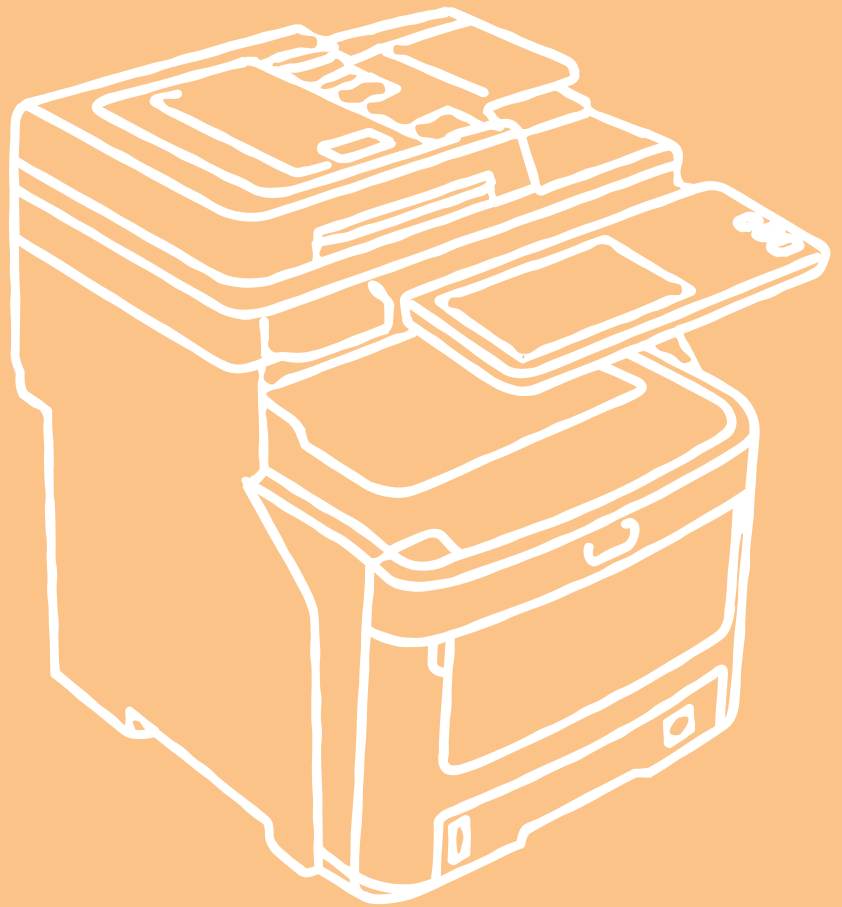


User's Manual

Troubleshooting Guide



This manual supports the following models.

MC760fdn, MC760dn, MC770fdn, MC770dn, MC770x, MC780fdn, MC780dnf, MC780x, ES7460 MFP, ES7470 MFP, ES7470x MFP, ES7480x MFP, MPS3537mc, MPS4242mc, MPS4242mcf

The illustrations of the machine used in this document may be different from what you actually see on your machine.

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1





Troubleshooting

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● When a Paper Jam Occurs

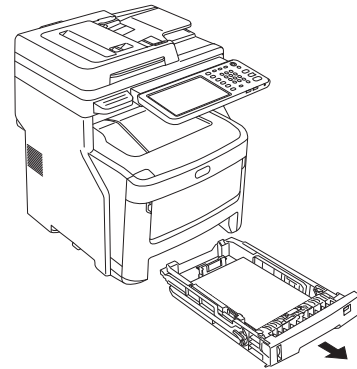
During Paper Jams

When a paper jam occurs during printing, an alarm will sound, and the following message will be displayed on the screen: "Paper is jammed. Open the cover indicated by the flashing light, and verify the jam." Follow the instructions indicated in the following table to remove the jammed paper.

Error Details	Reference Page
Paper jam in the Tray 1 or Multi-Purpose Tray (MPT)	 P.5
Paper jam in the machine	 P.6
Paper jam on both sides of the printer unit	 P.9
Paper jam in Tray 2, 3 or 4 (Option)	 P.10

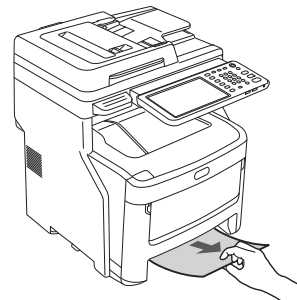
When a paper jam occurs in Tray 1, Multi-Purpose Tray (MPT)

1 Remove the cassette from Tray 1.



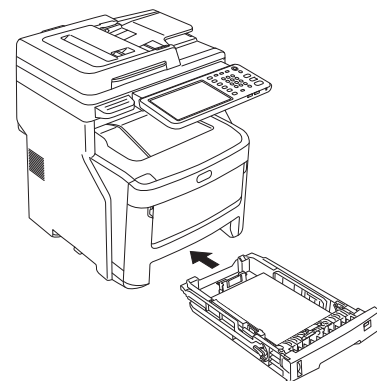
2 Remove the jammed paper.

If you cannot see the jammed paper, do nothing, and proceed to step 3.



3 Put the cassette back.

If you removed the jammed paper in step 2, this procedure is finished.



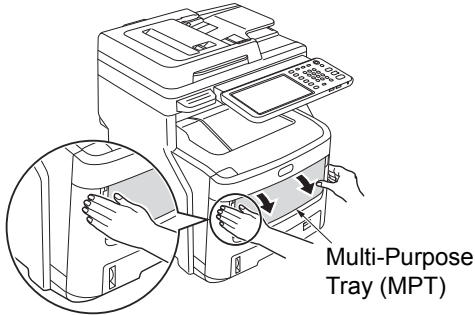
1

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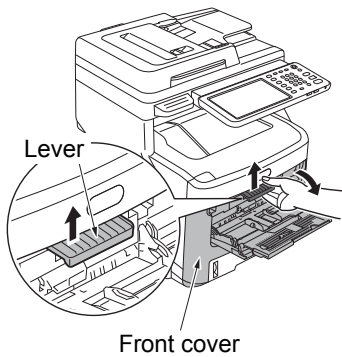
3

4

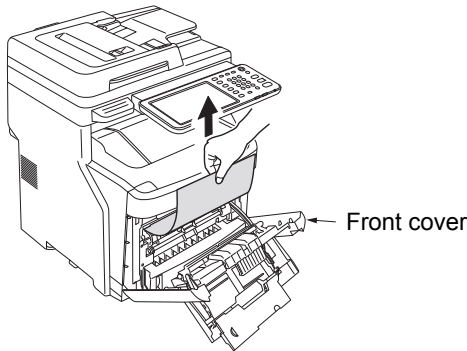
- 4** If the Multi-Purpose Tray (MPT) is closed, hold both sides of the Multi-Purpose Tray (MPT), and position it in front of you.



