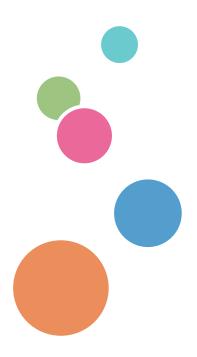
SP C360DNw

User Guide

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For safe and correct use, be sure to read the Safety Information in Read This First before using the machine.

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Manuals for This Machine

Read this manual carefully before using this machine.

Refer to the manuals that are relevant to what you want to do with the machine.

🔁 Important

- The method for viewing the manual depends on the manual.
- Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- A Web browser must be installed in order to view the HTML manuals.

User Guide

Summaries are provided below for the operating instructions regarding the basic usage of this machine, frequently used functions, and troubleshooting when an error message appears.

Read This First

Before using the machine, be sure to read the "Safety Information" section of this manual. It describes the regulations and environmental conformance.

Quick Installation Guide

Describes procedures from unpacking the machine to connecting it to a computer.

Setup Guide

Describes how to configure the Installation Settings of the machine and how to install the printer driver on your computer.

Operating Instructions

Provides detailed information about the operation of the machine in HTML format. The following are the main topics of the manual:

- Getting Started
- Setting Up the Printer
- Loading Paper
- Printing
- Configuring and Managing the Printer
- Troubleshooting
- Maintenance and Specifications

Security Guide

This manual is for administrators of the machine. It explains security functions that you can use to prevent unauthorized use of the machine, data tampering, or information leakage. For enhanced security, we recommend that you first:

- Install the Device Certificate.
- Enable SSL (Secure Sockets Layer) Encryption.

• Change the user name and password of the administrator using Web Image Monitor.

For details, see "Before Using This Printer", Security Guide.

Be sure to read this manual when configuring the enhanced security functions or user and administrator authentication.

List of Manuals

Manual Name	Printed Manual Provided	PDF Manual Provided	HTML Manual Provided
User Guide	No	Yes	No
Read This First	Yes	No	No
Quick Installation Guide	Yes	No	No
Setup Guide	No	Yes	No
Operating Instructions	No	No	Yes
Security Guide	No	Yes	No

1. Getting Started

This section describes the symbols used in the manuals supplied with the printer, available options, and names and functions of components.

Before You Start

How to Read the Manuals

Symbols used in the manuals

This manual uses the following symbols:

😭 Important

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

Note

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

[]

Indicates the names of keys on the machine's display or control panels.

Indicates the key sequence order you should perform using the control panel.

Example:

Select [Host Interface] Press [OK]

(Select [Host Interface] using the [♥] [▲] keys, and then press the [OK] key.)

Region A (mainly Europe and Asia)

Region B (mainly North America)

Differences in the functions of Region A and Region B models are indicated by the two symbols. Read the information indicated by the symbol that corresponds to the region of the model you are using. For details about which symbol corresponds to the model you are using, see page 8 "Model-Specific Information".

Disclaimer

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

Notes

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.

In no event will the company be liable for direct, indirect, special, incidental, or consequential damages

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

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

About IP addresses

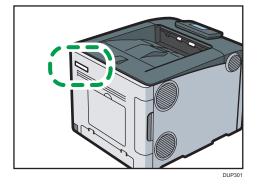
In this manual, "IP address" covers both IPv4 and IPv6 environments. Read the instructions that are relevant to the environment you are using.

Model-Specific Information

as a result of handling or operating the machine.

This section explains how to identify the region to which your printer belongs.

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



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

Region A (mainly Europe and Asia)

If the label contains the following, your printer is a Region A model:

- CODE XXXX -27
- 220-240 V

Region B (mainly North America)

If the label contains the following, your printer is a Region B model:

- CODE XXXX -17
- 120-127 V



• Dimensions in this manual are given in two measurement units: metric and imperial. If your printer is a Region A model, refer to the metric units. If your printer is a Region B model, refer to the imperial units.

List of Options

This section provides a list of options for this printer and the names commonly used in this manual.

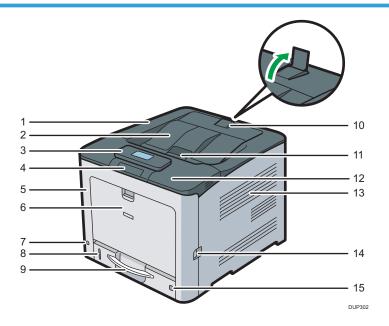
Option name	Description
Paper Feed Unit TK1230	250-sheet paper feed unit
Paper Feed Unit TK1240	500-sheet paper feed unit

Guide to Names and Functions of Components

Guide to Components

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

Exterior: Front view



1. Top cover

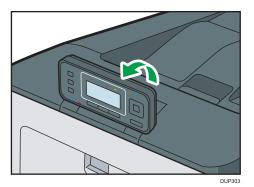
Open this cover to replace the toner or black drum unit/color drum units.

2. Standard tray

Output is stacked here with the print side down.

3. Control panel

You can set the display up with your hands. Adjust the angle of it to see clearly.



For details, see page 14 "Guide to the Names and Functions of the Control Panel".

4. USB port A

Connect a USB flash memory device.

5. Front cover

Open this cover when replacing the waste toner bottle, etc., or removing jammed paper.

Pull the right side lever to open the front cover.

6. Bypass tray

Up to 100 sheets of plain paper can be loaded.

For details about the sizes and types of paper that can be used, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".

7. Main power switch

Use this switch to turn the power on and off.

Perform the shutdown procedure before turning the power off. For details about how to shut down the printer, see page 17 "Turning On/Off the Power".

8. Remaining paper indicator

Indicates the approximate amount of paper remaining in the tray.

9. Standard paper feed tray (Tray 1)

Up to 500 sheets of plain paper can be loaded.

For details about the sizes and types of paper that can be used, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".

10. Stop fence

Raise the rear fence to prevent A4 or letter-size prints from falling behind the printer.

After using the stop fence, be sure to return it to its original position. The fence may be damaged if it is hit with something or excessive force is applied.

11. Top cover open lever

Pull this lever upward to open the top cover.

12. NFC tag

Connects a smart device to the printer by touching this tag with a smart device.

For details, see "Printing from a Smart Device", Operating Instructions.

13. Ventilation holes

Prevent overheating.

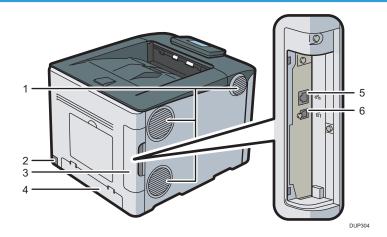
14. Front cover open lever

Pull this lever to open the front cover.

15. Paper size dial

Use this dial to specify the paper size. To use a paper size that is not indicated on the paper size dial, set the dial to " \star ". If this is the case, set the paper size using the control panel.

Exterior: Rear view



1. Ventilation holes

Prevent overheating.

2. Power connector

Connect the power cord to the printer. Insert the other end into an electrical outlet.

3. Cable cover

Remove this cover to connect various cables.

4. Rear cover

Raise this cover and attach the paper tray cover when loading paper larger than A4 or letter size paper.

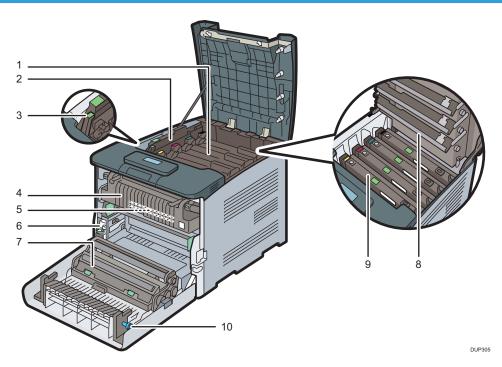
5. Ethernet port

Use a network interface cable to connect the printer to a network.

6. USB port B

Use a USB cable to connect the printer to a computer.

Interior: Front view



1. Toner

Loads from the printer rear, in the order of black (K), cyan (C), magenta (M), and yellow (Y).

Messages appear on the screen when the toner cartridge needs to be replaced, or a new cartridge needs to be prepared.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

2. Inner cover

Open this cover when replacing the black drum unit/color drum units.

3. Inner cover open lever

Pull this lever to open the inner cover.

4. Fusing unit

Messages appear on the screen when the fusing unit needs to be replaced, or a new fusing unit needs to be prepared.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

5. Intermediate transfer unit

Messages appear on the screen when the intermediate transfer unit needs to be replaced, or a new intermediate transfer unit needs to be prepared.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

6. Waste toner bottle

Collects toner that is wasted during printing.

Messages appear on the screen when the waste toner bottle needs to be replaced, or a new waste toner bottle needs to be prepared.

7. Transfer roller

If the message appears on the control panel, replace the transfer roller, which is included with the intermediate transfer unit.

For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

Replace the transfer roller and the intermediate transfer unit together.

8. LED heads

Clean the LED heads if black or color lines appear on prints.

9. Black drum unit / Color drum units

The drum units are installed in the order of black (K), cyan (C), magenta (M), and yellow (Y).

Messages appear on the screen when the drum unit needs to be replaced, or a new drum unit needs to be prepared.

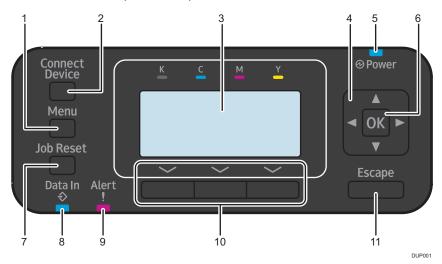
For details about the messages that appear on the screen when consumables need to be replaced, see "Replenishing and Replacing Consumables", Operating Instructions.

10. Knob

If you cannot pull out jammed paper, remove it by turning the knob.

Guide to the Names and Functions of the Control Panel

This illustration shows the control panel of the printer.



1. [Menu] key

Press this key to configure and check the current printer settings.

Press to change the default settings to meet your requirements. For details, see "Displaying the Printer Configuration Screens Using the Control Panel", Operating Instructions.

2. [Connect Device] key

Press this key to connect the printer to a Wi-Fi Direct compliant device. The [Direct Connection] menu and [Smart Device Connector] menu are displayed.

For details about Smart Device Connector, see "Printing from a Smart Device", Operating Instructions.

3. Display panel

Displays operation status and messages.

4. Scroll keys

Press these keys to move the cursor in each direction.

When the $[\mathbf{V}] [\mathbf{A}] [\mathbf{V}] [\mathbf{A}]$ keys appear in this manual, press the applicable key for the direction that you want to move the cursor.

5. Power indicator

Remains lit while the power is on. It is not lit when the power is off or when the printer is in energy saver mode.

6. [OK] key

Use this key to confirm settings or setting values, or move to the next menu level.

7. [Job Reset] key

Press to cancel the current print job.

8. Data In indicator

Flashes when the printer is receiving print jobs from a computer. The indicator lights up when there is data to be printed.

9. Alert indicator

Lights up or flashes when a printer error occurs.

Steady red: Printing is not possible.

Flashing yellow: The printer will soon require maintenance or a replacement consumable such as a print cartridge. Printing is possible, but print quality cannot be ensured.

Follow the instructions that appear on the display.

For details about how to check the information about printer supplies, see page 16 "Guide to the Names and Functions of the Control Panel Screen".

10. Selection keys

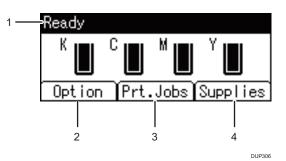
Correspond to the function items at the bottom line on the display.

Example: When this manual instructs you to press [Option], press the selection key on the left below the initial screen.

11. [Escape] key

Press this key to cancel an operation or return to the previous display.

Guide to the Names and Functions of the Control Panel Screen



1. Operational Status or Messages

Displays the printer status and messages.

2. [Option]

Press the selection key on the left to display the following menu:

- Form Feed
- Error Log
- Print from Memory Device

3. [Prt.Jobs]

Press the selection key in the center to print the stored documents.

