

Pro C9100/C9110

Operating Instructions

Troubleshooting

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1. Getting Started

This section describes the items to check when the machine does not work properly.

When the Machine Makes a Beeping Sound

The following table describes the meaning of the various beep patterns that the machine issues to alert users about machine conditions.

Beep pattern	Meaning	Cause
Single short beep	Panel/screen input accepted.	A control panel or screen key was pressed.
Short, then long beep	Panel/screen input rejected.	An invalid key was pressed on the control panel or screen, or the entered password was incorrect.
2 long beeps	Machine has warmed up.	When the power is turned on or the machine exits Sleep mode, the machine has fully warmed up and is ready for use.
5 long beeps repeated four times.	Soft alert	Paper tray is empty.
5 short beeps repeated five times.	Strong alert	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

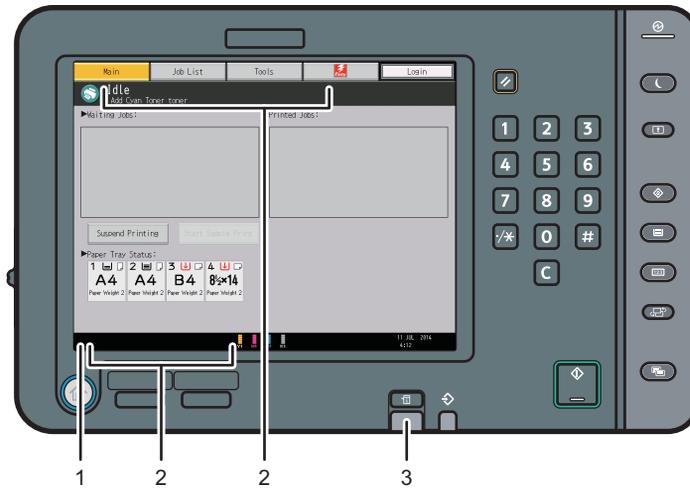
↓ Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or toner request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.
- You can enable or disable beep alerts. For details about Panel Key Sound, see "General Features", Connecting the Machine/ System Settings.

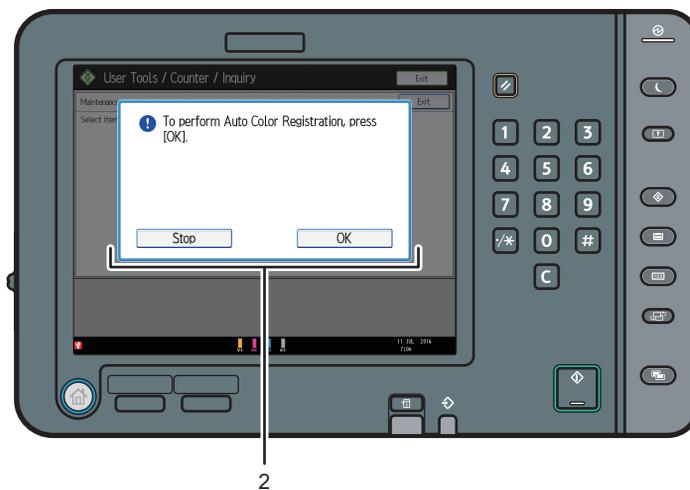
When You Check the Indicator Lamps, Status Icons, and Messages on the Control Panel

1

The status of the machine is indicated by the indicator lamps on the control panel, the status icons, and messages that appear. This section describes the location of the indicator lamp for the [Check Status] key and explains where the status icons and messages appear on the control panel.



DFL001



DFL002

1. Status icons

A status icon appears on the control panel if paper is added or paper jams are cleared. For details about the status icons that appear, see page 5 "When a Status Icon Is Displayed".

2. Messages

Messages appear on the control panel to indicate the status of the machine, such as error messages or status messages. For details about the problems that cause messages to appear and the corrective actions to be taken, see page 15 "When Messages Appear".

3. Indicator lamp for the [Check Status] key

A lamp lights up in red or flashes yellow if manual operations are required. For details about the [Check Status] screen, see page 6 "When the Indicator Lamp for the [Check Status] Key Is Lit or Flashing".

When a Status Icon Is Displayed

This section describes the status icons displayed when the machine requires the user to remove misfed paper, to add paper, or to perform other procedures.

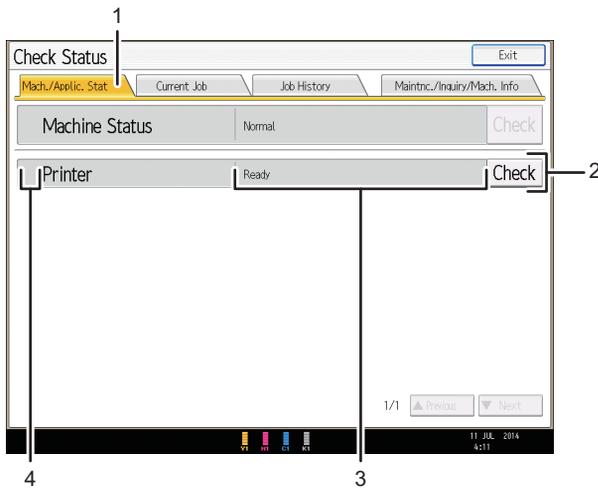
Status Icon	Status
 : Paper Misfeed icon	Appears when a paper misfeed occurs. For details about removing jammed paper, see page 21 "Removing Jammed Paper".
 : Load Paper icon	Appears when paper runs out. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
 : Add Toner icon	Appears when toner runs out. For details about adding toner, see "Adding Toner", Maintenance and Specifications.
 : Add Staple icon	Appears when staples run out. For details about adding staples, see "Adding Staples", Maintenance and Specifications.
 : Waste Toner Full icon	Appears when the waste toner bottle is full. Contact your service representative.
 : Hole Punch Receptacle Full icon	Appears when the hole punch receptacle is full. For details about removing punch waste, see page 42 "Removing Punch Waste".
 : Waste Staple Full icon	Appears when the waste staple receptacle is full. For details about removing staple waste, see page 43 "Removing Staple Waste".

Status Icon	Status
🔧 : Service Call icon	Appears when the machine is malfunctioning or requires maintenance.
🔒 : Open Cover icon	Appears when one or more covers of the machine are open.

When the Indicator Lamp for the [Check Status] Key Is Lit or Flashing

If the indicator lamp for the [Check Status] key lights up or flashes, press the [Check Status] key to display the [Check Status] screen. Check the status of each function in the [Check Status] screen.

