes, see page 57 "Error Codes".
Cannot access the print server via the web browser on a client computer.	The print server is not running.	Start the print server.
Cannot access the print server via the web browser on a client computer.	The remote access settings are not configured on the print server.	On the local console, click [Configuration]-[DFE]- [Network], and then click the [Edit] () icon on the [Remote console] under [REMOTE ACCESS] and select [Enabled].

### 4. Troubleshooting and Error Codes

Problem	Causes	Solutions
Cannot access the print server via the web browser on a client computer.	The Ethernet cable is not connected to the print server or the client computer.	Check that the print server is correctly connected to the network. For details about how to connect the network, see page 26 "Connecting Devices to the Print Server" and page 34 "Configuring Network Settings".
Cannot access the print server via the web browser on a client computer.	The IP address or host name entered in the web browser is wrong.	Enter the correct IP address or host name.
Cannot access the print server via the web browser on a client computer.	The IP address of the client computer is restricted to access to the remote console.	In the [Restricted IP Addresses] under the [Security] of the [Configuration] page, change the range of the restricted IP addresses or disable the restriction.
The [TotalFlow] icon does not appear on the control panel of the printer.	The printer does not recognize the print server correctly.	When you turn on the print server before turning on the printer, the print server may not start correctly. In this case, turn off the print server, and then turn it on again.

Error Codes

### **Error Codes**

If any of the error codes listed below are displayed on the digital display, contact your service representative.

OE, OF, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 5A, 5B, 5C, E8, E9, EA, EB, F8, F9, FA, D0, D1, D2, D3, D4, D5, D6, D7, D8, D9, DA, DB, DC, DD

4. Troubleshooting and Error Codes

# 5. Appendix

This appendix describes specifications and trademarks for the print server.

# Configurations to Use Printing Workflow Systems

The print server can load the print jobs that are sent from the following printing workflow systems, and send the jobs to the printer:

Company names	Product names
Heidelberg	Prinect
Kodak	Prinergy

You need to configure the printing workflow systems to make them work together with the print server. For details about the configuration, see the manuals of each product.

When the setting screen for the DFE server name appears, check the Internet name of local host or IP address in the following way and enter it.

- 1. Log in to the print server as an administrator using the remote or local console.
- 2. Click the [Configuration] page.
- 3. Click [Network] under [DFE] in the navigation pane.
- 4. In [Card] under the [ETHERNET ADAPTERS], select the Ethernet adapter.
- 5. Click the Edit ( 🖍 ) icon.
- Check [Domain name of local host] or [IP address] in the [Ethernet copper integrated #1] screen.

Vote

• For the version of the printing workflow systems this print server supports, see the "Readme.txt" file provided on the driver CD-ROM.

# Specifications

ltem	Specification
CPU	Intel <sup>®</sup> Core <sup>TM</sup> i7-6700 3.4 GHz
Memory	32 GB
HDD	1 TB 3.5 inch SATA HDD (7000 rpm) × 3
Optical disc drive	DVD-ROM Drive with SATA connection
Power requirements	100–240 V, 3.9-1.6 A, 50/60 Hz
Dimensions (W × D × H)	193 × 525.3 × 424 mm (7.6 × 20.7 × 16.7 inches)
Weight	Approx. 17 kg (37.5 lbs.)
Interface	USB port
	USB 2.0 Type-A: 2 ports (rear)
	USB 3.0 Type-A: 1 port (rear), 2 ports (front)
	USB 2.0 Type-B: 1 port
	Network
	Gigabit Ethernet LAN port (1000BASE-T/100BASE-TX/ 10BASE-T): 2 ports
	Monitor connection
	VGA port: 1 port
	DVI port: 1 port
	Printer connection (Type 1 only)
	Data Transfer Unit interface: 1 port (2 cables)
Operating environment	Operating temperature
	10 to 32 °C (50 to 90 °F) (no condensation)
	Non-operating temperature
	-10 to 80 °C (14 to 176 °F)
	Operating humidity
	10 to 85% (no condensation)
	Non-operating humidity
	10 to 85% (no condensation)

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### 5

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### GRACoL2013 CRP6

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- PSO Coated v2 300% Matte laminate (ECI)
- PSO Coated v2 300% Glossy laminate (ECI)

ECI stands for European Color Initiative. For details, see www.eci.org.

### 5. Appendix

### Vote

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- Internet Explorer<sup>®</sup> 11

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

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  - Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Business
  - Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Home Premium
  - Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Home Basic

Microsoft<sup>®</sup> Windows Vista<sup>®</sup> Enterprise

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- The product names of Windows Server 2008 are as follows: Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2008 Standard Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2008 Enterprise
- The product names of Windows Server 2008 R2 are as follows: Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2008 R2 Standard Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2008 R2 Enterprise
- The product names of Windows Server 2012 are as follows: Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2012 Foundation Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2012 Essentials Microsoft<sup>®</sup> Windows Server<sup>®</sup> 2012 Standard
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EN (AU) M526-7508

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