4. [Supplies]

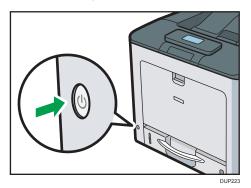
Press the selection key on the right to display the information about printer supplies.

Turning On/Off the Power

This section explains how to turn on/off the printer.

Turning On the Power

- 1. Make sure the power cord is firmly plugged into the wall outlet.
- 2. Push the main power switch.



The power indicator turns on.

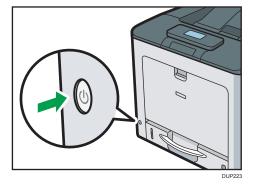
Turning Off the Power

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.

🔁 Important

- Do not press and hold the main power switch when turning off the printer. Doing so shuts down the printer forcefully and may damage the memory causing a malfunction of the printer.
- Before unplugging the power cord plug, turn off the power switch and make sure the power switch indicator turns off. Not doing so may result in damage to the memory, leading to a malfunction.
- Do not turn off the power while the printer is in operation.

1. Push the main power switch.



The main power is turned off automatically when the shutdown process is complete.

If the shutdown process is not complete within the period of time displayed on the screen, contact your service representative.

Saving Energy

This printer has the following energy saving functions:

Fusing Unit Off Mode

If you do not use the printer for a certain period after an operation, the display will turn off and the printer goes into Fusing Unit Off mode. The printer uses less electricity in Fusing Unit Off mode.

When the printer is in Fusing Unit Off mode, the display is on but the fusing unit heater is off to save energy. In this mode, you can change the printer settings on the control panel. However, the printer must exit this mode to print.

You can change the amount of time that the printer waits before switching to [Fusing Unit Off Mode Timer] under [Fusg OffMode(EnSav)On/Off]. For details, see "System", Operating Instructions.

To exit Fusing Unit Off mode, do one of the following:

- Display the [Maintenance] screen on the control panel
- Operate the control panel when [Exit Fusing Unit Off Mode] is set to [On Operating Control Panel]
- Start print jobs

Sleep mode

If the printer remains inactive for a specified period after entering Fusing Unit Off mode, it enters Sleep mode to further reduce the power consumption. The printer also enters Sleep mode when:

• The printer waits before entering Sleep mode is set in [Sleep Mode Timer]

The printer can print jobs from computers.

You can change the amount of time that the printer waits before switching to Sleep mode.

For details about setting [Sleep Mode Timer], see "Timer Settings", Operating Instructions.

To exit Sleep mode, do one of the following:

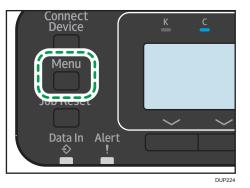
- Press any key on the control panel.
- Start print jobs

Vote

- The energy saving functions will not activate when:
 - Communicating with external devices
 - A warning message is displayed
 - The service call message is displayed
 - Paper is jammed
 - The printer's covers are opened
 - Toner is being replenished
 - The printer settings screen is displayed
 - Fixed warm-up is in progress
 - Data is being processed
 - Operations are suspended during printing
 - The Data In indicator is on or flashing
 - The locked print screen is displayed
 - Accessing the printer using Web Image Monitor
- The printer consumes less energy when in Sleep mode, but it takes longer to start printing.
- If two or more energy saving functions are set, the function for which the predetermined conditions to enter energy saving mode are met takes effect first.

Displaying the Printer Configuration Screens Using the Control Panel

1. Press the [Menu] key.



2. Select the setting items press the [♥] or [▲] key.



DUP324

3. Press the [OK] key.



DUP325

4. Press the [Menu] key.

You can close the setting screen by pressing the [Escape] key.

Return to the normal screen after you have finished operation.



- Any changes you make with the configuration screens remain in effect even if the main power switch is turned off.
- To cancel changes made to the settings and return to the initial display, press the [Escape] key.

Monitoring and Configuring the Printer

This section explains how to monitor and configure the printer.

Using Web Image Monitor

Using Web Image Monitor, you can check the printer status and change settings.

Available operations

The following operations can be remotely performed using Web Image Monitor from a client computer.

- Displaying printer status or settings
- Checking the print job status or history
- Interrupting currently printing jobs
- Resetting the printer
- Managing the Address Book
- Configuring printer settings
- Configuring network protocol settings
- · Configuring security settings

Configuring the printer

To perform the operations from Web Image Monitor, TCP/IP is required. After the printer is configured to use TCP/IP, operations from Web Image Monitor become available.

Recommended Web browser

• Windows:

Internet Explorer 7.0 or higher

Microsoft Edge 20 or higher

- Firefox 10 and 15 or higher
- Google Chrome 19 or higher
- OS X and mac OS:

Safari 3.0 or higher

Firefox 10 and 15 or higher

Google Chrome 19 or higher

Web Image Monitor supports screen reader software. We recommend JAWS 7.0 or a later version.

• Note

- Display and operation problems may occur if you do not enable JavaScript and cookies, or if you are using a non-recommended Web browser.
- If you are using a proxy server, change the Web browser settings. Contact your administrator for information about the settings.
- We recommend using Web Image Monitor in the same network.
- If the printer is firewall-protected, it cannot be accessed from computers outside the firewall.
- If the printer under DHCP is used, the IP address may be changed automatically by the DHCP server settings. Enable DDNS setting on the printer, and then connect using the printer's host name. Alternatively, set a static IP address to the DHCP server.
- If the HTTP port is disabled, a connection to the printer using the printer's URL cannot be established. SSL settings must be enabled on this printer. For details, contact your network administrator.
- If Firefox is used, fonts and colors may be different, or tables may not appear properly configured.
- When using a host name under Windows Server 2008/2008 R2/2012/2012 R2/2016 with IPv6 protocol, perform host name resolution using an external DNS server. The host file cannot be used.
- To use JAWS 7.0 under Web Image Monitor, you must be running Windows and Internet Explorer 7.0 or a later version.
- If you are using Internet Explorer 8.0 or higher, downloading will be slower than with other browsers. To download faster with Internet Explorer 8.0 or higher, open the browser's [Internet Options] menu and register the printer's URL as a trusted site, and then disable SmartScreen filter for trusted sites. For details about these settings, see the Internet Explorer Help files.
- You can access Web Image Monitor more quickly by registering the printer's URL as a bookmark. Note that the URL you register must be the URL of the top page, which is the page that appears before login. If you register the URL of a page that appears after login, Web Image Monitor will not open properly from the bookmark.

Displaying the top page

There are two modes available with Web Image Monitor: guest mode and administrator mode.

Guest mode

This mode requires no login to enter.

In the guest mode, the printer status, settings, and print job status can be viewed, but the printer settings cannot be changed.

Administrator mode

This mode requires an administrator login to enter.

In the administrator mode, you can configure various printer settings.

🔁 Important

- When entering an IPv4 address, do not begin segments with zeros. For example: If the address is "192.168.001.010", you must enter it as "192.168.1.10".
- 1. Start your Web browser.
- Enter "http://(printer's IP address or host name)/" in your Web browser's address bar. The top page of Web Image Monitor appears.

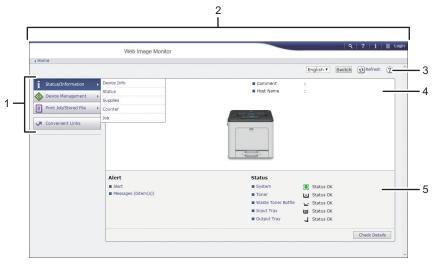
If the printer's host name has been registered on the DNS or WINS server, you can enter it.

When setting SSL, a protocol for encrypted communication, under the environment in which server authentication is issued, enter "https://(printer's IP address or host name)/".

- **3.** To log in to Web Image Monitor in the administrator mode, click [Login] on the top page. The window for entering the login user name and password appears.
- 4. Enter your login user name and password, and then click [Login].

For details about the login user name and password, contact your administrator.

Depending on the configuration of your Web browser, the login user name and password might be saved. If you do not want to save them, configure your Web browser's settings so that this information is not saved.



DUP326

1. Menu area

Displays the content of a selected menu item.

2. Header area

Displays the dialog box for switching to the user mode and administrator mode and the menu for each mode. Also displays the link to Help and dialog box for keyword search.

3. Refresh/Help

(Refresh): Click 😢 at the upper right in the work area to update the printer information. Click the Web browser's [Refresh] button to refresh the entire browser screen.

(Help): Use Help to view or download Help file contents.

4. Basic Information area

Displays the basic information of the printer.

5. Work area

Displays the contents of the item selected in the menu area.

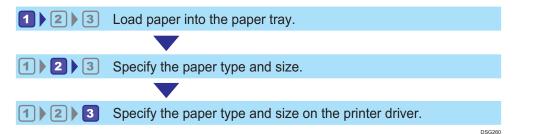
2. Loading Paper

This chapter describes available trays for each paper size and type, and explains how to load paper in paper trays.

Workflow for Loading Paper and Configuring Paper Sizes and Types

This section explains how to load paper and operations required after paper is loaded.

After following the procedures below, you can print on the paper that is loaded in the printer.



Procedure	Reference
1	See page 26 "Loading Paper into Paper Trays" or page 32 "Loading Paper into the Bypass Tray". When loading envelopes, see page 36 "Loading Envelopes".
2	See page 46 "Paper Settings".
3	See "Standard Printing", Operating Instructions.

For details about supported paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".

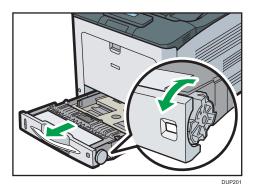
Loading Paper into Paper Trays

In the following example procedure, paper is loaded into Tray 1.

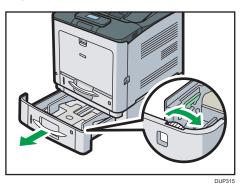
- 2
- When loading paper, take care not to trap or injure your fingers.

Coloritant 🔁

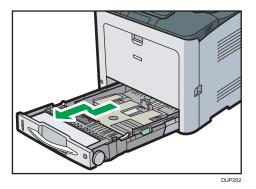
- When loading paper, pull the paper tray completely out from the printer and set the stack of paper straight down on the tray. Loading the paper from a diagonally downward direction may cause the printer to malfunction.
- For details about trays that can be loaded for each paper size and type, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
- Be sure to select the correct paper size and feed direction using the paper size dial on the tray. Otherwise, the printer might be damaged, or printing problems might occur.
- To use the paper size and feed direction other than those indicated on the paper size dial, set the dial to "★", and set the paper size using the control panel.
- Make sure the paper stack does not exceed the upper limit mark inside the paper tray. Excessive stacking can cause paper jams.
- If paper jams occur frequently, flip the paper stack in the tray.
- Do not mix different types of paper in the same paper tray.
- After loading paper, specify the paper size using the control panel or paper size dial, and paper type using the control panel. When printing a document, specify the same paper size and type in the printer driver as specified on the printer.
- Do not move the side paper guides and end paper guide forcefully. Doing so may damage the tray.
- Do not slide the paper tray in forcefully when inserting the loaded tray into the printer. Otherwise, the side and end guides or the paper guide of the bypass tray might move.
- When loading label paper, load it one by one.
- 1. Pull out the paper tray carefully. Adjust the paper size dial to match the size and feed direction of paper in the paper tray.
 - Tray 1



• Tray 2

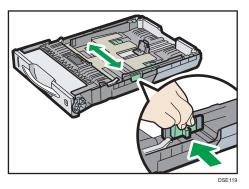


2. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.

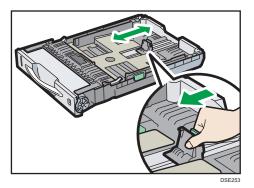


Place the tray on a flat surface.

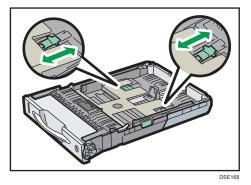
3. Squeeze the clip on the side paper guide and slide it to match the paper size.