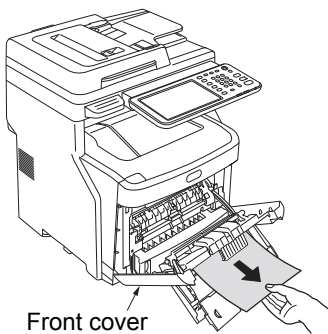
- 5** Pull the central lever upward, and open the front cover.



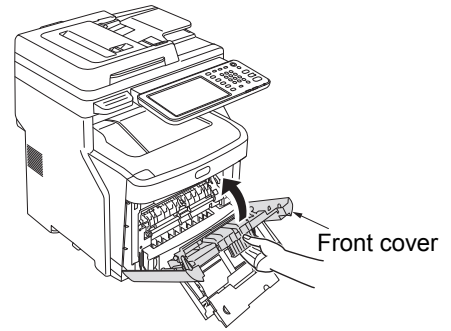
- 6** Pull the jammed paper slowly to remove it.
- When paper is fed from Tray 1, or Tray 2/3/4 (Option)



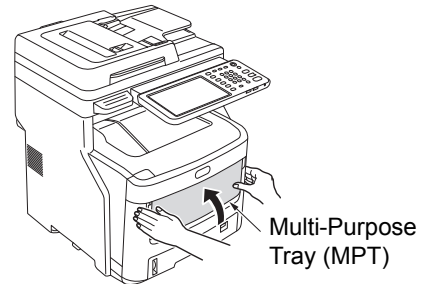
- When paper is fed from Multi-Purpose Tray (MPT)



- 7** Close the front cover.

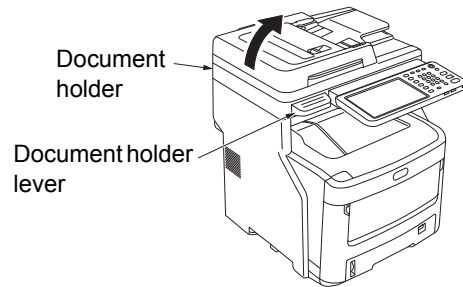


- 8** If the Multi-Purpose Tray (MPT) is not in use, close the Multi-Purpose Tray (MPT).

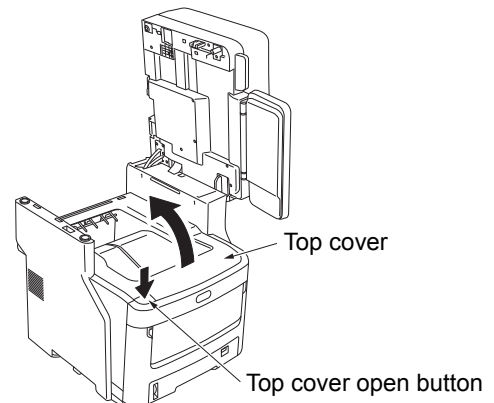


When Paper Jam Occurs Inside the Machine

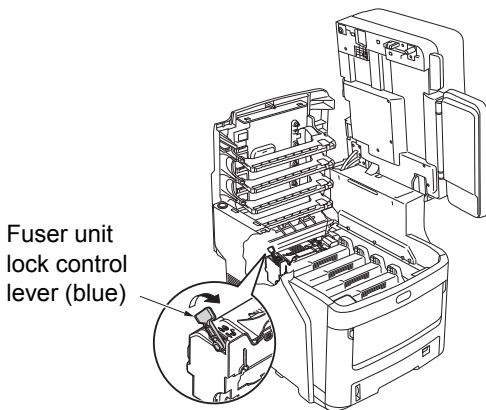
- 1** Hold the Document holder lever and lift the Document holder.



- 2** Push the top cover open button to open the top cover.



3 Pull the fuser unit lock control lever (blue) in the direction of the arrow.

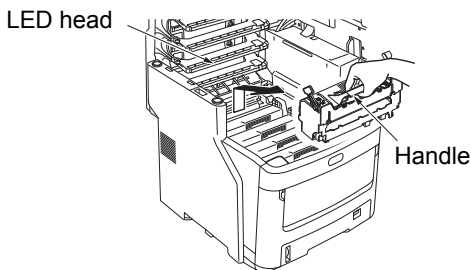


4 Grip the handle of the fuser unit, pull it out carefully, and place it on a flat surface.

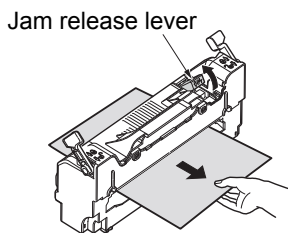
! Note

- Make sure the fuser unit does not hit the LED head.

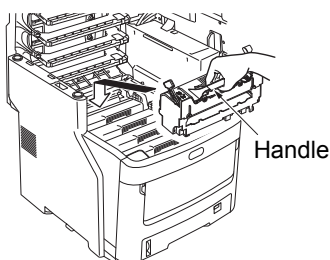
! Warning	The fuser unit can be extremely hot, and there is a risk of getting burned.	
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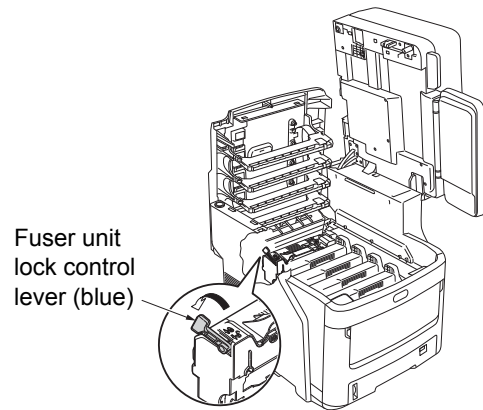
5 Pull the jam release lever downward, and slowly pull the jammed paper out in the direction of the arrow (toward you).



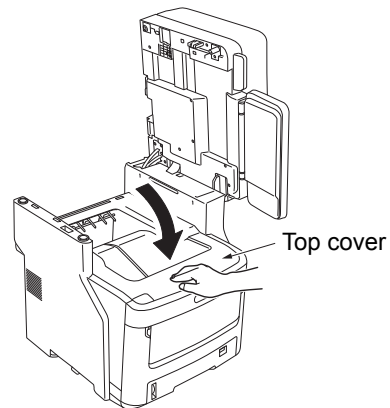
6 Hold the handle of the fuser unit, and gently replace it inside the device.



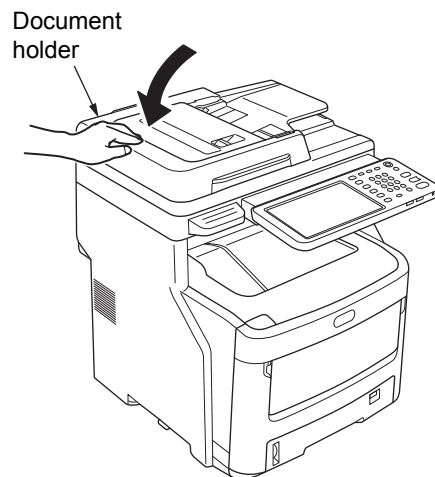
7 Push the fuser unit lock control lever (blue) toward the back to lock it in place.