[Check Status] screen



DFL003

1. [Mach./Applic. Stat] tab

Indicates the status of the machine.

2. [Check]

If an error occurs in the machine, press [Check] to view details.

Pressing [Check] displays an error message on the screen. Check the error message displayed on the screen and take the appropriate action. For details about how to resolve the problems described in error messages, see page 15 "When Messages Appear".

3. Messages

Displays a message that indicates the status of the machine.

4. Status icons

The status icons that can be displayed are described below:

: The machine is performing a job.

: An error has occurred on the machine.

: The machine cannot be used because an error has occurred in the machine. This icon may also appear if the toner is running low.

The following table explains problems that cause the indicator lamp for the [Check Status] key to light or flash.

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove the prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
An error has occurred.	A function which has the status "Error Occurred" in the [Check Status] screen is defective.	Press [Check], read the displayed message, and then take the appropriate action. For details about error messages and their solutions, see page 15 "When Messages Appear".
The machine is unable to connect to the network.	A network error has occurred.	<ul style="list-style-type: none"> • Check that the machine is correctly connected to the network and that the machine is correctly set. For details about how to set the machine, see "Interface Settings", Connecting the Machine/ System Settings. • For details about connecting to the network, contact your administrator. • If the indicator lamp is still lit even after you try to solve the problem as described here, contact your service representative.

When You Have Problems Operating the Machine

1

Problem	Cause	Solution
The machine does not turn on.	The AC power switch has not been turned on.	Turn on the AC power switch. For details about the AC power switch, see "General Requirements", Maintenance and Specifications.
The indicator lamp remains lit and the machine does not enter Sleep mode even though the [Energy Saver] key was pressed.	In some cases, the machine does not enter Sleep mode when the [Energy Saver] key is pressed.	Before you press the [Energy Saver] key, check that Sleep mode can be enabled. For details about enabling Sleep mode, see "Saving Energy", Getting Started.
The display is turned off.	The machine is in Low Power mode.	Touch the display panel or press one of the keys on the control panel to cancel Low Power mode.
The display is turned off.	The machine is in Sleep mode.	Press the [Energy Saver] key or the [Check Status] key to exit Sleep mode.
Nothing happens when the [Check Status] key or the [Energy Saver] key is pressed.	The power is turned off.	Make sure the main power indicator is off, and then turn on the power.
The power turns off automatically.	The Weekly Timer setting is set to [Main Power Off].	Change the Weekly Timer setting. For details about the Weekly Timer setting, see "Timer Settings", Connecting the Machine/ System Settings.
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	For details about how to log in when User Code Authentication is enabled, see "When the Authentication Screen is Displayed", Getting Started.
The Authentication screen appears.	Basic Authentication, Windows Authentication, or LDAP Authentication is set.	Enter your login user name and user password. For details about the Authentication screen, see "When the Authentication Screen is Displayed", Getting Started.

Problem	Cause	Solution
An error message is still displayed, even if misfed paper is removed.	Paper is still jammed in the tray.	Remove the jammed paper by following the procedures displayed on the control panel. For details about removing jammed paper, see page 21 "Removing Jammed Paper".
An error message is still displayed, even if the indicated cover is closed.	One or more covers that are not indicated are still open.	Close all the covers of the machine.
Images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load the paper correctly. For details about loading paper, see "Loading Paper", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while staple or stack printing is performed.	<ul style="list-style-type: none"> • Flatten the paper with your hands to straighten out the curl. • Load the paper up side down so that the curled edges face downward. For details about recommended paper, see "Recommended Paper", Paper Specifications and Adding Paper. • Place cut paper on a flat surface to prevent paper from curling, and do not lean it against the wall. For details about the proper way to store paper, see "Paper Storage", Paper Specifications and Adding Paper.

Problem	Cause	Solution
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	<ul style="list-style-type: none"> Remove the misfed paper. For details about removing jammed paper, see page 21 "Removing Jammed Paper". Check that the side or end fences are set properly. Also, check that the side fences are locked. For details about setting the side and end fences, see "Changing the Paper Size", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	<ul style="list-style-type: none"> Remove the misfed paper. For details about removing jammed paper, see page 21 "Removing Jammed Paper". If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel. For details about specifying paper size using the control panel, see "Changing to a Size That Is Not Automatically Detected", Paper Specifications and Adding Paper.
Misfeeds occur frequently.	There is a foreign object on the output tray.	<ul style="list-style-type: none"> Remove the misfed paper. For details about removing jammed paper, see page 21 "Removing Jammed Paper". Do not place anything on the output tray.
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. For details about how to add staples, see "Adding Staples", Maintenance and Specifications.

Problem	Cause	Solution
Misfeeds occur when printing to envelopes.	The envelopes are curled.	Make sure you fully flatten curled envelopes before you load them. Do not stack envelopes over the specified limit for the paper tray. If misfeeds still occur after the envelopes have been flattened, load envelopes on the tray one at a time and print them individually. For details about how to load envelopes, see "Envelopes", Paper Specifications and Adding Paper.
Misfeeds occur when printing to envelopes.	You printed envelopes with a non-rectangular flap when [Skew Detection] was set to [On].	Make sure you set [Skew Detection] to [Off] when printing envelopes with a non-rectangular flap. For details about setting of skew detection, see "Adjustment Settings for Operators", Paper Settings.
When printing to envelopes, the envelopes may be fed in together, or the envelopes may not be fed.	The envelopes are curled.	Make sure you fully flatten curled envelopes before you load them. Do not stack envelopes over the specified limit for the paper tray. If misfeeds still occur after the envelopes have been flattened, load envelopes on the tray one at a time and print them individually. For details about how to load envelopes, see "Envelopes", Paper Specifications and Adding Paper.
Cannot print in duplex mode.	You have selected a paper tray that is not set for duplex printing.	Change the setting for "Apply Duplex" in "Tray Paper Settings" to enable duplex printing for the paper tray. For details about setting "Apply Duplex", see "Tray Paper Settings", Paper Settings.

Problem	Cause	Solution
Cannot print in duplex mode.	You have selected a paper type that cannot be used for duplex printing.	In "Tray Paper Settings", select a paper type that can be used for duplex printing. For details about setting "Paper Type", see "Tray Paper Settings", Paper Settings.
The machine does not turn off in 6 minutes after the main power is turned off.	The machine cannot perform the shutdown procedure.	Repeat the shutdown procedure. If the machine does not turn off, turn off the AC power switch.
An error has occurred when the Address Book is changed from the display panel or Web Image Monitor.	The Address Book cannot be changed while you delete the multiple stored documents.	Wait a while, and then retry the operation.
Paper is bent.	Paper may be bent when it is ejected from the finisher upper tray.	Change the output tray to the finisher shift tray.
The print image is not properly positioned on the paper.	<ul style="list-style-type: none"> The machine has not detected the paper type and/or width correctly. The print position is not aligned properly. 	Contact the machine administrator or your service representative.