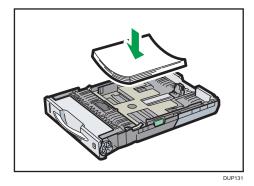
4. Squeeze the end guide and slide it inward to match the standard size.



5. When loading paper into tray 1, slide the two switches at the bottom of the tray according to the thickness of the paper.

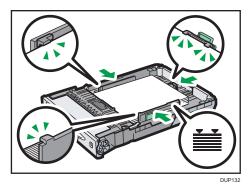


If the paper is 164 g/m^2 (44 lb.) or thicker, slide both switches into the rear (thick) position. If the paper is lighter than 163 g/m^2 (43 lb.), slide both switches into the forward (thin) position.

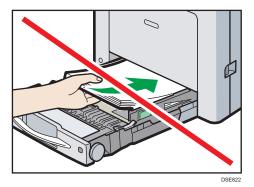


6. Set the paper straight down on the paper source tray with its printing side facing up.

Make sure paper is not stacked higher than the upper limit (upper line) marked inside the tray.



Do not load the paper from a diagonally downward direction as shown in the figure below. Doing so may cause the printer to malfunction.



7. Adjust the paper guides to close any gaps.

Do not move paper loaded in the tray more than a few millimeters.

Moving the loaded paper excessively may cause damage to paper edges on the openings of the tray's lifting plate, resulting in sheets being folded or becoming jammed.

- 8. Lift the front side of the tray, and then slide it into the printer carefully until it stops.

To avoid paper jams, make sure the tray is securely inserted.



- When loading paper larger than A4D or $8^1/_2 \times 11D$ into Tray 1, extend the tray. For details, see page 30 "When Loading Paper Larger than A4 or $8^1/_2 \times 11$ ".
- Letterhead paper must be loaded in a specific orientation. For details, see page 34 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into Tray 1. Envelopes must be loaded in a specific orientation. For details, see page 36 "Loading Envelopes".

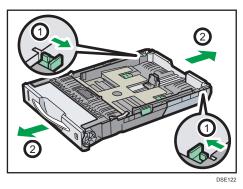
When Loading Paper Larger than A4 or 8¹/₂ × 11

When loading paper larger than A4D or $8^1/_2 \times 11D$ into Tray 1, extend the tray.

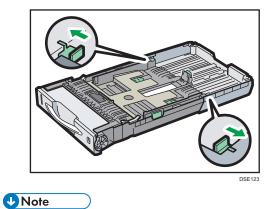
1. Pull the tray out of the printer.

For details, see Steps 1 and 2 on page 26 "Loading Paper into Paper Trays".

2. Slide the catches inwards to unlock the tray, and then slide the tray until it stops.



3. Return the catches to the positions where they lock.



• When loading A4D, $8^{1}/_{2} \times 11D$, or smaller paper, do not extend the tray. Otherwise, a paper jam may occur.

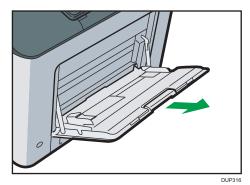
Loading Paper into the Bypass Tray

Content Important

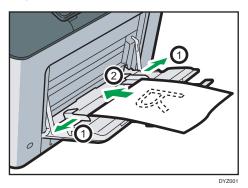
- For details about trays that can be loaded for each paper size and type, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
- Make sure the paper stack does not exceed the upper limit mark. Excessive stacking can cause paper jams.
- Do not mix different types of paper.
- After loading paper, specify the paper size and type using the control panel. When printing a document, specify the same paper size and type in the printer driver as specified on the printer.
- When loading label paper, load it one by one.
- When printing on paper that is longer than A4^D, load only a single sheet of paper on the bypass tray at a time, and hold the paper so it is fed correctly. Also, make sure to check in advance the print quality of the type of paper you intend to use. How paper is fed or print quality will be differs depending on the type or thickness of paper.
- 1. While pressing and holding the bypass tray open lever in the upper center of the bypass tray, pull the tray open.



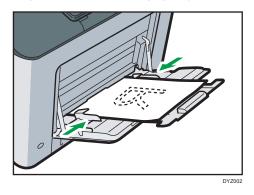
Pull the extender out when loading paper larger than A4D or $8^{1}/_{2} \times 11D$.



2. Slide both sides of the paper guide outward, and then load paper print side down until it stops.



3. Adjust both sides of the paper guide to match the paper width.



Vote

- When using the bypass tray, it is recommended that you set the paper direction to ${\sf P}.$
- Letterhead paper must be loaded in a specific orientation. For details, see page 34 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into the bypass tray. Envelopes must be loaded in a specific orientation. For details, see page 36 "Loading Envelopes".

Loading Orientation-Fixed Paper or Two-Sided Paper

Orientation-fixed (top to bottom) or two-sided paper (for example, letterhead paper, punched paper, or copied paper) might not print correctly, depending on how the paper is placed.

2

Settings using the control panel

Set [Letterhead Setting] to [Auto Detect] or [On (Always)], and then place the paper as shown in the table below. For details about [Letterhead Setting], see "Machine Modes", Operating Instructions.

Paper orientation

The meanings of the icons are as follows:

lcon	Meaning
-	Place or load paper printed side face up.
	Place or load paper printed side face down.

Print side	Trays 1–2	Bypass tray
One-sided		63
		<u> </u>
Two-sided		

Note

• To print on letterhead paper when [Letterhead Setting] is set to [Auto Detect], you must specify [Letterhead] for the paper type in the printer driver's settings.

- If a print job is changed partway through printing from one-sided to two-sided printing, one-sided output after the first copy may be printed facing a different direction. To ensure all paper is output facing the same direction, specify different input trays for one-sided and two-sided printing. Note also that two-sided printing must be disabled for the tray specified for one-sided printing.
- For details about how to make two-sided prints, see "Printing on Both Sides of a Page", Operating Instructions.

Loading Envelopes

This section explains various details about and recommendations concerning envelopes.

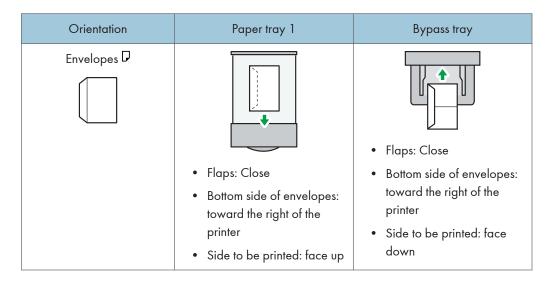
- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface." Otherwise, an injury might occur.
- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.

🔁 Important

- Do not use window envelopes.
- Envelopes, especially those with glue on their flaps, may stick together. Fan the envelopes to separate them before loading. If the envelopes still stick together, load them one by one. For the envelope types that can be used with this printer, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
- Misfeeds might occur depending on the length and shape of the flaps.
- Load envelopes with their flaps open. Load envelopes with their flaps closed only when the flaps are closed at the time of purchase.
- When loading envelopes with their flaps open, specify a custom size. You can print with a standard envelope size setting only when printing on envelopes with their flaps closed.
- Before loading envelopes, press down on them to remove any air from inside, flattening out all four edges. If they are bent or curled, flattening their leading edges (the edge going into the printer) by running a pencil or ruler across them.

Loading orientation for envelopes

The method for loading envelopes varies depending on the orientation of the envelopes. Be sure to load envelopes with the correct orientation.



When loading envelopes, use both the control panel and the printer driver to select "Envelope" for the paper type and specify the thickness of the envelopes. For details, see page 43 "Printing on Envelopes with Windows (PCL 6/PostScript 3)", page 44 "Printing on Envelopes with Windows (PCL 5c)", or page 45 "Printing on Envelopes with OS X and macOS".

Recommended envelopes

For details about recommended envelopes, contact your local dealer.

The size of envelopes that you can load depends on the tray in which you load them. For details, see page 49 "Paper Size Specifications".

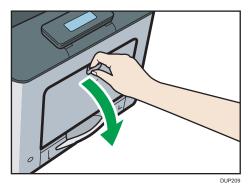
Vote

- Load only one size and type of envelope at a time.
- The duplex function cannot be used with envelopes.
- Straighten any curls within 2 mm (0.1 inches) upward and 0 mm (0 inches) downward on the tray before loading.
- To get better output quality, it is recommended that you set the leading- and tailing-edge print margin to at least 15 mm (0.6 inches), and the left and right margins to at least 10 mm (0.4 inches) each.
- The output quality on envelopes may be uneven if parts of an envelope have differing thicknesses. Print one or two envelopes to check the print quality.
- When printing onto envelopes, the print speed is slower than usual.
- Flatten out prints if they are creased or curled.
- Check that the envelopes are not damp.
- High temperature and high humidity conditions can reduce print quality and cause envelopes to become creased.

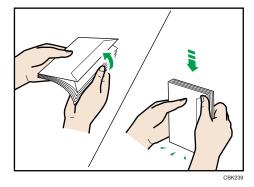
- Depending on the environment, printing on envelopes may wrinkle them even if they are the recommended envelopes.
- Certain types of envelopes might be output creased, dirtied, or misprinted. If you are printing a solid color on an envelope, lines may appear where the overlapped edges of the envelope make it thicker.

Loading Envelopes into the Bypass Tray

1. While pressing and holding the bypass tray open lever in the upper center of the bypass tray, pull the tray open.

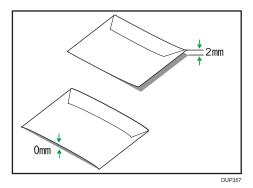


2. Fan envelopes, and then align their edges before loading.

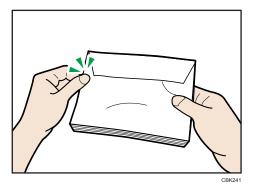


When fanning envelopes, make sure the envelope flaps are not stuck together. If they are stuck together, separate them.

Before loading envelopes, flatten them out so that their curl does not exceed that shown in the illustration below.

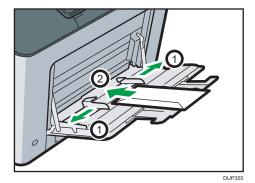


If the curl is severe, flatten out the envelopes using your fingers, as shown in the illustration below.



If envelopes are severely curled after printing, flatten them by bending them back against the curl.

3. Set the envelope in bypass tray with the print side down.



2

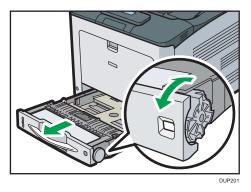
- 4. Adjust both sides of the paper guide to match the envelope width.

• Note

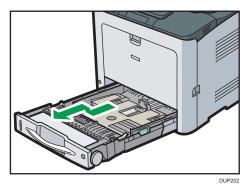
• To print on envelopes that are loaded with their long edges against the printer body, rotate the print image by 180 degrees using the printer driver.

Loading Envelopes into Tray 1

1. Pull out the paper tray carefully, and then set the paper size dial to "X".

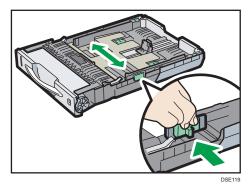


2. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.

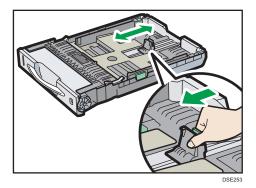


Place the tray on a flat surface.

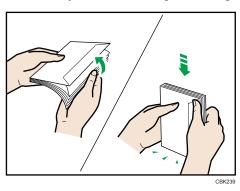
3. Squeeze the clip on the side paper guide and slide it outward until it stops.



4. Squeeze the end guide and slide it toward the back.

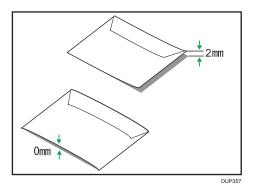


5. Fan envelopes, and then align their edges before loading.

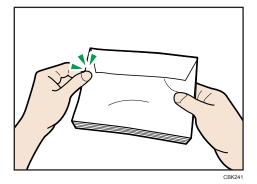


When fanning envelopes, make sure the envelope flaps are not stuck together. If they are stuck together, separate them.