8 Close the top cover.



9 Return the document holder to its original position. Press the top of the document holder into place.



This completes the procedure.

! Note

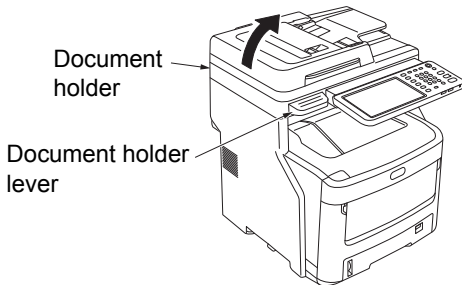
- After removing jammed paper from the fuser unit, print several blank pages, as stray toner is sometimes left inside the fuser unit.



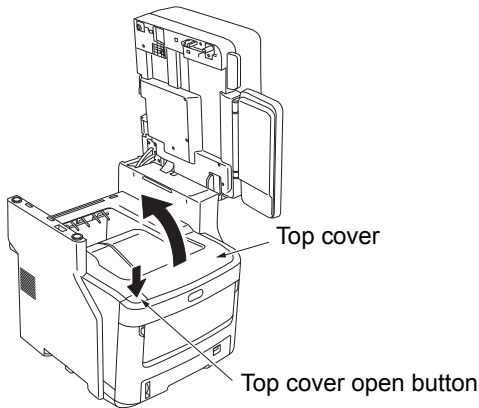
When an Error Remains After Removing Jammed Paper

1 Remove any remaining jammed paper using the following procedure.

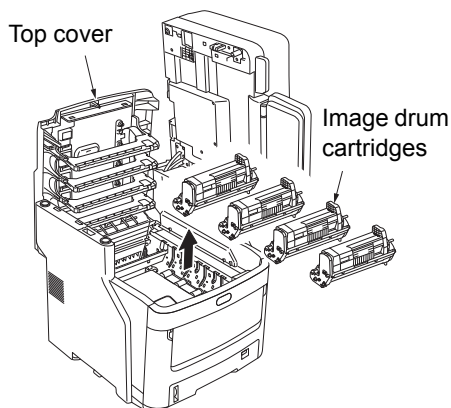
1 Hold the Document holder lever and lift the Document holder.



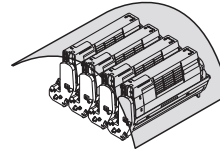
2 Push the top cover open button to open the top cover.



3 Remove the four image drum cartridges, and place them on a flat surface.



4 Cover the drum cartridges with paper to prevent direct exposure to light.

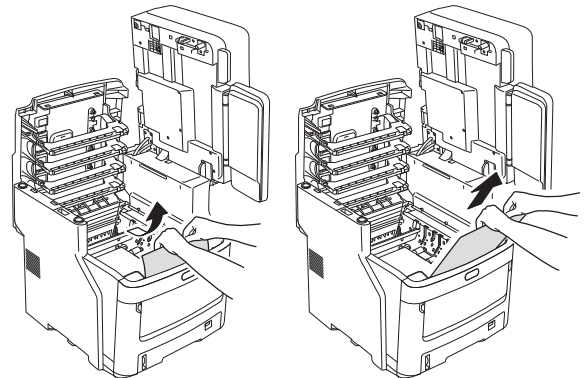


! Note

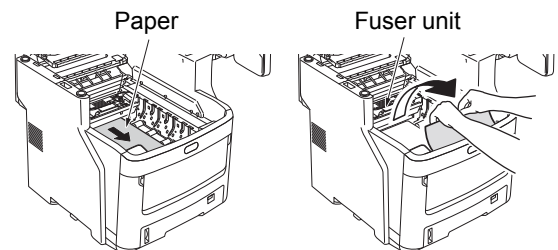
- The image drum (the green tube) is fragile; handle it carefully.
- Do not expose the drum cartridges to direct sunlight or strong light (more than about 1,500 lux). Do not expose them to room lighting for more than five minutes.

5 Remove the jammed paper slowly.

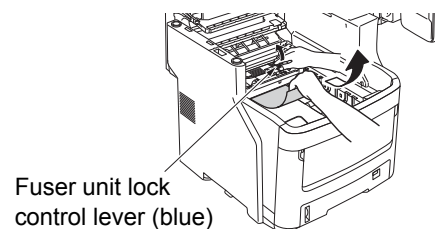
- When the End of the Paper Is Visible



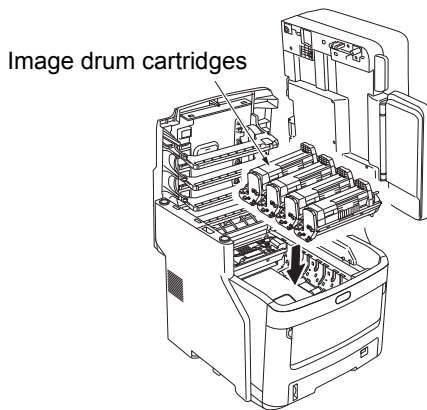
- When the End of the Paper is Not Visible



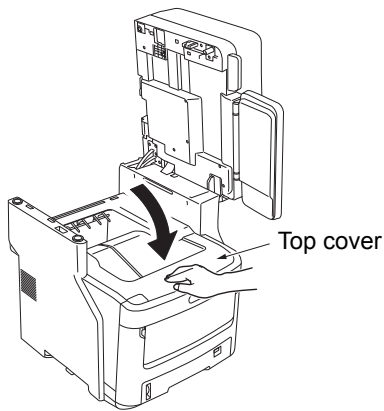
- When the Back End of the Paper is Visible



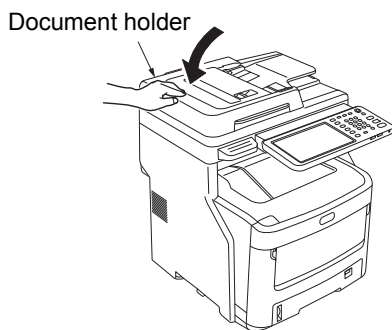
6 Replace the image drum cartridges.



7 Close the top cover.



8 Return the document holder to its original position. Press the top of the document holder into place.

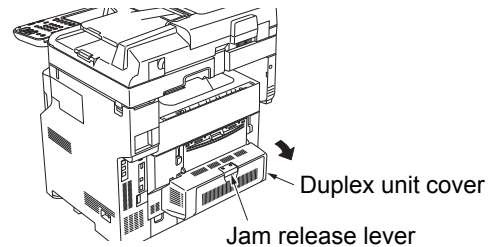


This completes the procedure.