Problem	Cause	Solution
<p>Paper delivered to the high capacity stacker is curled, causing it to not align properly.</p>	<p>Paper is curled.</p>	<ul style="list-style-type: none"> • When the paper is curled downward, select [Adjust  Curl: Weak], [Adjust  Curl: Medium], or [Adjust  Curl: Strong] under [Adjust Paper Curl] in "Adjustment Settings for Operators". • When the paper is curled upward, select [Adjust  Curl: Weak], [Adjust  Curl: Medium], or [Adjust  Curl: Strong] under [Adjust Paper Curl] in "Adjustment Settings for Operators". <p>For details about Adjustment Settings for Operators, see "Adjustment Settings for Operators", Paper Settings.</p>
<p>Output paper to the stacker tray does not align properly.</p>	<ul style="list-style-type: none"> • When using coated paper, the output paper to the stacker tray might fail to align properly. • When the paper weight is 280.0 g/m² or more, and the paper size is A3, SRA3 or larger, the output paper to the stacker tray might fail to align properly. 	<p>Select [Adjust  Curl: Weak], [Adjust  Curl: Medium], or [Adjust  Curl: Strong] under [Adjust Paper Curl] in "Adjustment Settings for Operators".</p> <p>For details about Adjustment Settings for Operators, see "Adjustment Settings for Operators", Paper Settings.</p>

Fold

Problems	Causes	Solutions
Wrinkling occurs when Gate Fold, Letter Fold-in, or Letter Fold-out is applied.	Wrinkling can occur if Gate Fold, Letter Fold-in, or Letter Fold-out is applied to B4 JIS (Japanese Industrial Standard)☐, A3☐, 8 1/2" × 14"☐, 11" × 17"☐, 12" × 18"☐, 8K☐, or larger sizes of paper.	When applying Gate Fold, Letter Fold-in, or Letter Fold-out to paper larger than A4, we recommend you enable image reduction and use paper no larger than A4☐.
When you print Z-folded paper, the machine indicates that the output tray is full even though the amount of output paper on the tray is less than the stack capacity.	The Z-fold support tray is not set.	Set the Z-fold support tray for finisher or multi-folding unit. For details about how to add the Z-fold support tray, see "When using the Z-fold function", Getting Started.
The multi-folding unit outputs sheets with creased edges when Gate Fold is applied.	The paper is curled.	<ul style="list-style-type: none"> Remove the paper, and then reload it upside down. Remove the paper, and then reload it in the opposite direction.
The position of the fold is incorrect when Letter Fold-in is applied to a B5 JIS sheet.	Multi-sheet Fold has been specified when only one sheet is being printed.	Change the printer driver Letter Fold-in settings so that Multi-sheet Fold is not specified.

Note

- There are times when images might not turn out as you want because of paper type, paper size, or paper capacity problems. Use the recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", Paper Specifications and Adding Paper.

2. When Messages Appear

This section describes the machine's main messages. If other messages appear, follow their instructions.

When Messages Appear and the Machine Cannot Be Operated

2

Message	Cause	Solution
"Please Wait!"	The cable which connects the machine and the external color controller is disconnected.	Securely connect the machine and external color controller by using the cable.
"Please Wait!"	This message appears when you press the [Energy Saver] key or the [Check Status] key.	Wait for a while. If the machine is not ready in 5 minutes, turn off the power and make sure the main power indicator turns off. Wait at least 20 seconds, and then turn on the power again. If the machine is still not ready in 5 minutes, contact your service representative.
"Please wait."	This message appears when the machine is warming up.	<ul style="list-style-type: none">• Wait until the message disappears. Do not turn off the power while the message is showing.• If the machine is not ready in 10 minutes, turn off the power and make sure the main power indicator turns off. Wait at least 20 seconds, and then turn on the power again. If the machine is still not ready in 10 minutes, contact your service representative.

Message	Cause	Solution
"Please wait."	This message appears when you change the toner cartridge.	<ul style="list-style-type: none"> • Wait until the message disappears. Do not turn off the power while the message is showing. • If the message does not disappear in 5 minutes, turn off the power and make sure the main power indicator turns off. Wait at least 20 seconds, and then turn on the power again. If the message remains displayed for more than 5 minutes, contact your service representative.
"Please wait."	The current environmental condition is outside the recommended temperature range for the machine.	<ul style="list-style-type: none"> • Check the optimum environmental conditions for the machine and move it to a different location. • Leave the machine for a while and allow it to adapt to the environment. <p>For details about the optimum environmental conditions for the machine, see "Optimum Environmental Conditions After Moving the Machine", Maintenance and Specifications.</p>

Message	Cause	Solution
<p>"Shutting down... Please wait. Main power will be turned off automatically. Maximum waiting time: 2 minute(s)"</p>	<p>The shut down procedure has begun because the power was turned off while the machine was in standby mode or performing an operation.</p>	<ul style="list-style-type: none"> Follow the message that appears and wait until the machine has shut down. Do not turn on the power while this message is displayed. If the power has been turned on, follow the message that appears. For details about turning on and off the power, see "Turning On/Off the Power", Getting Started. The shutdown time varies according to the options that are installed and the environmental conditions of the location where the machine is set up. If the main power indicator remains lit after 7 minutes have elapsed, contact your service representative.
<p>"The power cord(s) has been disconnected or the breaker switch is turned off. Turn the main power off, plug in the cord(s) to the wall outlet, and then turn the breaker switch on."</p>	<ul style="list-style-type: none"> One of the two power cords is not plugged into the wall outlet. The earth leakage breaker is in the Off position. 	<ul style="list-style-type: none"> Securely plug the two power cords directly into the wall outlet. For details about the power connection, see "Where to Put Your Machine", Maintenance and Specifications. For details about handling the earth leakage breaker, see "Checking the Earth Leakage Breakers", Maintenance and Specifications.