Before loading envelopes, flatten them out so that their curl does not exceed that shown in the illustration below.

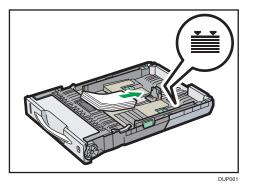


If the curl is severe, flatten out the envelopes using your fingers, as shown in the illustration below.



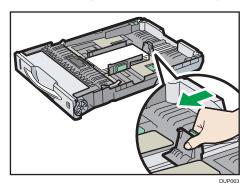
If envelopes are severely curled after printing, flatten them by bending them back against the curl.

6. Load envelopes into the paper tray, with the print side up and the flap on the left.

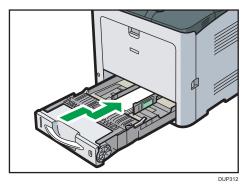


- 7. Pinch the clip on the side paper guide and slide it along the edge of the envelope stack.

8. Pinch the end guide and slide it along the edge of the envelope stack.



9. Lift the front side of the tray, and then slide it into the printer carefully until it stops.



Printing on Envelopes with Windows (PCL 6/PostScript 3)

- After creating a document, open the [Printing Preferences] dialog box in the document's native application.
- 2. Click the [Detailed Settings] tab.

- 3. In the "Menu:" box, click the [Basic] icon, and then configure the following settings:
 - Document Size:

Select the envelope size.

- 4. In the "Menu:" box, click the [Paper] icon, and then configure the following settings:
 - Input Tray:

Select the paper tray where the envelopes are loaded ([Tray 1] or [Bypass Tray]).

- Paper Type:
 - Select [Envelope].

Change any other print settings as necessary. For details, see the printer driver's Help.

- 5. Click [OK].
- 6. Start printing from the application's [Print] dialog box.

• Note

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 47 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 36 "Loading Envelopes".

Printing on Envelopes with Windows (PCL 5c)

- After creating a document, open the [Printing Preferences] dialog box in the document's native application.
- 2. Click the [Paper] tab, and then configure the following settings:
 - Input Tray:

Select the paper tray where the envelopes are loaded ([Tray 1] or [Bypass Tray]).

• Document Size:

Select the envelope size.

• Type:

Select [Envelope].

Change any other print settings as necessary. For details, see the printer driver's Help.

- 3. Click [OK].
- 4. Start printing from the application's [Print] dialog box.

• Note

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 47 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 36 "Loading Envelopes".

Printing on Envelopes with OS X and macOS

- After creating a document, open the printing preferences screen in the document's native application.
- 2. Configure the following settings:
 - Two-Sided:

Clear the check box.

• Paper Size:

Select the envelope size.

• Orientation:

Select the orientation of the envelope.

- 3. Select [Paper Feed] in the pop-up menu.
- 4. Select the paper tray where the envelopes are loaded ([Tray 1] or [Bypass Tray]).
- 5. Select [Printer Features] in the pop-up menu.
- 6. Switch the "Feature Sets:" menu to configure the following settings:
 - Paper Type:

Select [Envelope].

- 7. Change any other print settings as necessary.
- 8. Start printing from the application's printing preferences screen.

Note

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 47 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 36 "Loading Envelopes".

Paper Settings

This section explains how to specify paper size and type using the control panel.

Vote

When [Tray Setting Priority] is set to [Machine Setting(s)], the paper settings configured using the
printer's control panel have priority over the settings specified in the printer driver or commands.
For details, see "System", Operating Instructions.

Specifying a Paper Size

🔁 Important

- To use custom size paper, be sure to specify the paper size using the control panel and the printer driver.
- The printer cannot print on custom size paper if the application does not support custom size paper.

Specifying Standard Size Paper

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

- 1. Select [Paper Input] Press [OK]
- 2. Select [Paper Size]: (tray name) Press [OK]
- 3. Select the paper size Press [OK]

Vote

• For details about the available paper size, see page 49 "Paper Size Specifications".

Specifying Custom Size Paper

Press the [Menu] key, and then select the setting items using the [♥] or [▲] key.

- 1. Select [Paper Input] Press [OK]
- 2. Select [Paper Size:(tray name)] Press [OK]
- 3. Select [Custom Size] Press [OK]
- 4. Enter the horizontal value Press [OK]
- 5. Enter the Vertical value Press [OK]

Vote

• For details about the available paper size, see page 49 "Paper Size Specifications".

Specifying a Paper Type

You can improve printer performance by selecting the optimum paper type for the tray.

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

- 1. Select [Paper Input] Press [OK]
- 2. Select [Paper Type]: (tray name) Press [OK]
- 3. Select the paper type Press [OK]

Specifying a paper thickness

When selecting any of the following paper types, specify the paper thickness from the [Maintenance] menu.

 Recycled Paper, Color Paper, Special Paper 4, Special Paper 5, Letterhead, Labels, Envelope, Coated Paper, Preprinted

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

- 1. Select [Maintenance] Press [OK]
- 2. Select [General Settings] Press [OK]
- 3. Select (Paper Type) [Setting] Press [OK]
- 4. Select the tray where the specified type of paper is loaded Press [OK]
- 5. Select the paper thickness setting for the specified paper type Press [OK]

Specifying the Letterhead Setting

When selecting Letterhead for the paper type, also configure the letterhead-related print settings in addition to the paper thickness. For details about [Letterhead Setting], see "Machine Modes", Operating Instructions.

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

- 1. Select [Machine Modes] Press [OK]
- 2. Select [General Settings] Press [OK]
- 3. Select [Letterhead Setting] Press [OK]
- 4. Select [Auto Detect] or [On(Always)] Press [OK]

Note

• For details about the available paper type, see page 52 "Paper Type Specifications".

Configuring Envelope Settings Using the Control Panel

When printing on envelopes, load envelopes in bypass tray or Tray 1, and then follow the procedure below to specify envelope type and thickness.

2

Press the [Menu] key, and then select the setting items using the [▼] or [▲] key.

- 1. Select [Paper Input] Press [OK]
- 2. Select the [Paper Size] Press [OK]
- 3. Select the envelope size Press [OK]
- 4. Select the [Paper Type] Press [OK]
- 5. Select [Envelope] ▶ Press [OK]

Vote

- For details about the envelope types that can be loaded in each tray, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
- For details about how to load envelopes, see page 36 "Loading Envelopes".
- Configure the paper settings appropriately using both the printer driver and the control panel. For details about paper settings using the printer driver, see page 43 "Printing on Envelopes with Windows (PCL 6/PostScript 3)", page 44 "Printing on Envelopes with Windows (PCL 5c)", or page 45 "Printing on Envelopes with OS X and macOS".

Paper Size Specifications

The following tables show the paper sizes that can be loaded in each paper tray. The "Paper size" column shows the names of paper sizes and their dimensions in millimeters and inches. The \square and \square icons indicate the paper orientation in relation to the printer body.

The letters in the tables indicate the following:

- A: Select the paper size using the control panel.
- B: Select the paper size using the paper size dial on the tray.
- C: Set the paper size dial on the tray to "X", and select the paper size with the control panel.
- ✓: You can print on both sides of paper.
- -: Not supported

Paper size name	Actual size	Bypass tray	Tray 1	Trays 2	Two-sided
A4D	210 × 297 mm	A	В	В	~
A5₽	148 × 210 mm	А	В	В	~
A50	148 × 210 mm	А	С	-	~
A6D	105 × 148 mm	A	В	-	~
B5₽	182 × 257 mm	A	С	В	~
в₀₽	128 × 182 mm	А	С	-	~
86₽	128 × 182 mm	А	-	-	-
C5 Env	162 × 229 mm	A	С	-	-
C6 Env	114 × 162 mm	A	С	-	-
DL EnvD	110 × 220 mm	А	С	-	-
16КФ	195 × 267 mm	А	С	С	~

Metric sizes

Imperial sizes

Paper size name	Actual size	Bypass tray	Tray 1	Trays 2	Two-sided
8 ¹ / ₂ ×14₽	8.5" × 14"	A	В	В	~
8 ¹ / ₂ × 13₽	8.5" × 13"	A	С	С	~

Paper size name	Actual size	Bypass tray	Tray 1	Trays 2	Two-sided
8 ¹ / ₂ ×11₽	8.5" × 11"	А	В	В	~
8 ¹ ∕ ₄ × 14₽	8.25" × 14"	A	С	-	~
8 ¹ ∕ ₄ × 13₽	8.25" × 13"	A	С	С	~
8 × 13D	8" × 13"	A	С	С	~
8 × 10D	8" × 10"	A	С	-	~
$7^{1}/_{4} \times 10^{1}/_{2}$	7.25" × 10.5"	A	С	С	~
$5^1/_2 \times 8^1/_2 \square$	5.5" × 8.5"	A	В	В	~
$5^{1}/_{2} \times 8^{1}/_{2}$	5.5" × 8.5"	A	-	-	-
$4^{1}/_{8} \times 9^{1}/_{2}$	4.125" × 9.5"	А	С	-	-
$3^{7}/_{8} \times 7^{1}/_{2}$	3.875" × 7.5"	А	С	-	-
8 ¹ / ₂ × 12	8.5" × 12"	A	С	С	~
8 ¹ / ₂ ×13 ² / ₅	8.5" × 13.4"	A	С	С	~

Custom Size Specifications

You can also load custom size paper by specifying horizontal and vertical sizes.

The following tables show the custom paper sizes that can be loaded in each tray.

		•	
M	etric	SIZE	es:

Tray	Horizontal size	Vertical size	Horizontal size	Vertical size
	(One-sided)	(One-sided)	(Two-sided)	(Two-sided)
Bypass tray	64.0 to 216.0	127.0 to 1260.0	100.0 to 216.0	148.0 to 356.0
	mm	mm	mm	mm
Tray 1	82.5 to 216.0	148.0 to 356.0	100.0 to 216.0	148.0 to 356.0
	mm	mm	mm	mm
Tray 2	139.7 to 216.0	210.0 to 356.0	139.7 to 216.0	210.0 to 356.0
	mm	mm	mm	mm

Imperial sizes

Tray	Horizontal size (One-sided)	Vertical size (One-sided)	Horizontal size (Two-sided)	Vertical size (Two- sided)
Bypass tray	2.52 to 8.50"	5.00 to 49.60"	3.94 to 8.50"	5.83 to 14.00"
Tray 1	3.25 to 8.50"	5.83 to 14.00"	3.94 to 8.50"	5.83 to 14.00"
Tray 2	5.50 to 8.50"	8.27 to 14.00"	5.50 to 8.50"	8.27 to 14.00"

Paper Type Specifications

The following table show the paper types that can be loaded in each tray. See "Paper weight" table for the actual paper weight indicated by numbers in the "Paper weight No." column. Use both tables to specify the correct paper type for the paper you are using.

The letters in the tables indicate the following:

- A: Supported
- ✓: You can print on both sides of paper.
- -: Not supported

Paper type	Paper weight No.	Bypass tray	Tray 1	Trays 2	Two-sided
Thin Paper	1	A	A	A	~
Plain Paper 1	2	А	A	А	~
Plain Paper 2	3	А	А	А	~
Middle Thick Paper	4	А	А	А	~
Thick Paper 1	5	А	A	А	~
Thick Paper 2	6	А	А	А	-
Recycled Paper	1 to 6	А	А	A	√*2
Color Paper	1 to 6	А	А	A	√*2
Special Paper 1	1 to 3 ^{*1}	А	А	А	~
Special Paper 2	4, 5 ^{*1}	А	А	А	~
Special Paper 3	6 ^{*1}	А	А	А	-
Special Paper 4, 5	1 to 3	А	A	A	~
Letterhead Paper	1 to 6	А	A	A	√*2
Preprinted Paper	1 to 6	А	А	A	√*2
Bond Paper	1 to 6	А	А	А	√*2
Cardstock Paper	1 to 6	А	А	А	√*2
Label Paper	1 to 6	А	А	А	-

Paper type	Paper weight No.	Bypass tray	Tray 1	Trays 2	Two-sided
Coated Paper: High Gloss Print	_*1	A	A	A	-
Envelope	5, 6	A	А	-	-
Coated Paper	5, 6	A	А	A	-

Paper weight

No.	Paper weight
1	56–65 g/m ² (15–18 lb. BOND)
2	66–74 g/m² (18–20 lb. BOND)
3	75–90 g/m ² (20–24 lb. BOND)
4	91–128 g/m ² (24–34 lb. BOND)
5	129–163 g/m ² (34 lb. BOND–90 lb. INDEX)
6	164–220 g/m ² (90 lb. INDEX–80 lb. COVER)

 $^{\star\,1}$ It is not necessary to specify the paper weight for this paper type.