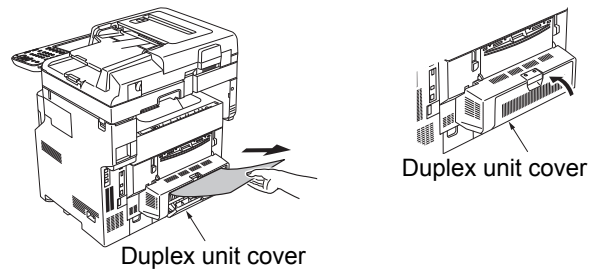
Paper Jam on Both Sides of the Printer Unit

There is a paper jam near the duplex unit.

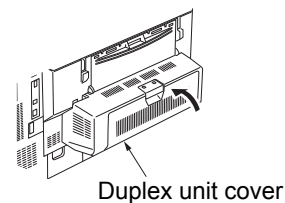
1 Press the jam release lever of the duplex unit on the back of device, and open the duplex unit cover.



2 Remove the jammed paper. If you cannot see the jammed paper, do nothing, and proceed to step 3.



3 Close the duplex unit cover. If you removed the jammed paper in step 2, this procedure is finished. If you could not see the jammed paper in step 2, the device should now automatically eject the jammed paper.

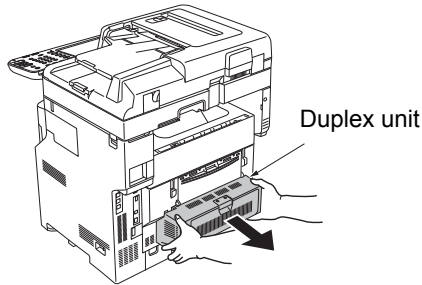


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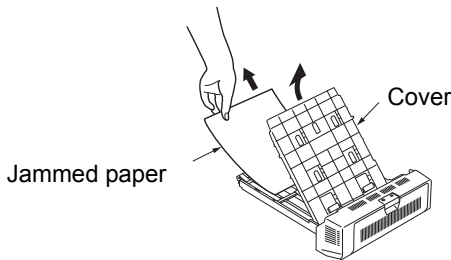
4 If the paper is not automatically ejected, pull out the duplex unit cover.

! Note

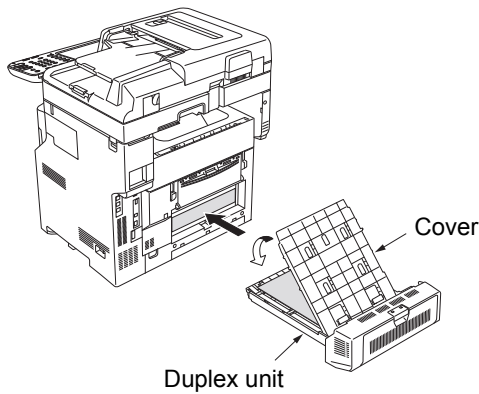
- Before pulling out the duplex unit cover, please do the following.
- Press the [POWER] button until a "pip" sound is heard. "Shutdown is in progress." appears for a while, and then the power is turned OFF. Then turn the power switch OFF. Do not turn off the device abruptly. It can cause malfunctions."



5 Lift the cover to remove the jammed paper.



6 Replace the cover, and return the duplex unit to its original position.

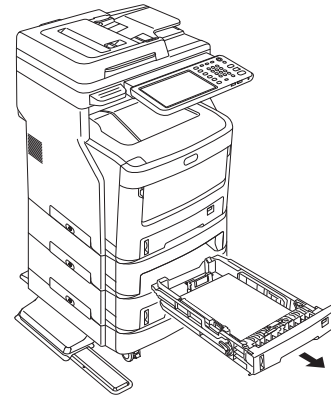


This completes the procedure.

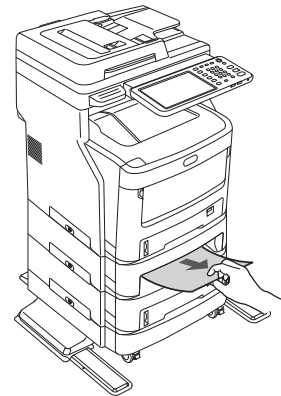
When Paper Jam Occurs in Tray 2/3/4 (Option)

Here, a paper jam in Tray 2 is used as an example. The same procedure is used for Tray 3/4.

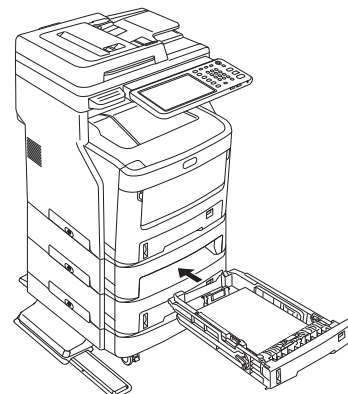
1 Pull out the cassette from Tray 2.



2 Remove the jammed paper.



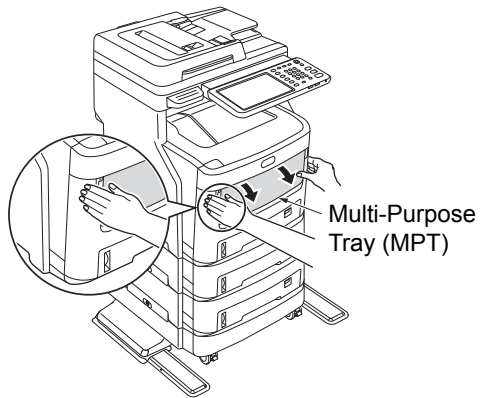
3 Replace the cassette.



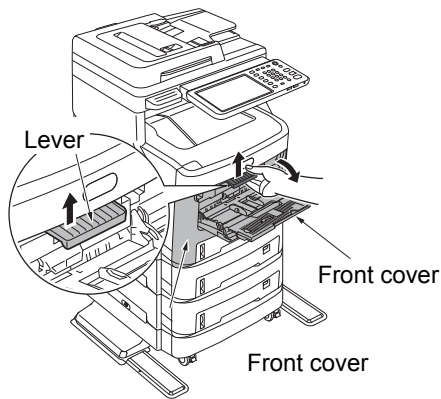
! Note

- Replacing the cassette is not enough to fix the error. You must also complete steps 4 to 7.

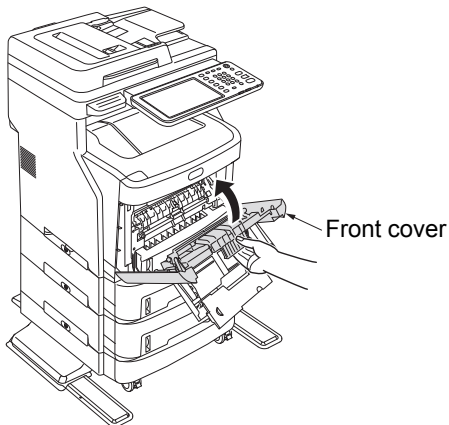
- 4 Hold both sides of the Multi-Purpose Tray (MPT), and fold it down.