When Other Messages Appear

2

Message	Cause	Solution
"Following output tray is full. Remove paper."	The output tray is full.	<ul style="list-style-type: none"> Remove paper from the output tray to resume printing. If paper is delivered to the finisher shift tray and you want to prevent paper from falling off the tray, press the [Stop] key to suspend printing, and then remove the paper. Press [Continue] on the display panel to resume printing. When using the multi-folding unit, the number of sheets per paper stack depends on the paper type and fold type.
"Internal cooling fan is active."	Large print runs will cause the machine's interior to heat up, triggering the cooling fan.	<p>The fan will emit noise, but this is normal and the machine will be operable while the fan is running.</p> <p>The amount of paper that can be printed and the total operation time until the fan starts running depends on the temperature of the location at which the machine is installed.</p>
"Self checking..."	The machine is performing image adjustment operations.	The machine may perform periodic maintenance during operations. The frequency and duration of maintenance depends on the humidity, temperature, and printing factors such as number of prints, paper size, and paper type. Wait for the machine to resume operation.

When the Home Screen Cannot Be Edited

Message	Cause	Solution
"The image data size is not valid. See the manual for required data."	The image data size is not valid.	For details about file size for a Home Screen image, see "Displaying an Image on the [Home] Screen", Convenient Functions.
"The format of the image data is not valid. See the manual for required data."	The file format of the Home Screen image to be added is not supported.	For details about file format for a Home Screen image, see "Displaying an Image on the [Home] Screen", Convenient Functions.

When Problems Occur While Logging In

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	For details about the correct login user name and login password, see Security Guide.
"Authentication has failed."	The machine cannot perform authentication.	For details about authentication, see Security Guide.

When the User Lacks Privileges to Perform an Operation

Message	Cause	Solution
"You do not have the privileges to use this function."	The logged in user name does not have permissions for the selected function.	For details about how to set permissions, see Security Guide.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the permission to do so.	To check your access permission for stored documents, or to delete a document you do not have permission to delete, see Security Guide.

3. Clearing Misfeeds

This chapter describes what to do when paper is misfed (become jammed inside the machine).

Removing Jammed Paper

CAUTION

- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface." Otherwise, an injury might occur.
- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.
- Keep your hands clear of the booklet finisher tray when removing misfed paper, pulling out or pushing in the finisher's staple unit. You can trap and injure your fingers if you do not.
- When removing jammed paper, make sure not to trap or injure your fingers.
- Keep your hands clear of the inside of the ring binder and the space under the ring binder tray. You can trap your fingers if you do not.

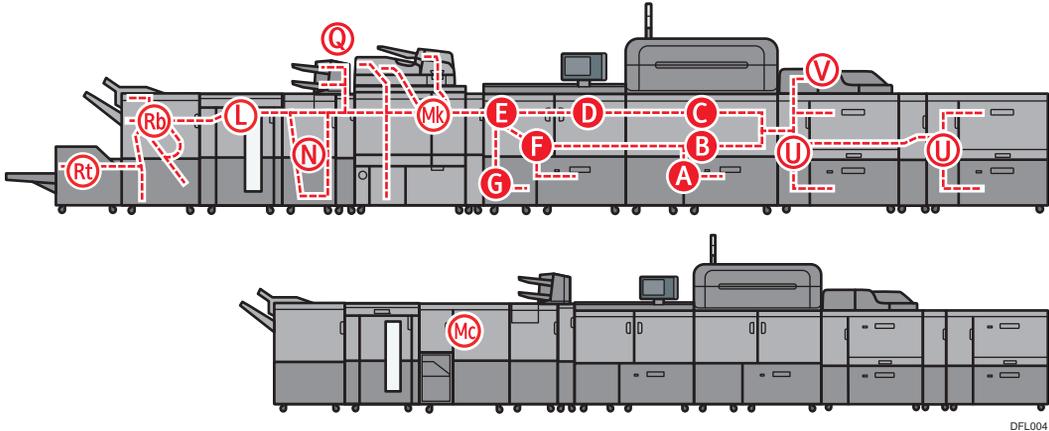
Important

- When removing paper misfeeds, do not turn off the power. If you do, the configured functions and values will be lost.
- To prevent paper misfeeds, do not leave any torn scraps of paper inside the machine.
- If paper jams continue to occur, see page 8 "When You Have Problems Operating the Machine" for details about how to resolve the problem. If the actions recommended in this manual cannot resolve the problem, contact your service representative.
- When removing jammed paper, you can touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.
- To remove paper that has not been fed into the fixing section correctly, remove the jammed paper through the underside of the fusing unit. If the jammed paper cannot be removed through the underside of the fusing unit, remove it from the top.

Locating Jammed Paper

A misfeed has occurred in the place corresponding to the letter displayed on the control panel.

Open the front cover at the location indicated by the displayed letter. If a lamp is lit, open the guide plate at the location indicated by the lamp. Remove the jammed paper by following the procedures indicated on the sticker or sheet inside the front cover.

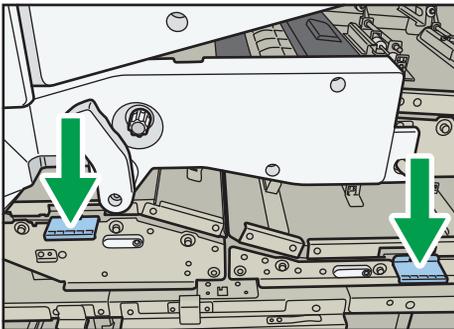


DFL004

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

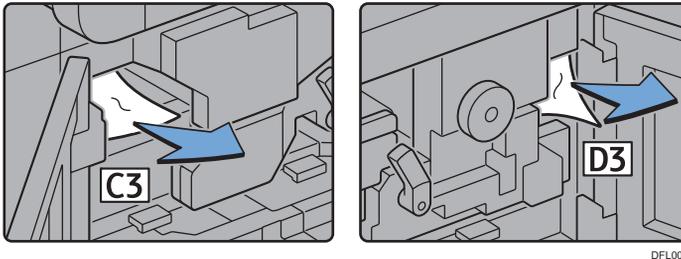
↓ Note

- Multiple paper misfeed locations may be indicated at the same time. When this happens, check all the areas indicated.
- If there is no misfed paper in the area you check first, see the other areas that are indicated.
- If coated paper frequently becomes jammed and causes "U" to appear, contact your service representative.
- If a paper misfeed occurs in Rb1 – Rb5, check whether any paper has been output on top of the paper press of the finisher shift tray. If there is paper on top of the paper press, remove the paper, and then remove the misfed paper from inside the finisher.
- When you pull out and push back the right drawer unit, make sure that B2 and B3 guide plates are closed. If you pull out and push back the right drawer unit while B2 and B3 guide plates are open, the right drawer unit may hit the guide plates, which could result in damage to the machine.