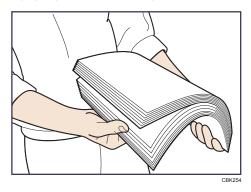
^{*2} Duplex printing is available with paper of weight No. 1 to 5.

Paper Precautions

• Do not attempt to print on stapled sheets, aluminum foil, carbon paper, or any kind of conductive paper. Doing so risks fire.

Precautions

- Do not use acidic paper because it accelerates the deterioration of the drum unit and surrounding parts.
- If paper jams occur or multiple sheets are fed at once, fan the paper before loading it.



- If you load paper when only a few sheets of paper remain in the tray, multiple sheet feeding may occur. Remove any remaining paper, stack them upon the new sheets of paper, and then fan the entire stack before loading it into the tray.
- Straighten curled or warped paper before loading.
- For details about available paper sizes and types for each paper tray, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
- Depending on the environment where the printer is being used, you might at times hear a rustling noise from paper moving through the printer. This noise does not indicate a malfunction.

Unusable Paper

To prevent errors and misfeeds, do not use:

- Paper for inkjet printers, thermal fax paper, art paper, paper with perforated lines, hemmededge paper, and window envelopes
- Bent, folded, or creased paper, perforated paper, slippery paper, torn paper, rough paper, thin paper with little stiffness, and paper with a dusty surface

Vote

• Errors can occur if you print onto sides that are already printed. Be sure to print onto blank sides only.

- Even supported types of paper may cause paper jams or malfunctions if they have been improperly stored.
- If you print onto rough grain paper, the output image might be blurred.
- Do not load sheets that have already been printed by another printer.

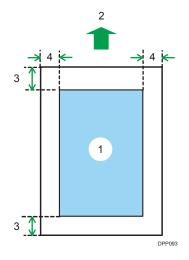
Paper Storage

When storing paper, the following precautions should always be followed:

- Do not store paper where it will be exposed to direct sunlight.
- Avoid storing paper in humid areas (humidity: 70% or less).
- Store on a flat surface.
- Do not store paper vertically.
- Once opened, store paper in plastic bags.

Print Area

The following shows the recommended print area for paper printed with this printer:



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

🕹 Note

- The print area may vary depending on the paper size, printer language, and printer driver settings.
- Depending on the printer driver settings, you may be able to print outside the recommended print area. However, the actual output may not come out as desired, or a paper feed problem may occur.

2. Loading Paper

3. Maintenance

This chapter explains how to replace supplies and clean this printer. It also describes the specifications of this printer and its options.

Cleaning the Printer

This section explains how to clean the printer.

Precautions When Cleaning the Printer

🔁 Important

- Do not use chemical cleaners or organic solvents, such as thinner or benzine. If such substances get inside the printer or melt plastic parts, a failure might occur.
- Do not clean parts other than those explicitly specified in this manual. Other parts should only be cleaned by your service representative.

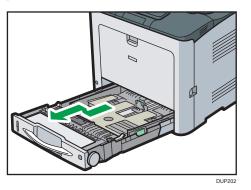
When cleaning the printer, wipe the printer with a soft, dry cloth. If this does not remove the dirt, wipe the printer with a damp and tightly wrung cloth. If a damp cloth still does not remove the dirt, try using a mild detergent. Wipe the printer with a dry cloth to remove the moisture after using a damp cloth.

Cleaning the Paper Tray, Friction Pad, and the Paper Feed Roller

If the paper tray, friction pad, or paper feed roller is dirty, a multi-feed or misfeed might occur. Clean these parts by following the cleaning procedure for Tray 1 described below. The cleaning procedure is the same for the optional paper feed unit.

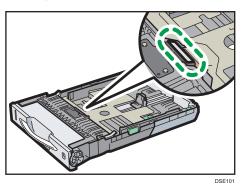
- 1. Turn off the printer and unplug the power cord.
- 2. Pull out the plug from the socket. Remove all the cables from the printer.

3. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.

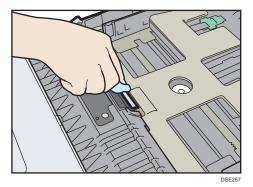


Place the tray on a flat surface.

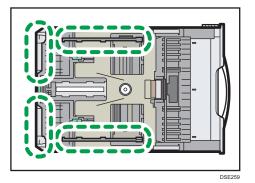
- 4. If there is paper in the tray, remove the paper.
- 5. Wipe the areas indicated in the illustrations below using a dry or damp cloth.
 - Friction pad



Use only a dry cloth to clean the friction pad.

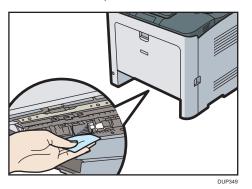


• Paper tray



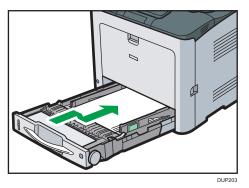
• Paper feed roller

Wipe around the paper feed roller by turning it with a damp cloth. Then, wipe it with a dry cloth to remove any water.



After that, wipe it with a dry cloth to remove the water.

- 6. Load the removed paper stack in the tray.
- 7. Lift the front side of the tray, and then slide it into the printer carefully until it stops.



Do not slide the paper tray in forcefully. Otherwise, the front and side guides might move.

- 8. Firmly insert the plug of the power cord into the wall socket. Connect all the interface cables that were removed.
- 9. Turn the main power switch on.

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Cleaning the Registration Roller

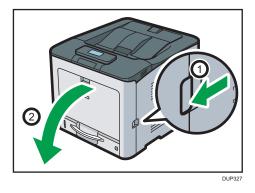
When you use paper other than the standard types, specks of paper may stick on the registration roller, causing problems. Clean the registration roller if white dots appear on prints.

Clean the registration roller if printed paper becomes smeared after a paper jam is cleared.

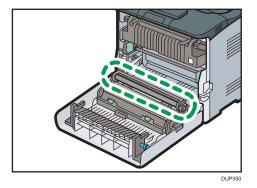
• The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface". Otherwise, an injury might occur.

Important

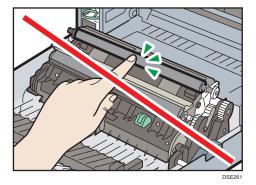
- Do not use chemical cleaners or organic solvents such as thinners or benzine.
- 1. Turn off the printer and unplug the power cord.
- 2. Pull out the plug from the socket. Remove all the cables from the printer.
- 3. Pull the front cover open lever, and then open the front cover with both hands carefully.



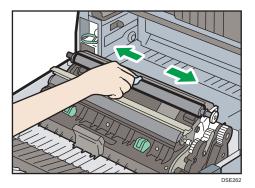
The registration roller is set in the position shown by the illustration.



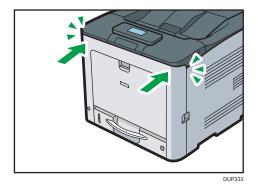
Do not touch the registration roller.



4. Using a cloth, wipe the rubber registration roller.



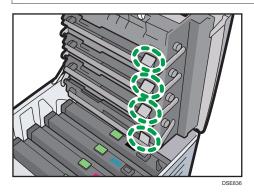
5. Close the front cover with both hands carefully.



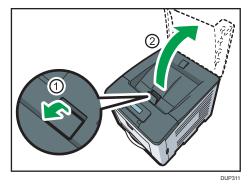
- 6. Firmly insert the plug of the power cord into the wall socket. Connect all the interface cables that were removed.
- 7. Turn on the main power switch.

Cleaning the LED Heads

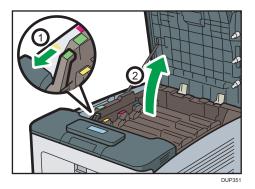
- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface". Otherwise, an injury might occur.
- Some of this machine's components get damaged on contact. Do not touch the sensors, connectors, or other fragile parts that are shown in this manual. Otherwise, a malfunction might occur.



- 1. Turn off the printer and unplug the power cord.
- 2. Pull the top cover open lever upward to open the top cover.



3. Pull the inner cover open lever to unlock the inner cover, and then fully open the inner cover.

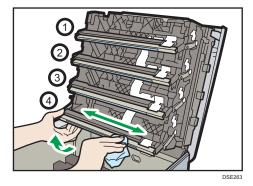


4. Wipe the lens of the LED heads softly with an LED lens cleaner.

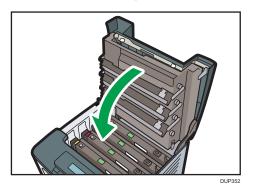
There are four LED heads.

Raising the LED head at the bottom (4) with your hand makes it easier to clean it.

Be careful not to touch the LED lens surface with your fingers.



5. Close the inner and top covers with both hands carefully.



- 6. Securely insert the plug of the power cord into the wall socket. Connect all the interface cables that were removed.
- 7. Turn the main power switch on.

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Cleaning the Power Cord Plug

To clean the power cord plug, wipe the plug with a soft, dry cloth with the power cord connected to the printer.

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.

- 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.

🔁 Important

 Turn off the main power switch before unplugging the power cord. See page 17 "Turning On/Off the Power".

Updating the Firmware

Check the version of the firmware. If it is not the latest version, update the firmware. The procedure for updating the firmware is as follows:

1. Download the latest firmware from the following URL.

http://www.ricoh.com/support/

• Note

- Click [Downloads] under "Office Products". Perform the subsequent procedure depending on your region.
- 2. Update the firmware using Web Image Monitor.

For details, see Firmware Update Guide.

3. Maintenance

4. Troubleshooting

This chapter provides solutions to common problems and it also explains how to correct unwanted print results.

When a Panel Tone Beeps

The following table describes various beep patterns that the printer produces to alert users about printer conditions and the meaning of each beep pattern.

Beep pattern	Meaning	Causes
Single short beep	 Screen input accepted. Login/logout successful. 	 A control panel key was pressed. A user has logged in to or out from the printer successfully.
Two long beeps	Printer has warmed up.	When the power is turned on or the printer exits Sleep mode, the printer has fully warmed up and is ready for use.
Single long beep	Job completed.	A Printer job has finished.
Five short beeps repeated five times.	Strong alert	The printer requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

• Note

- Beep alerts cannot be muted. If the printer's covers are opened and closed repeatedly within a short space of time during an alert indicating a paper jam or insufficient toner, a beep alert might continue, even after normal status has resumed.
- You can change the sound type and volume. For details, see "Sound Settings", Operating Instructions.

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

Indicators

This section describes the indicators displayed when the printer requires the user to remove misfed paper, to add paper, or to perform other procedures.

Indicator	Status
⁸⁴ r : Paper Misfeed indicator	Appears when a paper misfeed occurs.
	For details about removing jammed paper, see page 98 "Removing Jammed Paper".
🖆 : Load Paper indicator	Appears when paper runs out.
	For details about loading paper, see page 25 "Loading Paper".
ن Add Toner indicator	Appears when toner runs out.
	For details about adding toner, see "Replacing the Print Cartridge", Operating Instructions.
🗹 : Waste Toner Full icon	Appears when the waste toner bottle is full.
	For details about replace the waste toner bottle, see "Replacing Other Consumables", Operating Instructions.
₹ : Service Call indicator	Appears when the printer is malfunctioning or requires maintenance.
□ • : Cover Open indicator	Appears when one or more covers of the printer are open.