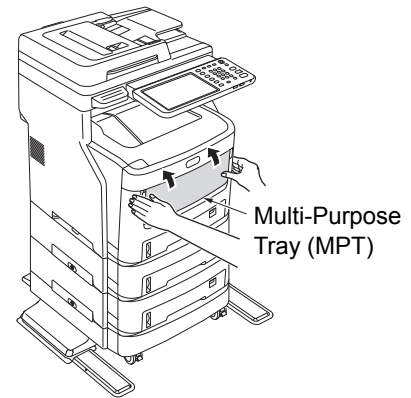
- 5 Pull the central lever upward, and open the front cover.



- 6 Close the front cover.



- 7 Close the Multi-Purpose Tray (MPT).

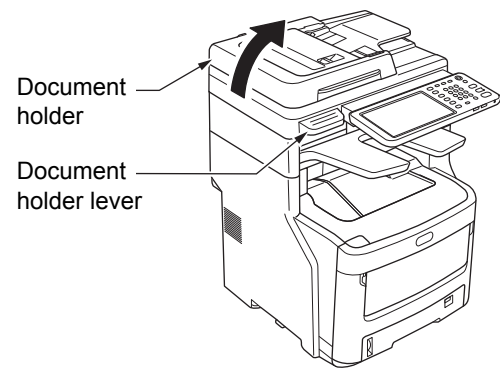


This completes the procedure.

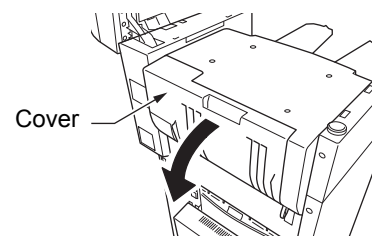
When Paper Jam Occurs in Inner Finisher (Option)

There is a paper jam near the Inner Finisher.

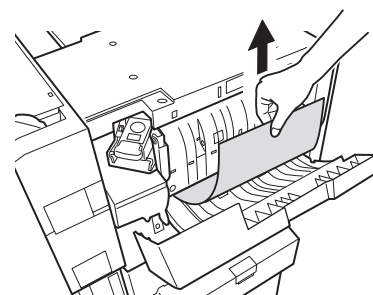
- 1 Hold the Document holder lever and lift the Document holder.



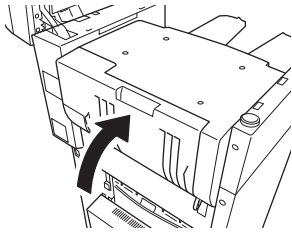
- 2 Open the finisher cover.



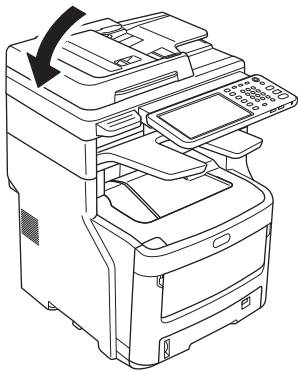
- 3 Remove the jammed paper.



4 Close the finisher cover.



5 Return the document holder to its original position.

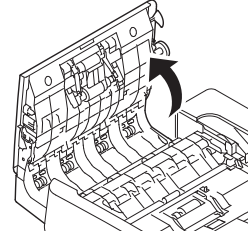


When a Document is Jammed

When a document becomes jammed, an alarm will sound and a message will appear in the control panel.

1 Open the RADF cover to remove the jammed document.

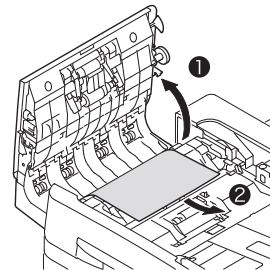
- (1) Pull the RADF cover open lever to open the RADF cover.



- (2) Remove the jammed document. Proceed to step 2 if you cannot remove the jammed document.

! Note

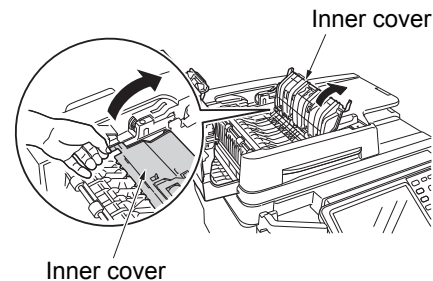
- Do not try to remove the document with force.



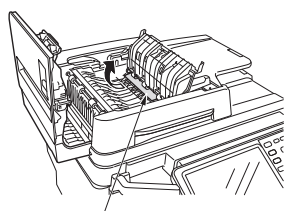
- (3) If you were able to remove the document, proceed to step 3.

2 Open the inner cover to pull out the jammed document.

- (1) Open the inner cover.



- (2) If you can see the edge of the jammed document, pull it out gently.

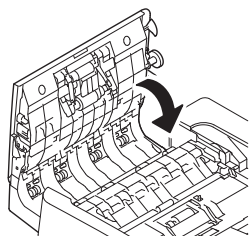


Jammed paper

- (3) If you were able to remove the document, close the inner cover and proceed to step 3.

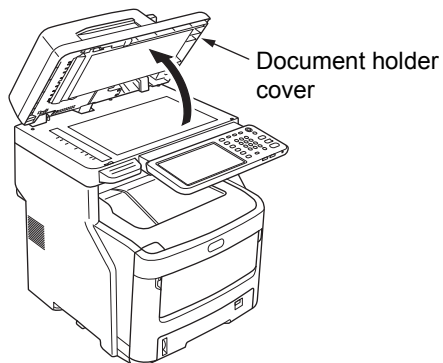
3 Close the RADF cover.

If you cannot see the jammed document, do nothing, and proceed to step 4.

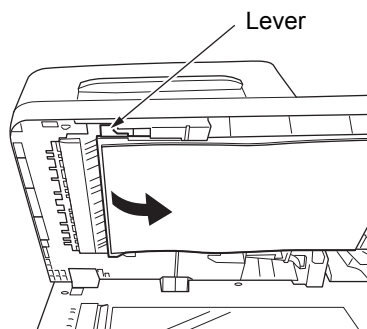


This completes the procedure.

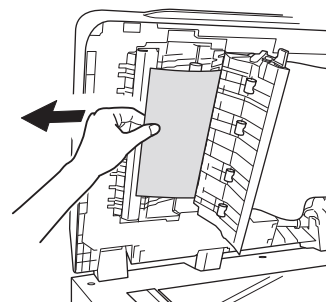
4 Open the document holder cover.



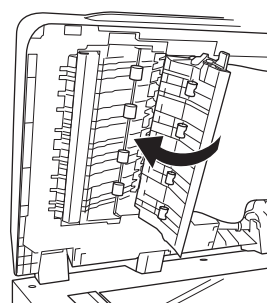
- (1) Pull down the lever to open the document holding pad.