DFL005

- When you remove jammed paper from C3 and D3, the toner that was not fixed to the paper may attach to the carrier belt and the area around it. If the toner is attached, dampen the cleaning cloth that comes with the machine or similar cloth and wipe the toner off, and then wipe the area again with a dry cloth.



Removing Jammed Paper When the Procedure Is Not Displayed on the Control Panel

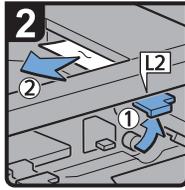
This section describes how to remove jammed paper if the procedure is not displayed on the screen.

When L is displayed

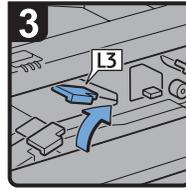
3



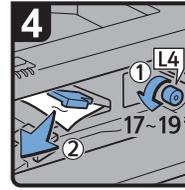
- Open the stacker upper cover.
- Raise lever L1, and then remove misfed paper.
- Return lever L1 to its original position.



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



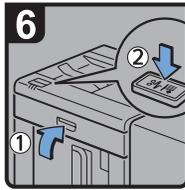
- Raise lever L3.



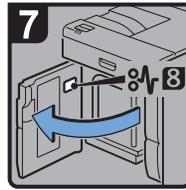
- Turn knob L4 17 to 19 times counterclockwise, and then remove misfed paper.
- Return lever L3 to its original position.



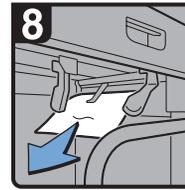
- Raise lever L5, and then remove misfed paper.
- Return lever L5 to its original position.



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



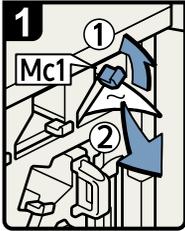
- Open the stacker front cover.



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

CEQ007

When Mc1 – Mc4 is displayed



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



- Raise lever Mc2 and then remove any jammed paper.
- Return lever Mc2 to its original position.



- Raise lever Mc3 and then remove any jammed paper.
- Return lever Mc3 to its original position.



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

BQL010S

3

When Mc5 or Mc6 is displayed



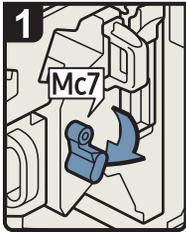
- Open the front right and front left covers of the ring binder.
- Pull down lever Mc5 and then remove any jammed paper.
- Return lever Mc5 to its original position.



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

BQL011S

When Mc7 or Mc8 is displayed



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



- Fully remove the unit by pulling on handle Mc8.



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



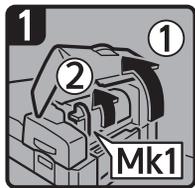
- Remove any bound booklets that are inside the machine.
- Close the front right cover of the ring binder.



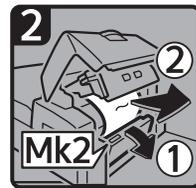
- Remove any jammed bound booklets from the paper exit.

DFG007

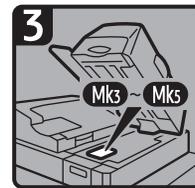
When Mk1 or Mk2 is displayed



- Open the interposer and Mk1 covers.



- Open the Mk2 cover, and then remove misfed paper.



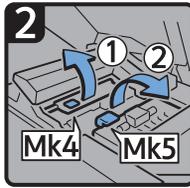
- Close the Mk2, Mk1, and interposer covers.
- Remove paper if the display reports a paper jam in Mk3 - Mk5.

CXG010

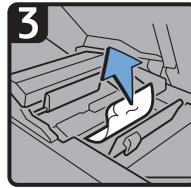
When Mk3 – Mk5 is displayed



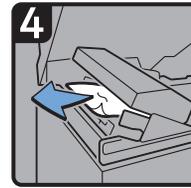
- Raise the interposer unit.
- Open the upper left cover (Mk3).



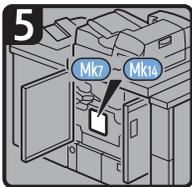
- Raise levers Mk4 and Mk5.



- Remove misfed paper.



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



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

CXG011

When Mk6 is displayed



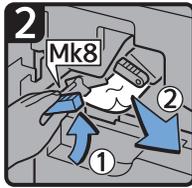
- Open the front cover of the bridge unit (to the right of the perfect binder).
- Raise lever Mk6, and then remove misfed paper.
- Return lever Mk6 to its original position.
- Close the front cover of the bridge unit.

CXG012

When Mk7 or Mk8 is displayed



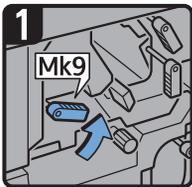
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk7, and then remove misfed paper.
- Return lever Mk7 to its original position.



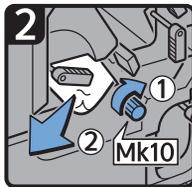
- Raise lever Mk8, and then remove misfed paper.
- Return lever Mk8 to its original position.
- Close the front left and front right covers of the perfect binder.

CXG013

When Mk9 – Mk11 is displayed



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



- Turn knob Mk10, and then remove misfed paper.
- Return lever Mk9 to its original position.



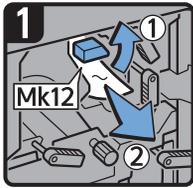
- Lower lever Mk11.



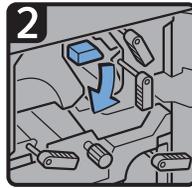
- Remove misfed paper.
- Return lever Mk11 to its original position.
- Close the front left and front right covers of the perfect binder.

CXG014

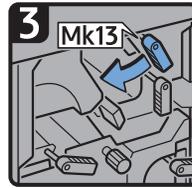
When Mk12 – Mk14 is displayed



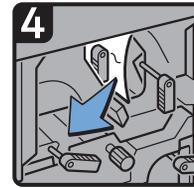
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk12, and then remove misfed paper.



- Return lever Mk12 to its original position.



- Turn lever Mk13 to the left.



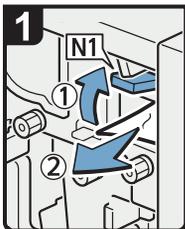
- Remove misfed paper.



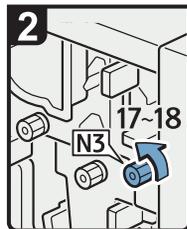
- Lower lever Mk14, and then remove misfed paper.
- Return levers Mk14 and Mk13 to their original positions.
- Close the front left and front right covers of the perfect binder.