If USB Connection Fails

Problem	Causes	Solutions
The printer is not automatically recognized.	The USB cable is not connected properly.	Disconnect the USB cable, turn off the printer, and then turn it on again. When the printer has fully booted up, reconnect the USB cable.
The printer is not automatically recognized.	Windows has already configured the USB settings.	Check whether or not the computer has identified the printer as an unsupported device.
		Open Windows' Device Manager, and then, under [Universal Serial Bus controllers], remove any conflicting devices. A [!] or [?] icon is displayed for conflicting devices. Take care not to accidentally remove required devices. For details, see Windows Help.

When Messages Are Displayed

This section describes the main messages that appear on the display panel and printed error logs and reports. If other messages appear, follow their instructions.

Status Messages

Message	Status
"Energy Saver Mode"	The printer is in Energy Saver mode. Press any key to recover to the normal mode.
"Loading Toner"	The printer is loading the toner. Wait a while.
"Offline"	The printer is offline.
"Please wait"	This message might appear for a second or two while the printer is preparing, performing initial adjustments, or adding toner. Wait a while.
"Printing"	The printer is printing. Wait a while.
"Printing Suspended"	Printing is suspended.
"Ready"	This is the default ready message. The printer is ready for use. No action is required.
"Resetting job"	The printer is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change"	The printer is changing settings. You cannot use the control panel while this message is displayed. Wait a while.
"Updating certificate"	The @Remote certificate is being updated. Wait a while.
"Waiting for print data"	The printer is waiting for the next data to print. Wait a while.

Message	Cause	Solution
"Add Toner"	The toner has run out. Replace the print cartridge.	For details, see "Replacing the Print Cartridge", Operating Instructions.
"Change (Tray name) to the following settings:"	The size of the paper in the tray does not match the paper size specified in the printer driver.	Select a tray containing paper that is the same size as the specified paper size.
"Do you want to continue printing by changing an included Adobe font?"	The print data contains data that cannot be printed.	 Press [continue] to execute printing. Alternatively, press [Job Reset] to cancel printing.
"Ethernet Board Error"	An error has occurred in the Ethernet interface.	Turn the main power switch off and then back on again. If the message appears again, contact your service representative.
"Load paper in" (Tray name).	The printer driver settings are incorrect or the tray does not contain paper of the size selected in the printer driver.	Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see page 25 "Loading Paper".

Alert Messages (Displayed on the Control Panel)

Message	Cause	Solution
"Paper size/type mismatch."	The printer driver settings are incorrect or the tray does not contain paper of the size or type selected in the printer driver.	 Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to load paper, see page 25 "Loading Paper". Select the tray manually to continue printing, or cancel a print job. For details about how to select the tray manually, or cancel a print job, see "If an Error Occurs with the Specified Paper Size and Type", Operating Instructions.
"Printer Font Error"	An error has occurred in the font settings.	Contact your service representative.
"Problem: Wireless Board"	An error has occurred in the wireless LAN.	Turn off the main power switch. If the message appears again, contact your service representative.
"Remove the paper from Standard Tray."	The standard tray is full.	Remove the paper.
"ReplRqrd:Drum Unit: Black"	You need to replace the black drum unit.	For details, see "Replacing Other Consumables", Operating Instructions.
"ReplRqrd:Drum Unit: Color"	You need to replace the color drum unit.	For details, see "Replacing Other Consumables", Operating Instructions.
"USB has a problem."	An error has occurred in the USB interface.	Turn the main power switch off and then back on again. If the message appears again, contact your service representative.

Message	Cause	Solution
"Waste Toner Bottle full"	The waste toner bottle is full.	Replace the waste toner bottle. For details, see "Replacing Other Consumables", Operating Instructions.

Alert Messages (Printed on Error Logs and Reports)

This section describes likely causes of and possible solutions for the error messages that are printed on the error logs or reports.

Message	Cause	Solution
"Collate cancelled."	Collate was canceled.	Decrease the number of files sent to the printer.
"Command Error"	A command error occurred.	Check that the communication between a device and the printer is working correctly.
"Duplex cancelled."	Duplex printing was canceled.	Select the proper paper size for the duplex function. For details about paper size, see page 49 "Paper Size Specifications".
"Error has occurred."	A syntax error, etc., occurred.	Check that the PDF file is valid.
"Error occured. Prntd/ Cncld."	An error occurred during printing, but it was skipped.	Check that the data is valid.
"Exceeded max. No. of files."	While printing a Stored Print file, the maximum file capacity was exceeded.	Delete unneeded files stored in the printer.
"Exceeded max. No. of pages"	While printing a Stored Print file, the maximum page capacity was exceeded.	 Delete unneeded files stored in the printer. Reduce the number of pages to print.

Message	Cause	Solution
"I/O buffer overflow."	An input buffer overflow occurred.	 In [I/O Buffer] under the [Host Interface] menu, set the maximum buffer size to a larger value. Reduce the number of files being sent to the printer.
"Insufficient Memory"	A memory allocation error occurred.	PCL 5/PostScript 3: Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help. PCL 6: Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help. On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list. In some cases, it will take a long time to complete a print job.
"Paper Size Error"	Job Reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size, and then print the file again.
"Paper Type Error"	The printer does not recognize the paper type specified using the printer driver.	Check that the printer is connected to the network correctly and bidirectional communication is enabled. If the problem persists, confirm the user paper type settings of the printer.
"PDL File error."	The printer language error occurred.	Press [OK].

Message	Cause	Solution
"Print overrun."	Images were discarded while printing.	Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.
"Receiving data failed."	Data reception was aborted.	Resend the data.
"Sending data failed."	The printer received a command to stop transmission from the printer driver.	Check that the computer is working correctly.
"Supplies order has failed."	The automatic supply order failed.	The message indicates the printer tried to order the supplies.

If printing does not start, contact your service representative.

- Vote
 - The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "Test Printing", Operating Instructions.

When You Cannot Print

Problem	Cause	Solution
Printing does not start.	The power is off.	For details about how to turn on the main power switch, see page 17 "Turning On/Off the Power".
Printing does not start.	The cause is displayed on the screen of the control panel.	Check the error message or warning status on the display panel, and then take the required action. For details about solutions, see page 70 "When Messages Are Displayed".
Printing does not start.	The interface cable is not connected correctly.	For details about how to connect interface cables correctly, see "Connecting the Printer", Operating Instructions.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable to use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. For details about interface cable, see "Connecting the Printer", Operating Instructions.
Printing does not start.	The interface cable was connected after the printer was switched on.	Connect the interface cable before turning on the main power switch.

Problem	Cause	Solution
Printing does not start.	If the printer is using wireless LAN, failure to print might result from a weak wireless signal.	Check the radio signal status of the wireless LAN in [System Settings]. If the signal quality is not satisfactory, move the printer to a location where radio waves can pass or remove objects that might cause interference. You can check the signal status only when wireless LAN is used in infrastructure mode. For details about the radio signal status of the wireless LAN, see "Checking the signal", Operating
Printing does not start.	If the printer is using wireless LAN, when there is a microwave oven, mobile phone, industrial machine, scientific instrument, or medical instrument which uses the same frequency range near the device, radio waves may be interfering with the wireless LAN's communication.	Instructions. Turn off the microwave oven, mobile phone, industrial machine, scientific instrument, or medical instrument which uses the same frequency range and then try printing again. If printing is successful, move the device to a location where it does not interfere.
Printing does not start.	If the printer is using wireless LAN, SSID settings may be incorrect.	Check that the SSID is correctly set using the printer's display panel. For details about SSID Setting, see "Connecting to the Wireless LAN Interface", Operating Instructions.

Problem	Cause	Solution
Printing does not start.	If the printer is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check the access point settings when using the infrastructure mode. Depending on the access point, client access may be filtered by MAC address. Also, check that there are no transmission problems between the access point and wired clients, and between the access point and wireless clients.
[List / Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.
Printing does not start when using the extended wireless LAN in Ad-hoc Mode.	The correct Communication Mode is not set.	 Turn the main power switch off and then back on again. For details about how to turn on/off the main power switch, see page 17 "Turning On/Off the Power". Change [Communication Mode] in [Wireless LAN] to [802.11 Ad-hoc Mode], and then select [Off] for [Security Method]. For details about Communication Mode, see "Host Interface", Operating Instructions.
The Data In indicator does not light up or flash after a print job starts.	The data is not being sent to the printer.	 When a cable is used to connect the computer directly to the printer, check whether the print ports are configured correctly. When the computer is connected to the network, ask your administrator about the computer's network connection.

If printing does not start, contact your service representative.

Other Printing Problems

This section describes likely causes of and possible solutions for problems that can occur when a print job is performed from a computer.

When You Cannot Print Properly

Problem	Cause	Solution
The printed image is smudged.	Settings for thick paper have not been configured when printing on thick paper in the bypass tray.	PCL 5c: On the printer driver's [Paper] tab, select [Bypass Tray] in the "Input Tray:" list. Then in the "Type:" list, select a proper paper type. PCL 6/PostScript 3: On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select [Bypass Tray] in the "Input Tray:" list. Then in the "Paper Type:" list, select a proper paper type.
Printed images contain blots or are patchy.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".
Printed images contain blots or are patchy.	The printer is not on a level surface.	The printer must be placed on a stable and level surface. Check the printer environment and select an appropriate location. For details about the printer's environment, see "Install Location", Operating Instructions.
Printed images contain blots or are patchy.	The LED heads is dirty.	Clean the LED heads. For details, see "Cleaning the LED Heads", Operating Instructions.

Problem	Cause	Solution
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles or replace the paper. For details about paper, see page 54 "Paper Precautions".
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".
The printed image is faded over the entire page.	The paper is unsuitable. Printing on coarse or treated paper might result in faint print image.	Use recommended paper. For details about recommended paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
The printed image is faded over the entire page.	If [On] is selected in the "Economy Color" list in the printer driver settings, the entire page will be faded when printed.	PCL 6/PostScript 3: On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Off] in the "Economy Color".
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	PCL 5c: On the printer driver's [Paper] tab, select a proper paper type in the [Type:] box. PCL 6/PostScript 3: On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select a proper paper type in the "Paper Type:" list.

Problem	Cause	Solution
The printed image is different from the image on the computer's display.	Printing will be performed by the printer's graphic processing function.	PCL 6: On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list.
The image is too dark or too light.	The paper type settings are not configured correctly.	Check that the paper loaded on the paper tray or bypass tray matches the paper type set on the display panel. For details about paper type settings, see page 46 "Paper Settings".
The image is too dark or too light.	The paper is loaded reverse side up. Printing on non-print surfaces reduces print quality and can damage the printer's internal components.	Before printing on special paper, check its surface carefully. For details about special paper, see page 54 "Paper Precautions".
Image is dirty.	Use of non-recommended toner can result in a loss of print quality and other problems.	Use genuine manufacturer toner. Contact your service representative.
Vertical streaks appear on the printed page.	The LED heads or intermediate transfer unit is dirty.	 Clean the LED heads. For details, see "Cleaning the LED Heads", Operating Instructions. Perform the [Cleaning] menu from the control panel. If the problem persists, contact your sales or service representative. For details about [Cleaning], see "Quality Maintenance", Operating Instructions.
Black or white streaks appear on the printed page.	The LED heads is dirty.	Clean the LED heads. For details, see "Cleaning the LED Heads", Operating Instructions.