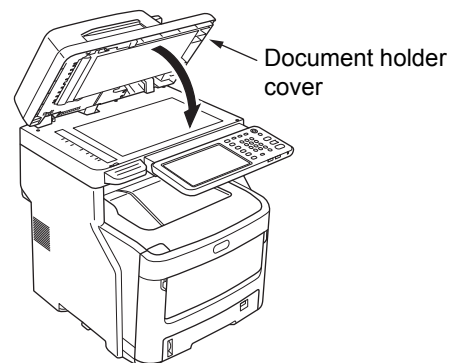
- (2) Pull the jammed paper slowly to remove it.



- (3) Return the document holding pad to its original position.



5 Close the document holder cover.



This completes the procedure.

Memo

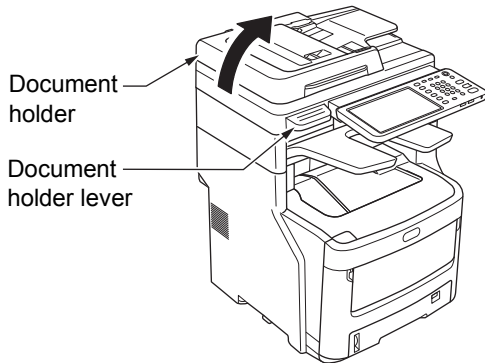
- If an error occurs while copying, the copying gets canceled.

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3
4

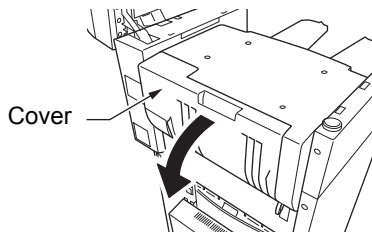
When a Staple Jammed

When Staple Jam Occurs in Inner Finisher (Option)

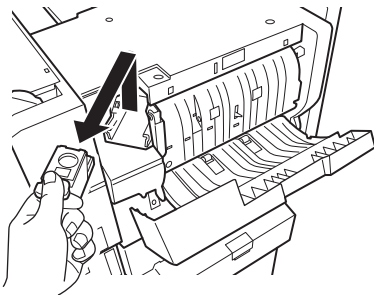
- 1 Hold the Document holder lever and lift the Document holder.



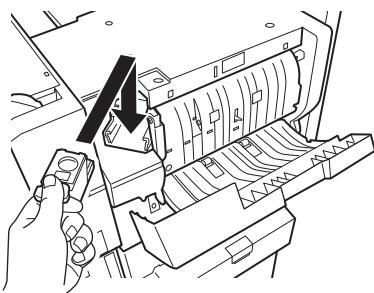
- 2 Open the rear cover of the finisher.



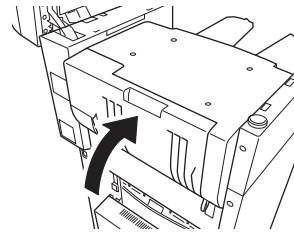
- 3 Pull out the cartridge and remove the jammed staple.



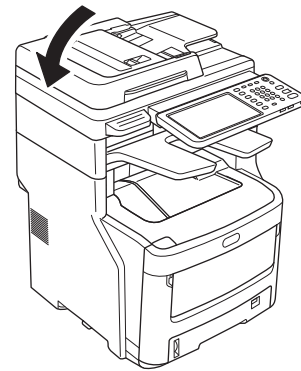
- 4 Place the cartridge.



- 5 Close the finisher cover.

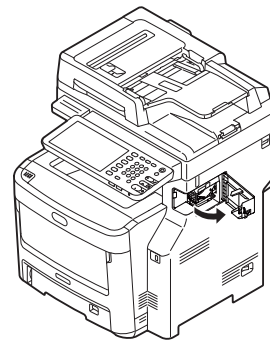


- 6 Return the document holder to its original position.

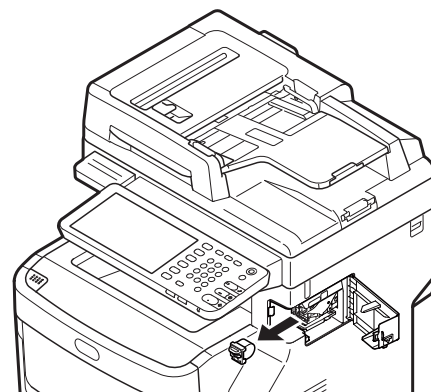


When Staple Jam Occurs in Offline Stapler (Option)

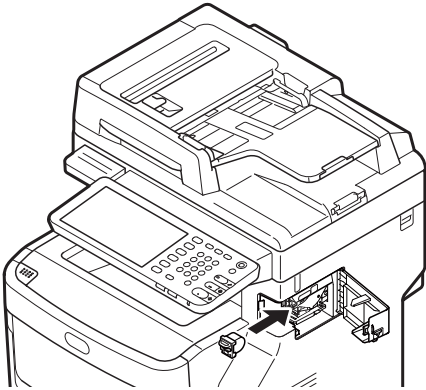
- 1 Open the offline stapler cover.



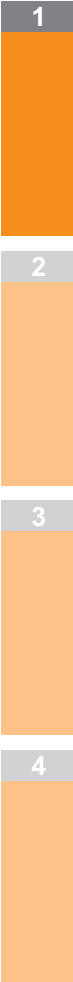
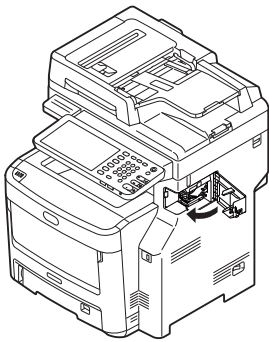
- 2 Pull out the cartridge and remove the jammed staple.



3 Place the cartridge.



4 Close the offline stapler cover.

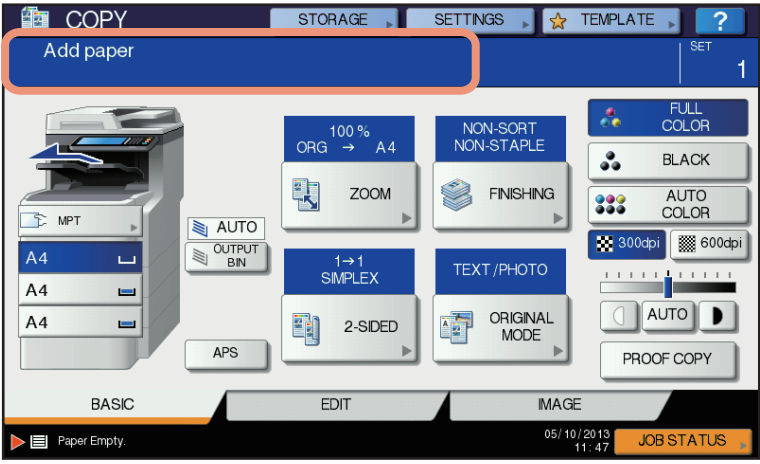


● TROUBLESHOOTING FOR THE HARDWARE

1

When This Screen Is Displayed

Various screens are displayed on the touch panel depending on the state of the equipment. This section describes how to solve problems with some of the screen examples.