CXG015

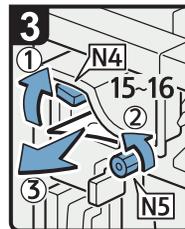
When N1 – N5 is displayed



- Open the multi-folding unit front cover.
- Raise lever N1.
- Remove misfed paper.
- Return levers N1 and N2 to their original positions.



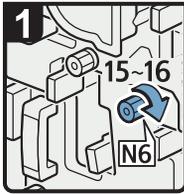
- Turn knob N3 17 to 18 times counterclockwise.



- Raise lever N4.
- Turn knob N5 15 to 16 times counterclockwise.
- Remove misfed paper.
- Return lever N4 to its original position.
- Close the multi-folding unit front cover.

CDN025

When N6 – N22 is displayed



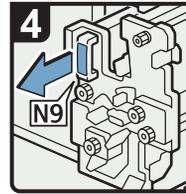
- Open the multi-folding unit front cover.
- Turn knob N6 15 to 16 times clockwise.



- Turn knob N5 15 to 16 times clockwise.
- Pull lever N7 to the right.
- Remove misfed paper.



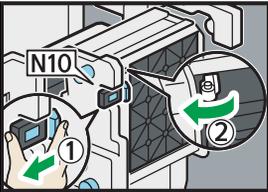
- Turn knob N8 21 to 22 times clockwise.
- Remove misfed paper.
- Return lever N7 to its original position.



- Pull handle N9 and pull the unit fully out.

3







- Pull lever N10 towards you, and then check the lock is released.

Note

- Pull lever N10 towards you and hold it to release the lock, and then pull the lever to the right to open cover N10 as shown in the illustration below.



- Leave cover N10 in its open position.
- Remove misfed paper from inside.
- Close cover N10.

DFG008



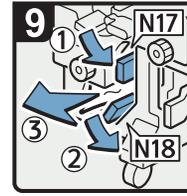
- Turn knob N11 counterclockwise.
- Open cover N12.
- Remove misfed paper.
- Close cover N12.



- Hold down lever N13.
- Turn lever N14 to the left.



- Open cover N15.
- Turn knob N16 clockwise 7 to 8 times.
- Remove misfed paper.
- Close cover N15.
- Return levers N13 and N14 to their original positions.



- Lower lever N17 to the right.
- Pull lever N18 to the right.
- Remove misfed paper.
- Return levers N17 and N18 to their original positions.



- Turn knob N19 clockwise 8 to 9 times.
- Open cover N20.
- Remove misfed paper.



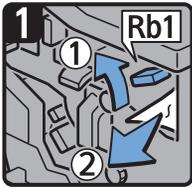
- Raise lever N21.
- Remove misfed paper.
- Return lever N21 to its original position.



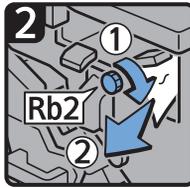
- Open cover N22.
- Turn knob N8 clockwise 21 to 22 times.
- Remove misfed paper.
- Close cover N22.
- Return the unit to its original position.
- Close the multi-folding unit front cover.

DFG009

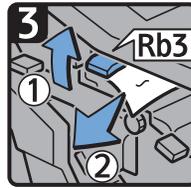
When Rb1 – Rb5 is displayed (when Finisher SR5050 is installed)



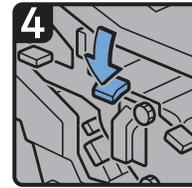
- Open the finisher front cover.
- Raise lever Rb1, and then remove misfed paper.



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



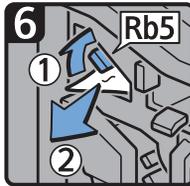
- Raise lever Rb3, and then remove misfed paper.



- Return lever Rb3 to its original position.



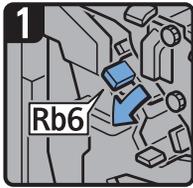
- Turn lever Rb4 to the right, and then remove misfed paper.
- Return lever Rb4 to its original position.



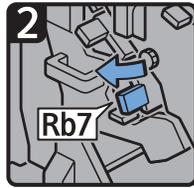
- Raise lever Rb5 to the right, and then remove misfed paper.
- Return lever Rb5 to its original position.
- Close the finisher front cover.

CXG020

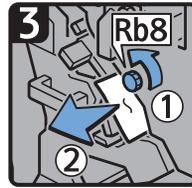
When Rb6 – Rb9 is displayed (when Finisher SR5050 is installed)



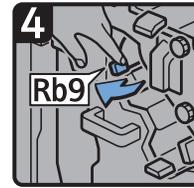
- Open the finisher front cover.
- Lower lever Rb6.



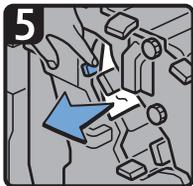
- Pull lever Rb7 to the left.



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



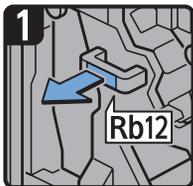
- Pull lever Rb9 to the left.



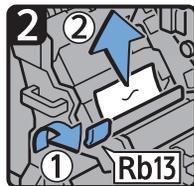
- Remove misfed paper.
- Close the finisher front cover.

CXG021

When Rb12 – Rb13 is displayed (when Finisher SR5050 is installed)



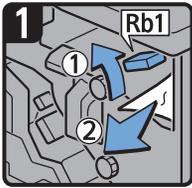
- Open the finisher front cover.
- Pull handle Rb12, and then pull out the staple unit.



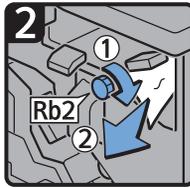
- Raise lever Rb13, and then remove misfed paper.
- Return lever Rb13 to its original position.
- Return the staple unit to its original position, and then close the finisher front cover.

CXG033

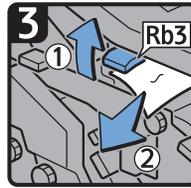
When Rb1 – Rb5 is displayed (when Finisher SR5060 is installed)



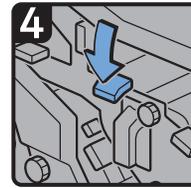
- Open the finisher front cover.
- Raise lever Rb1, and then remove misfed paper.



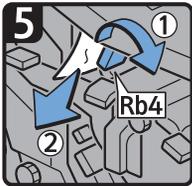
- Turn knob Rb2, and then remove misfed paper.
- Return lever Rb1 to its original position.



- Raise lever Rb3, and then remove misfed paper.



- Return lever Rb3 to its original position.