Problem	Cause	Solution
Horizontal lines appear when an image filled in black is printed.	A black-and-white image is occasionally recognized as a color image and printed as a streak when a large number of pages that contain both black- and-white and color images are printed continuously.	Change [Gray Reproduction] in the [Print Quality:Standard] menu of the printer driver to [CMY + K].
Horizontal streaks appear on the printed page.	Horizontal streaks may sometimes appear on the printed pages when a large number of pages are continuously printed in a high- temperature or humid environment.	Perform the automatic gradation correction. For details, see "Correcting the Color Gradation", Operating Instructions.
The lower half of the page appears faded when a filled-in image is printed.	When the "Toner Cartridge is almost empty. Replace Toner Cartridge." message is displayed on the display panel, the toner is running low and the printed page may appear faded.	Replace the print cartridge.
Printed graphics do not match graphics on the screen.	If the printer driver is configured to use the graphics command, the graphics command from the printer is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. For details about settings for printer driver, see the printer driver Help.
Print result differs from the display.	A non-Windows operating system is being used.	Check that the application supports the printer driver.

Problem	Cause	Solution
Print result differs from the display.	The printer is not selected for printing.	Use the printer driver of the printer and check that the printer is the specified printer. For details about how to open the printer driver settings screen, see "Displaying the Printing Preferences dialog box from the [Start] menu", Operating Instructions.
Print result differs from the display.	Data transmission failed or was canceled during printing.	Check whether there is failed or canceled data remaining. For details about how to identify the cause of the error, see "Checking the Error Log", Operating Instructions.
Characters differ from the display.	The loaded paper is unsuitable.	Printing on recommended paper produces better resolution. For details about recommended paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
Image position differs from the display.	The page layout settings are not configured correctly.	Check the page layout settings configured using the application. For details about page layout settings, see the application's Help.
Image position differs from the	The page layout settings are not	PCL 5c:
display.	configured correctly.	On the printer driver's [Paper] tab, select [Print On] box, and then select the desired size. PCL 6 / PostScript 3:
		On the printer driver's [Detailed Settings] tab, click [Basic] in "Menu:", and then select the desired size in the "Print On:" list.

Problem	Cause	Solution
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Select the correct printer driver, and then print the file again.
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. For details about the reduction function, see the printer driver Help.
Photo images are grainy.	Some applications print at a lower resolution.	Use the application's or printer driver's settings to specify a higher resolution. For details about printer driver's settings, see the printer driver Help.
A solid line is printed as a dashed line or appears blurred.	Dither patterns do not match.	PostScript 3: Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.
Fine lines are fuzzy with inconsistent thickness or color, or do not appear.	Super fine lines have been specified in the application, or a color that is too light has been specified for the lines.	PostScript 3: Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help. If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the color and thickness of the lines.

Problem	Cause	Solution
Images appear only partially colored.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".

Paper Misfeeds Occur Frequently

Problem	Cause	Solution
Paper is not fed from the selected tray.	When you are using Windows, printer driver settings override those settings using the display panel.	PCL 5c: On the printer driver's [Paper] tab, select the desired input tray in the "Input Tray:" list. PCL 6/PostScript 3:
		On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select the desired input tray in the "Input Tray:" list.
Images are printed at a slant.	The tray's side fences might not be locked.	Check that the side fences are locked. For details about how to set the side fences, see page 26 "Loading Paper into Paper Trays" or page 32 "Loading Paper into the Bypass Tray".
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. For details about loading paper, see page 26 "Loading Paper into Paper Trays" or page 32 "Loading Paper into the Bypass Tray".

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the printer.	Load paper only as high as the upper limit markings on the side fences of the paper tray, or the markings on the paper guides of the bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset them.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. For details about recommended paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	 Use recommended paper. For details about recommended paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications". Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".

Problem	Cause	Solution
Misfeeds occur frequently.	Paper edges are burred when cut in the manufacturing process.	 Remove the burrs, for example, with a ruler. Load paper upside down. Use clean cut paper with no burrs.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed by another printer.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the printer one at a time.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the printer one at a time.
Printed paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".
Printed paper becomes creased.	The paper is too thin.	Use recommended paper. For details about recommended paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".

Problem	Cause	Solution
Edges of sheets are creased.	You are using non- recommended paper.	Use recommended paper. For details about recommended paper, see page 49 "Paper Size Specifications" and page 52 "Paper Type Specifications".
Duplex printing is malfunctioning.	You have selected a paper tray that is not set for duplex print.	Change the setting to enable duplex printing for the paper tray.
Duplex printing is malfunctioning.	You have selected a paper type that cannot be used for duplex printing.	In [General Settings], select a paper type that can be used for duplex printing. For details about the paper types that can be used, see "Printing on Both Sides of a Page", Operating Instructions.
The image on the back side of duplex printing has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	 Do not install the printer in areas that are susceptible to low temperature. Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 54 "Paper Precautions".

Additional Troubleshooting

Problem	Causes	Solutions
The output sheet falls from the standard tray. Blocking occurs (the output sheets on the standard tray stick together).	Depending on the size, type, or printing conditions of the prints, the output sheets may become badly curled.	 Pull out the stop fence of the standard tray before printing. Turn over the stack of paper in the tray. Remove all output sheets.

Problem	Causes	Solutions
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the printer to process, so simply wait when printing such data.	If the Data In indicator is flashing, data has been received by the printer. Wait for a moment. Changing the following settings with the printer driver may help speed up printing: • Select [Speed] in "Print Priority" list. • Select a lower resolution. For details about how to change the settings, see the printer driver Help.
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the printer's feed orientation and the printer driver's feed orientation accordingly. For details about settings for printer driver, see the printer driver Help.
Optional components connected to the printer are not recognized.	Bidirectional communication is not working.	Set up optional devices on the properties of the printer. For details about how to set up optional devices, see the printer driver Help.
Combined printing, booklet printing, or Auto Reduce/ Enlarge printing does not come out as expected.	The application or printer driver settings are not configured correctly.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.

Problem	Causes	Solutions
Some types of data, such as graphics data or data from certain applications, do not print.	The printer driver settings are not configured correctly.	 PCL 5c: On the printer driver's [Print Quality] tab, select [600 dpi] in the "Resolution" area. PCL 6: On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Quality] in the "Print Priority:" list. On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/ Raster:" list.
		PostScript 3: On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Photographic] in the "Dithering:" list. For details about the printer driver settings, see the printer driver Help.

Problem	Causes	Solutions
Some characters are not printed or appear strange.	The printer driver settings are not configured correctly.	 PCL 5c: On the printer driver's [Print Quality:Standard] tab, select [600 dpi] in the "Resolution" area. PCL 6: On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Quality] in the "Print Priority:" list. On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/ Raster:" list. PostScript 3: On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Text] in the "Dithering:" list. For details about the printer driver settings, see the printer driver Help.
Print speed or application relinquishing speed is slow.	The printer driver settings are not configured correctly.	PCL 6: On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Speed] in the "Print Priority:" list. For details about the printer driver settings, see the printer driver Help. Quit any other applications.

Problem	Causes	Solutions
Print ends mid-job.	An error might have occurred.	Check the printer's display panel to see if an error has occurred.
A print instruction was issued from the computer, but printing did not start.	User Code Authentication may have been set.	For details about User Code Authentication, see "User Code Authentication", Security Guide.
Color originals are printed in black and white.	No color print settings are configured on the printer driver.	Change the "Color/ Black and White:" setting on the printer driver. For details about how to change the "Color/ Black and White:" setting, see the printer driver Help.
PDF files do not print out/ cannot perform PDF direct print.	PDF files are password- protected.	To print password-protected PDF files, enter the password.
PDF files do not print out/ cannot perform PDF direct print.	PDF files cannot be printed if they are print-disabled in PDF file security setting.	Change the PDF file security setting.
Cannot perform PDF direct print.	Highly compressed PDFs cannot be printed using PDF Direct Print.	Open the relevant application and print the PDF file using the printer driver. Set the file format to standard PDF.
Cannot perform PDF direct print.	Depending on the creation method, a PDF file requires a lot of memory to process and may fail to be printed.	Open the relevant application and print the PDF file using the printer driver.
"Resetting job" appears and printing is suspended.	Memory is insufficient.	In [System], select [Memory Usage] to [Font Priority].
Printing via wireless LAN is slow.	The number of jobs exceeds the capacity of the printer.	Reduce the number of jobs.

Problem	Causes	Solutions
Printing via wireless LAN is slow.	 A communication error might have occurred. Interference from other wireless LAN devices can reduce the communication speed If the printer is using a wireless LAN, radio waves may be interfering with the wireless communication. This may occur if there is a microwave oven, cordless telephone, industrial printer, scientific instrument, or medical instrument using the same frequency range near the device. 	 Move the printer farther away from the wireless LAN device. If there are active wireless LAN devices nearby, move the printer or disable those devices. Turn off other printers or instruments that use the same frequency range, and then try printing again. If printing is successful, move the devices to a location where they do not interfere with the printer.

The Printed Image is Different from the Image on the Computer

Problem	Solutions
The printed image is different from the image on the computer's display.	When you use some functions, such as enlargement or reduction, the layout of the image might be different from that displayed on the computer display.
Images are cut off, or excess pages are printed.	If you are using paper smaller than the paper size selected in the application, use the same size paper with that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. For details, see the printer driver's Help.
As a result of printing using PDF Direct Printing, characters are missing or misshapen.	Fonts were not embedded. Before printing, embed the font in the PDF file to be printed.

Problem	Solutions
The paper size appears on the control panel and printing is not performed with PDF Direct Print.	When PDF Direct Print is used, printout requires paper set within the PDF file. When a message indicating a paper size appears, either place the indicated size in the paper tray or perform Form Feed.
	Also, if [Sub Paper Size] in the [System] menu is set to [Auto], printing is performed assuming Letter size and A4 size to be the same size. For example, when a PDF file set to A4 size paper is printed using PDF Direct Print and Letter size paper is loaded in the paper tray, or vice versa, the file will be printed out.
The color of the printout is different from the color on the computer's display.	 The colors created using color toner are different from the ones displayed on the display.
	 If you select [On] for [Economy Color:] on the [Print Quality:Standard] menu in the printer driver's dialog box, the color gradation may appear differently.
	For details, see the printer driver's Help.
	 Turn the printer off, and then turn it on again. If the colors are different from what you expect, perform [Color Registration].
	For details, see "Adjusting the Color Registration", Operating Instructions.
The color of the printout is different from the color specified.	If a specific color is missing turn the printer off, wait a few moments, and then turn it on again. If this does not resolve the problem, contact your sales or service representative.
The color changes significantly when adjusted with the printer driver.	Do not make extreme settings for the color balance on the [Print Quality:Advanced] menu under the [Detailed Settings] tab in the printer driver's dialog box.
	Note that the sample image displayed in the printer driver is used only to show what processing will be performed, so it may not match the print results.
	For details, see the printer driver's Help.
Color documents are printed in black and white.	Color printing is not enabled for the printer.
	For details, see the printer driver's Help.
	• Some applications print color files in black and white.
Solid areas, lines, or text are shiny or glossy when created as a mixture of cyan, magenta,	 Select [K (Black)] for [Gray Reproduction:] in the printer driver's dialog box.
yellow.	For details, see the printer driver's Help.

Problem	Solutions
Black gradation is not natural.	 Select [CMY + K] for [Gray Reproduction:] in the printer driver's dialog box. For details, see the printer driver's Help.
A color is missing or partially blurred.	 Paper is damp. Use paper that has been stored properly. For details, see page 54 "Paper Precautions". A print cartridge is almost empty. When the "Toner Cartridge is almost empty. Replace Toner Cartridge." message appears on the display panel. If the toner indicator on the initial screen seems empty, replace the print cartridge of the displayed
	 color. For details, see "Replacing the Print Cartridge", Operating Instructions. Condensation may have collected. If there were sudden changes in temperature or humidity, restart the printer when it is acclimatized.