Screen	Description / Remedy
	<p>A message appears on the upper part of the screen to notify users of a problem, etc. For the major examples, see the following pages. P.17 "Messages Displayed on the Touch Panel"</p>

2

3

4


Messages Displayed on the Touch Panel

A message appears on the upper part of the screen to notify users of a problem, etc. The major examples of problems and how to solve them are described in the table below.

Message	Problem Description	Corrective Action
Close *** cover.	The cover indicated by *** is open.	Check the cover on the touch panel and close it.
Misfeed in ***	Paper misfeed has occurred inside the equipment.	Remove the misfed paper following the guidance displayed on the touch panel. P.5 "When a Paper Jam Occurs"
Install new *** toner cartridge	No toner is left. "****" indicates the color. (The colors are shown abbreviated when two or more toners are running out: Y: yellow, M: magenta, C: cyan, and K: black)	See the color indication on the touch panel and replace the toner cartridge. (About another 50 copies can be made after this message appears. The number varies depending on the conditions of copying.) P.55 "Replace the Toner Cartridges"
*** TONER NOT RECOGNIZED Check the toner cartridge	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. P.55 "Replace the Toner Cartridges"
	The terminal of the toner cartridge is stained.	Wipe the terminal with a soft cloth.
	The recommended toner cartridge is not being used.	Use the recommended toner cartridge. P.55 "Replace the Toner Cartridges"
Check paper size setting on control panel for tray N. Check the direction or size of the paper.	Paper misfeed has occurred because of the mismatch between the paper size placed in tray N and the size registered for the tray N in the equipment.	Just removing the misfed paper does not prevent another paper from being misfed. Be sure to correctly register the paper size in the equipment.
Wait (Performing Self-check)	The equipment is undergoing maintenance to keep its imaging quality.	Wait until the adjustment is completed and the message disappears.
Time for cleaning. Open the front cover and follow the guidance.	The LED print head need cleaning.	Clean the LED print head.
Check the original and set it again	The original is misfed inside of the Reversing Automatic Document Feeder.	Remove the misfed original following the guidance on the touch panel. P.12 "When a Document is Jammed"
	The direction or the size of the original placed on the Reversing Automatic Document Feeder is incorrect.	Check the direction and the size of the original and then replace it on the Reversing Automatic Document Feeder. Then reattempt the operation.
Change direction of original	The orientation of the original placed on the original glass is incorrect.	Change the orientation of the original by 90 degrees and place it on the original glass.
Cannot print this paper size Select the other tray.	Printing was attempted but failed. The paper could not be output on the tray selected for the paper output because of a mismatch between the paper size and the tray.	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.
Cannot print this paper type Set the other paper type	Printing was attempted but failed. The paper could not be output in the tray selected because of a mismatch between the paper type and the tray. (Special paper, thick 4 paper or thin paper tried to be output on the lower receiving tray of MJ-1107/MJ-1108.)	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.
Change from this mode Count over, cannot store anymore	The number of originals to be scanned has exceeded the limit specified with the department or user code during scanning.	Ask your administrator for details of setting the limit for the number of copies.
READY(*** TONER NOT RECOGNIZED)	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly. P.55 "Replace the Toner Cartridges"
	The recommended toner cartridge is not being used.	Use the recommended toner cartridge. P.55 "Replace the Toner Cartridges"
READY (CHECK STAPLER)	Staple jam has occurred in the stapler of the finisher.	Remove the jammed staples.


TROUBLESHOOTING FOR THE HARDWARE

Message	Problem Description	Corrective Action
READY (CHECK STAPLER)	No staples are left in the stapler of the finisher.	Refill the staples.
READY (FINISHER FULL)	The receiving tray of the finisher is full of paper.	Remove the paper from the receiving tray of the finisher.
READY (FACE DOWN STACKER FULL) Check the toner cartridge	The stacker of the equipment is full of paper. The terminal of the toner cartridge is stained.	Remove the paper from the stacker of the equipment. Wipe the terminal with a soft cloth.
Cannot copy Check DEPARTMENT COUNTER	The number of originals to be scanned has exceeded the limit specified with the department code during scanning.	Ask your administrator for details of setting the limit for the number of copies.
Add paper	No paper is left in a tray or on the multi-Purpose Tray (MPT).	Set paper in the tray or on the multi-Purpose Tray (MPT). The touch panel indicates which tray (or the multi-Purpose Tray (MPT)) has no paper.
Call for service	The equipment requires adjusting by a service technician.	Contact your dealer with the error code displayed on the right side of the touch panel. ⚠ WARNING Never attempt to repair, disassemble or modify the equipment by yourself. You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.
Check staple cartridge	No staples are left in the stapler of the finisher.	Refill the staples.
Examine Stapler	Staple jam has occurred in the stapler of the finisher.	Remove the jammed staples.
Saving energy - press START button.	The equipment has entered into the energy saving mode since it has not been used for a certain time.	Press any of the [START], [COPY], [e-FILING], [SCAN], [PRINT], [FAX] and [POWER SAVE] buttons to clear the energy saving mode.
CHANGE TRAY TO CORRECT PAPER SIZE	No paper suitable for the original is set. The size of the original is not detected correctly because the original is sent from the Reversing Automatic Document Feeder at a skew.	Place the suitable size paper for the original in the tray. Replace the original while aligning the side guides of the Reversing Automatic Document Feeder to its width so that it will be placed straight.
Time for periodic maintenance	The equipment requires inspection and maintenance by a service technician.	Contact your dealer for maintenance.
POWER FAILURE	A job was interrupted by a power failure or some other reason.	The print or fax job may be incomplete. Press [JOB STATUS] to check whether any jobs are unfinished. To clear the messages, press the [RESET] button twice.
ERASING DATA	The Data Overwrite Enabler is clearing the data.	This message is displayed if the Data Overwrite Enabler is installed. You can operate the equipment while the message is displayed.
Check paper size setting on control panel for Multi-Purpose tray. Check the direction or size of the paper.	Paper misfeed has occurred because of a mismatch between the paper size placed in the multi-Purpose Tray (MPT) and the size registered for the multi-purpose tray in the equipment.	Register the paper size correctly. Just removing the misfed paper does not prevent another paper from being misfed.
Set the paper on the multi-Purpose Tray (MPT) again.	The paper placed on the multi-Purpose Tray (MPT) misfed.	Remove the misfed paper and set the paper again.
Check the direction or size of the paper on the multi-purpose tray and press START	The direction or the size of the paper placed on the multi-Purpose Tray (MPT) is incorrect. The side guides of the multi-Purpose Tray (MPT) do not fit the paper length.	Check the direction and the size of the paper and then replace it on the multi-Purpose Tray (MPT). Align the side guides of the multi-Purpose Tray (MPT) to the paper length.