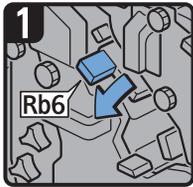
- Turn lever Rb4 to the right, and then remove misfed paper.
- Return lever Rb4 to its original position.



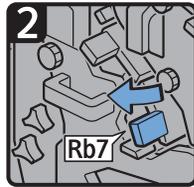
- Raise lever Rb5 to the right, and then remove misfed paper.
- Return lever Rb5 to its original position.
- Close the finisher front cover.

CXG022

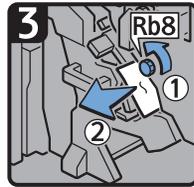
When Rb6 – Rb9 is displayed (when Finisher SR5060 is installed)



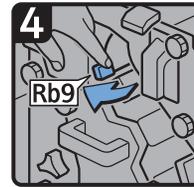
- Open the finisher front cover.
- Lower lever Rb6.



- Pull lever Rb7 to the left.



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



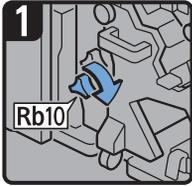
- Pull lever Rb9 to the left.



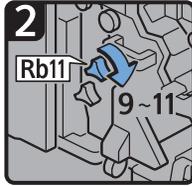
- Remove misfed paper.
- Close the finisher front cover.

CXG023

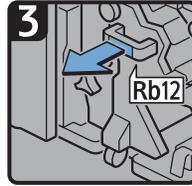
When Rb10 – Rb17 is displayed (when Finisher SR5060 is installed)



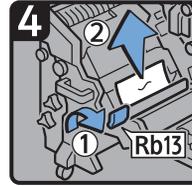
- Open the finisher front cover.
- Turn knob Rb10.



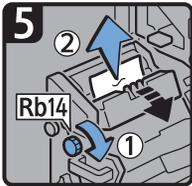
- Turn knob Rb11 9 to 11 times.



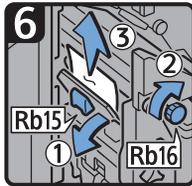
- Pull handle Rb12, and then pull out the staple unit.



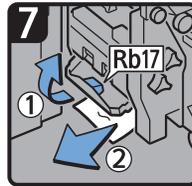
- Raise lever Rb13, and then remove misfed paper.
- Return lever Rb13 to its original position.



- Turn knob Rb14, and then remove misfed paper.



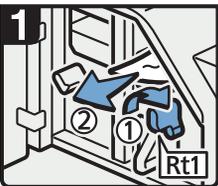
- Lower lever Rb15, and then turn knob Rb16.
- Remove misfed paper.



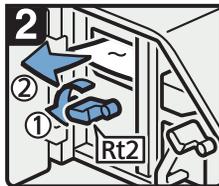
- Raise lever Rb17, and then remove misfed paper.
- Return lever Rb17 to its original position.
- Return the staple unit to its original position, and then close the finisher front cover.

CXG024

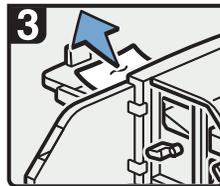
When Rt1 or Rt2 is displayed



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



- Hold down lever Rt2 and remove misfed paper.



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

DFG010

Removing Jammed Staples

If a staple jam occurs, remove the jammed staple by following the procedures indicated in the animation that appears on the screen. This section describes how to remove jammed staples when the procedure is not displayed on the screen.

CAUTION

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

Important

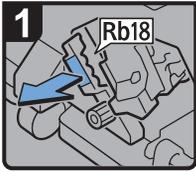
- Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.
- When the finisher is installed, after jammed staples are removed, staples will not be ejected the first few times when you use the stapler. If a staple jam occurs on the saddle stitch, the stapler will not staple after the jammed staples are removed.

Note

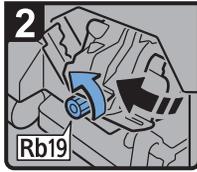
- The sheet which lists the procedure for removing jammed staples is on the inside of the front cover of the finisher.
- Remove the jammed staples according to the finisher type. Check the type if you are unsure of the finisher type. For details about type of finisher, see "Guide to Functions of the Machine's Options", Getting Started.

Finisher SR5050

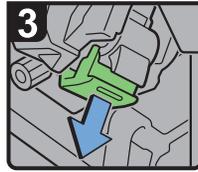
3



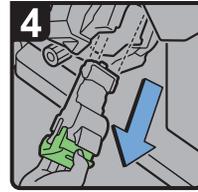
- Open the finisher front cover.
- Pull handle Rb18, and then pull out staple unit.



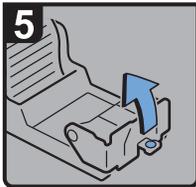
- Turn knob Rb19 counterclockwise to rotate the staple unit.



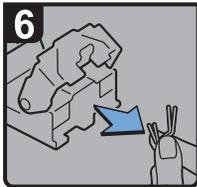
- Pull out the cartridge lever.



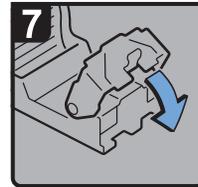
- Pull out the cartridge gently.



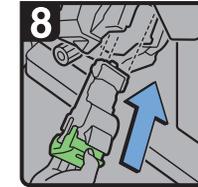
- Open the face plate of the cartridge.



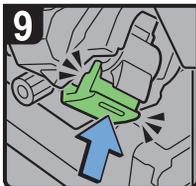
- Remove jammed staples.



- Pull down the face plate until it clicks.



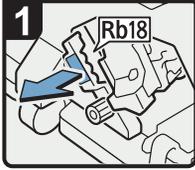
- Hold the lever, and then push in the cartridge.



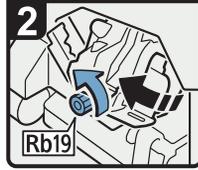
- Push the cartridge until it clicks.
- Return the staple unit to its original position.
- Close the finisher front cover.

CDN016

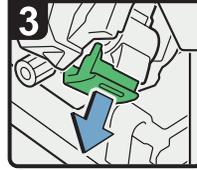
Finisher SR5060



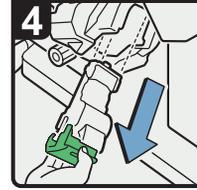
- Open the finisher front cover.
- Pull handle Rb18, and then pull out staple unit.



- Turn knob Rb19 counterclockwise to rotate the staple unit.