When Printer Is Not Functioning Properly

Problem	Solutions
Paper is not fed from the selected tray.	When you are using a Windows operating system, the printer driver settings override those set using the control panel. Set the input tray you want using the printer driver. For details, see the printer driver's Help.
Prints do not stack properly.	 Paper is damp. Use paper that has been stored properly. See page 54 "Paper Precautions". If printed sheets come out curled, use the standard tray extension. See page 10 "Guide to Components".
It takes too long to resume printing.	 The data is so large or complex that it takes time to process it. If Data In indicator is flashing, the data is being processed. Wait until it resumes.
	 The printer was in the Energy Saver mode or the Sleep mode. To recover from these modes, the printer must warm up, and this takes time until printing starts. For details, see page 18 "Saving Energy".

Problem	Solutions
It takes too long to complete the print job.	 Photographs and other data-intensive pages take a long time for the printer to process, so wait when printing such data. Changing the settings with printer driver may help to speed up printing. For details, see the printer driver's Help.
	 The data is so large or complex that it takes time for the printer to process it. If Data In indicator is flashing, the data is being processed. Wait until it resumes.
	 If "Waiting for print data" appears on the display, the printer is now warming up. Wait for a while. The printer is adjusting the color registration. Wait for a while.
Attached options are not detected in the printer properties.	The computer and printer are not in bidirectional communication. You must configure attached options in the printer properties. For details, see the printer driver's Help.
When printing combined prints or bound prints.	Check that the paper size and direction set in the printer driver are the same as those set in the application.
	If the settings are not the same, change the settings of the printer driver.
An empty tray is selected by Auto Tray Select, and the document is not printed due to out of paper error.	If a paper tray is opened and closed while the printer is in Energy Saver mode, the printer will initialize the tray upon recovery, but the tray will not be selectable by Auto Tray Select.
	To print from a paper tray that you opened and closed while the printer was in Energy Saver mode, you must manually specify the tray as the source paper tray before printing. When the printer recovers from Energy Saver mode and completes initialization, it will then print the document from the tray you have specified.

Removing Jammed Paper

An error message appears if a paper misfeed occurs. The error message indicates where the misfeed occurs.

Check the location and remove the paper.

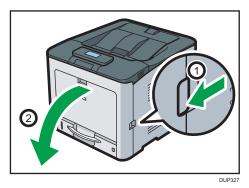
- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface." Otherwise, an injury might occur.
- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.
- When removing jammed paper, make sure not to trap or injure your fingers.

🔁 Important

- To prevent misfeeds, do not leave any torn scraps of paper inside the printer.
- When removing jammed paper, you can touch only those areas explicitly indicated in the manual.
- Contact your service representative if misfeeds occur frequently.
- If the error message remains displayed even after you remove misfed paper, open and close the front cover.

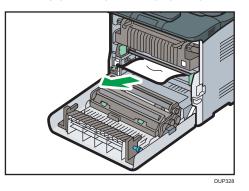
Paper Misfeed Message (A1)

1. Pull the front cover open lever, and then open the front cover with both hands carefully.

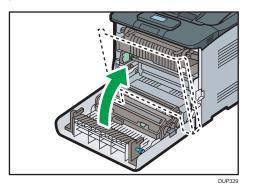


4

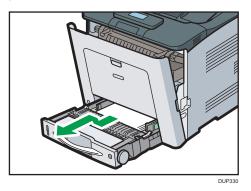
2. Carefully pull the jammed paper upward and out.



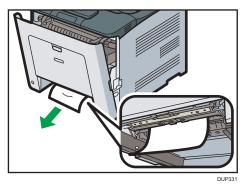
3. If you cannot see the jammed paper inside the printer, close the front cover to the position just before it is locked as shown in the illustration below.



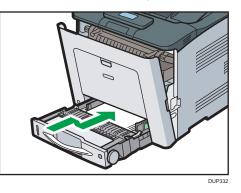
4. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.



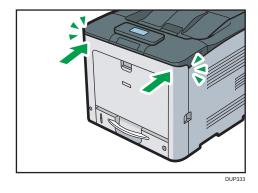
5. Pull out the jammed paper carefully.



6. Lift the front side of the tray, and then slide it into the printer carefully until it stops.



7. Close the front cover with both hands carefully.

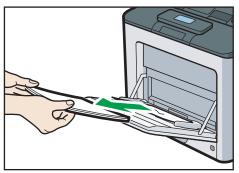


Note

• When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error is cleared.

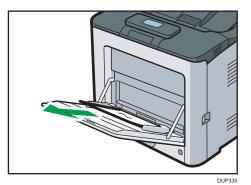
Paper Misfeed Message (A2)

1. Remove paper loaded in the bypass tray.

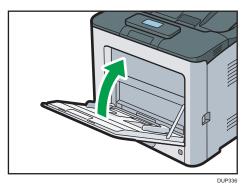


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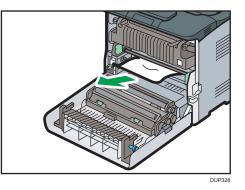
2. Pull out the jammed paper carefully.



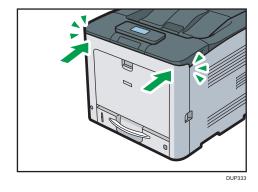
3. Close the bypass tray.



- Image: state stat
- 5. Pull out the jammed paper carefully.



6. Close the front cover with both hands carefully.



Note

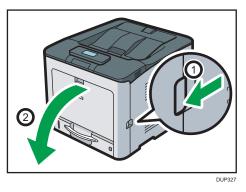
• When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error is cleared.

4. Pull the front cover open lever, and then open the front cover with both hands carefully.

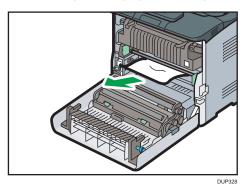
Paper Misfeed Message (B)

Comportant 🔂

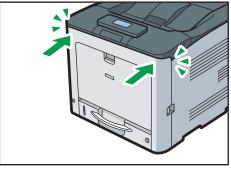
- The inside of this printer becomes very hot. Before removing paper around the fusing unit, wait until the temperature of the covers inside the fusing unit and paper transfer unit cools down.
- 1. Pull the front cover open lever, and then open the front cover with both hands carefully.



2. Pull out the jammed paper carefully.



3. Close the front cover with both hands carefully.



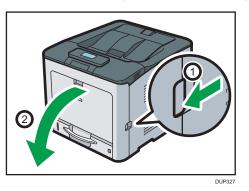
Note

• When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error has cleared.

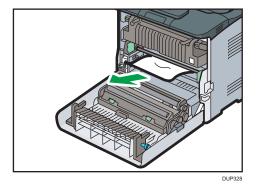
Paper Misfeed Message (C)

C Important

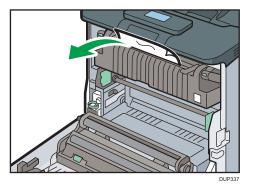
- The inside of this printer becomes very hot. Before removing paper around the fusing unit, wait until the temperature of the covers inside the fusing unit and paper transfer unit cools down.
- 1. Pull the front cover open lever, and then open the front cover with both hands carefully.



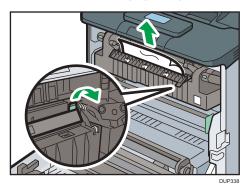
2. Pull out the jammed paper carefully.



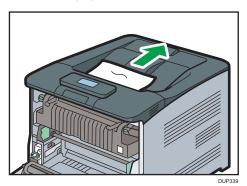
3. If the paper is jammed in the upper side of the fusing unit, pull it upward.



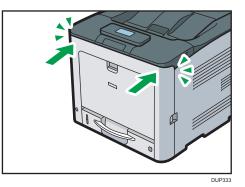
4. If you cannot see the jammed paper, pull the tabs on the fusing unit to open the cover, and then check if the paper is jammed.



5. If you can see the jammed paper in the standard tray, keep the front cover opened and remove the paper.



6. Close the front cover with both hands carefully.



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• When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error has cleared.

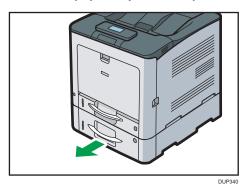
Paper Misfeed Message (Y)

The following messages are displayed according to the tray where the paper is jammed:

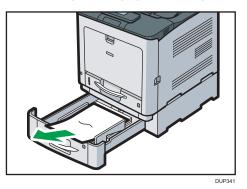
• "[®](Y1)": Tray 2

The procedure for removing jammed paper is the same for all trays. In the following procedure, a paper jam that occurs in Tray 2 (with the (Y1) message displayed) is explained as an example.

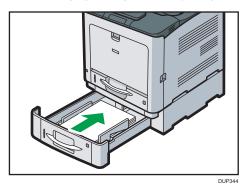
1. Pull out the paper tray until it stops.



2. Pull out the jammed paper carefully.

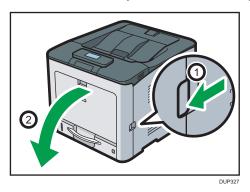


3. Return the paper tray to its original position.

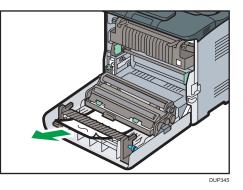


Paper Misfeed Message (Z)

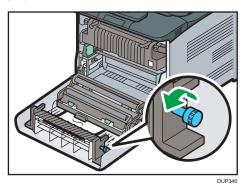
1. Pull the front cover open lever, and then open the front cover with both hands carefully.

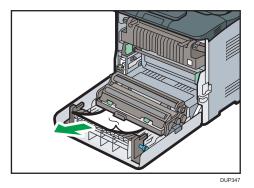


2. Carefully remove jammed paper under the paper transfer unit.

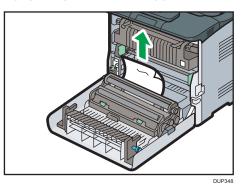


3. If you cannot pull out the paper, remove it by turning the knob on the right end of the paper transfer unit as shown in the illustration below:

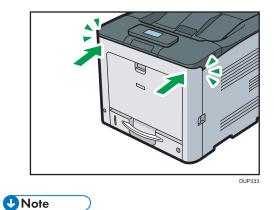




4. If paper is jammed in the upper side of the transfer unit, pull it upward.



5. Close the front cover with both hands carefully.



• When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error has cleared.

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- Microsoft[®] Internet Explorer[®] 7
- Windows[®] Internet Explorer[®] 8
- Windows[®] Internet Explorer[®] 9

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

- The product names of Windows Vista are as follows: Microsoft[®] Windows Vista[®] Ultimate Microsoft[®] Windows Vista[®] Business Microsoft[®] Windows Vista[®] Home Premium Microsoft[®] Windows Vista[®] Home Basic Microsoft[®] Windows Vista[®] Enterprise
- The product names of Windows 7 are as follows: Microsoft[®] Windows[®] 7 Home Premium Microsoft[®] Windows[®] 7 Professional Microsoft[®] Windows[®] 7 Ultimate Microsoft[®] Windows[®] 7 Enterprise
- The product names of Windows 8.1 are as follows: Microsoft[®] Windows[®] 8.1 Microsoft[®] Windows[®] 8.1 Pro
 - Microsoft[®] Windows[®] 8.1 Enterprise

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- The product names of Windows Server 2008 are as follows: Microsoft[®] Windows Server[®] 2008 Standard Microsoft[®] Windows Server[®] 2008 Enterprise
- The product names of Windows Server 2008 R2 are as follows: Microsoft[®] Windows Server[®] 2008 R2 Standard Microsoft[®] Windows Server[®] 2008 R2 Enterprise
- The product names of Windows Server 2012 are as follows: Microsoft[®] Windows Server[®] 2012 Foundation Microsoft[®] Windows Server[®] 2012 Essentials Microsoft[®] Windows Server[®] 2012 Standard
- The product names of Windows Server 2012 R2 are as follows: Microsoft[®] Windows Server[®] 2012 R2 Foundation Microsoft[®] Windows Server[®] 2012 R2 Essentials Microsoft[®] Windows Server[®] 2012 R2 Standard
- The product names of Windows Server 2016 are as follows: Microsoft[®] Windows Server[®] 2016 Standard Microsoft[®] Windows Server[®] 2016 Essentials

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4. Troubleshooting

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