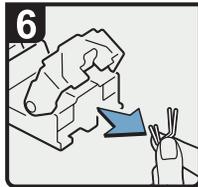
- Pull out the cartridge lever.



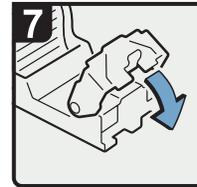
- Pull out the cartridge gently.



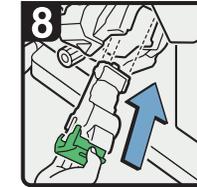
- Open the face plate of the cartridge.



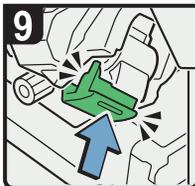
- Remove jammed staples.



- Pull down the face plate until it clicks.



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



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

CDN034

Finisher SR5060 (Saddle Stitch)

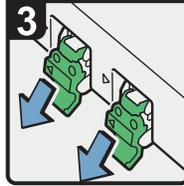
3



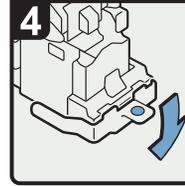
- Open the finisher front cover.
- Pull handle Rb12, and then pull out the staple unit.



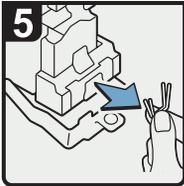
- Pull out the cartridge levers.



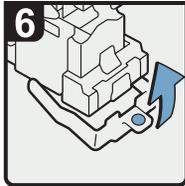
- Pull out the cartridge gently.



- Open the face plate of the cartridge.



- Remove jammed staples.



- Pull up the face plate of the cartridge until it clicks.



- Hold the levers, and then push in the cartridge.



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

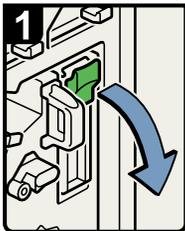
CDN027

Removing Jammed Ring Combs

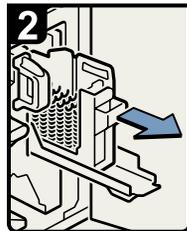
If ring combs become jammed, a message appears on the display panel. Follow the message's instructions to remove the jammed ring combs. This section describes how to remove jammed ring combs when the procedure is not displayed on the screen.

⚠ CAUTION

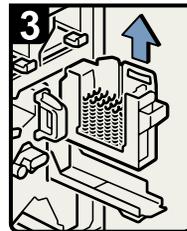
- Keep your hands clear of the inside of the ring binder and the space under the ring binder tray. You can trap your fingers if you do not.



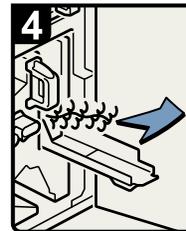
- Open the front right cover of the ring binder.
- Open the cartridge cover.



- Pull out the ring comb cartridge.



- Lift out the cartridge.



- Remove the jammed ring combs from the ring binder.



- To remove jammed ring combs from the bottom of the cartridge, While pushing down on the blue buttons ① at the bottom of the cartridge, carefully pull out the jammed ring combs ②.
- Push in the cartridge and then close the cartridge cover.
- Close the front right cover of the ring binder.

BQL013S

↓ Note

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

Removing Punch Waste

If the punch receptacle is full, remove punch waste by following the procedures indicated in the animation that appears on the screen.

Note

- While "🗑️Hole Punch Receptacle is full." is displayed, you cannot use the Punch function.
- "🗑️Hole Punch Receptacle is full." is displayed until the punch waste box is installed again.
- If the message is still displayed, install the punch waste box again.

Removing Staple Waste

If the staple waste box is full, remove staple waste by following the procedures stated in the animation that appears on the screen.

Note

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

Removing Waste Paper

If the waste paper receptacle is full, remove waste paper by following the procedures stated in the animation that appears on the screen.

Note

- While "Waste Paper Receptacle is full." is displayed, you cannot use the perfect binding.
- "Waste Paper Receptacle is full." is displayed until the receptacle is reinstalled.
- If the message is still displayed, reinstall the receptacle.

4. When Adjusting the Color Registration Shift

This chapter describes how to adjust the color registration shift.

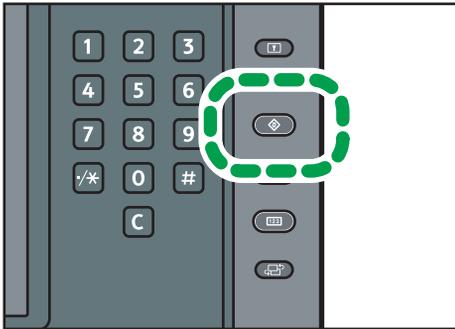
When Improving the Color Reproduction

Adjusting Image Density

To improve color reproduction and achieve color output with consistent quality, follow this procedure. You can improve CMYK image reproduction by adjusting image density and performing calibration. Also, you can improve mixed color reproduction by adjusting image density and color registration and performing calibration.

For details about calibration, check the color controller's manual.

1. Press the [User Tools] key.



2. Press [Adjustment Settings for Operators].
3. Press [Machine: Image Quality].
4. Press [0207: Adjust Image Density Before Auto Color Calibration].
5. Press [Image Density Adjustment: Manual Execute].
6. Press [OK].
7. When the color density adjustment is completed, press [Exit].
8. Press [Exit].

↓ Note

- Make sure that the transition time to energy saving mode is long enough so that transition to energy saving mode does not happen before carrying out tone correction.
- During tone correction, do not print or specify settings from the operation panel.

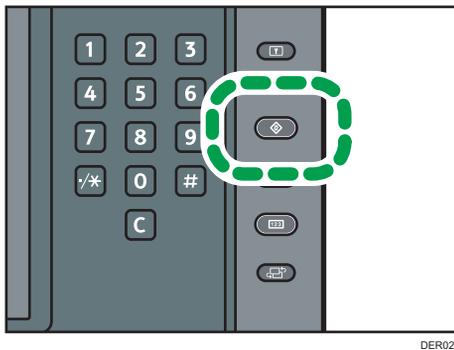
- Complete the tone correction procedure promptly without taking intervals.
- It is recommended to restart the tone correction procedure from the beginning if printing is carried out or intervals are taken during the procedure.

When the Color Registration Shifts

This section describes how to adjust the color registration and gradation by specifying the settings in [Maintenance].

Adjusting the Color Registration

1. Press the [User Tools] key.



2. Press [Maintenance].
3. Press [Color Registration].
4. Press [OK].
Auto color registration takes about 30 seconds.
5. Press [Exit].
6. Press the [User Tools] key.

MEMO