Message	Problem Description	Corrective Action
Reboot the machine	An error has occurred in the equipment and it stopped normal operation.	Rebooting the equipment may correct the error: Press the [POWER] buttons on the control panel simultaneously until a "pip" sound is heard to turn the power OFF, and then turn it back ON with the [POWER] button.
Toner near Empty (***)	Toner is running out. "****" indicates the color. (The colors are shown in abbreviations when two or more toners are running out: Y: yellow, M: magenta, C: cyan, and K: black)	Some toner is still left in the toner cartridge while this message is displayed. You do not have to replace the toner cartridge yet. Check the color of the toner on the touch panel and prepare the toner cartridge. (About another 1000 copies can be made after this message appears. Depending on the conditions of copying, this message may not appear even when the toner cartridge is near empty.)  Note <ul style="list-style-type: none"> Replace the toner cartridge after the toner has completely run out. [Install new *** toner cartridge] is displayed at that time. Black and white print is available while the other colors has run out. Neither color nor black and white print can be done when the black toner has run out.
This original is copy protected	An attempt is made to copy a prohibited original.	This original cannot be copied.
DEPARTMENT Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the department has reached "0".	For details of setting the quota, ask your administrator.
Not enough Work Space to store originals Will you print out stored originals?	Internal memory available ran out while scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].
USER Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the user has reached "0".	For details of setting the quota, ask your administrator.
USER and DEPARTMENT Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the user and department has reached "0".	For details of setting the quota, ask your administrator.
The number of originals exceeds the limits. The scanned data are deleted.	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning. (The magazine sort or page number function is used.)	Reduce the number of originals to be scanned, and try again.
The number of originals exceeds the limits. Will you copy stored originals?	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning.	To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].

Error Codes

The error codes indicating the status of the equipment may appear on the touch panel. You can find the listings of these error codes in Chapter 7.

 [P.44 "Error Codes"](#)

● TROUBLESHOOTING FOR PRINTING

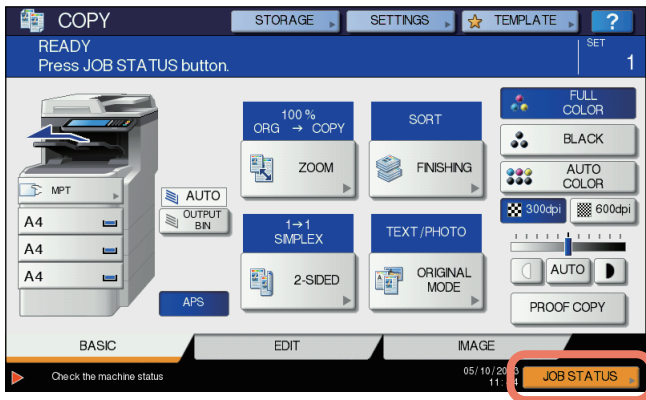
1 Print Job Problems

This section describes how to clear the print jobs errors.

Clearing print job errors

2 Problem Description

A print job error occurs and [JOB STATUS] blinks when the paper specified by the computer is not set in the trays of the equipment.



4 Corrective Action

Clear the error following the procedure below.

To print by placing paper on the multi-purpose tray (MPT)

1 Press the [JOB STATUS] which is blinking.



2 Place paper of the size specified with the computer on the multi-purpose tray (MPT), and press the [START] button.

Printing is performed. Press [JOB STATUS] when printing has been completed.

Printing by selecting a paper size already placed in another tray

You can perform printing with the paper already placed in the trays. Some part of the image may not be printed, however, if the paper size in the tray is smaller than the one you have specified.

Press the tray button you intend to use on the touch panel and press the [START] button.

Cannot remember the document password for a Private Print job

Problem Description

I cannot remember the document password for my Private Print job.

Corrective Action

The document password for a Private Print job is never shown, once the job has been sent to the equipment. To print the failed Private Print job, submit the document again as a new Private Print job.

The failed Private Print job remains unprinted in the job queue. To delete it, either way below is required. Contact the administrator of the equipment.

- Enter the administrator's password in the Private Print job list on the touch panel and delete the job. For details, refer to the **Advanced Guide**.
- Log in to TopAccess with the administrator's password and delete the job in the Print Job list. For details, refer to the **TopAccess Guide**.

Printing a document including many graphics takes time

Problem Description

It takes time to print a document including many graphics from a PCL driver.

Corrective Action

Since this may happen occasionally, clear the [JPEG Compression] check box of the [PDL Settings] tab in [Customization] of the [Device Settings] tab before printing such documents.

Printer Driver Problems

This section describes the troubleshooting for the printer drivers.

Cannot print (port setting problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

If the printer driver on the client computer points to a wrong network port, jobs neither appear in the current jobs queue nor are printed. Fix the problem following the procedure below:

1. Select [Start] - [Devices and Printers].
2. Right-click the printer driver icon.
3. Select [Printer Properties] from the shortcut menu.
4. Select the [Ports] tab.
5. Make sure that the path to the machine and the device name are correct.
`\\<device name>\print`
 <device name> is the same as the device name set from the touch panel. "print" may be "univ" or "ps3" depending on the printer driver you use.
6. Click the [General] Tab and click [Print Test Page] to confirm that the settings are correct.

Cannot print (SNMP Community Name problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

Check if the SNMP community names are the same in the following 3 settings.

- Equipment
- TCP/IP port of the [Ports] tab in the printer driver
- [SNMP Settings] dialog box of the [Others] tab in the printer driver

Command line options not processed

1 Problem Description

All the print options are sent to the equipment at the beginning of the print job. If the print file already contains print commands, they overwrite the command line options you set. For example, if the print file specifies Letter paper, and you specify A4 paper with the lp command, the document is printed on Letter size paper.

Corrective Action

Change the properties of the document you intend to print to create another print file. Submit the print job using the lp command without setting additional parameters.

2

Retrieval of printer configuration failed

Problem Description

When accessing the machine properties, the message "Retrieval of printer configuration failed" is displayed.

Corrective Action

The printer driver cannot communicate with the equipment. Try the steps in the checklist below.

No	Check...	Yes	No	Corrective Action
1	Is the equipment turned on?	Next Step ↓	⇒	Turn on the equipment.
2	Can you connect the computer to the equipment via TopAccess?	Next Step ↓	⇒	Restart the equipment.
3	Does the same message appear again when you access the property of the printer driver?	⇒	End	Check the printer driver port assignment and make sure that it is correct.

4

Cannot change settings on the [Device Settings] tab

Problem Description

The [Device Settings] tab is grayed out and their settings cannot be changed.

Corrective Action

Users who do not have the privilege to change the printer driver setting cannot change the options in the [Device Settings] tab. Please log in with the Administrator.

Network Connection Problems

This section describes the troubleshooting for printing in the network connection environment.



See also the checklists by types of printing and operating systems on [P.36 "Printing Problems \(Network Related\)"](#)

Cannot print with the equipment (network connection problems)

Problem Description

I cannot perform printing with the equipment.

Corrective Action

See the checklist below to determine if the cause of the problem is related to a network.

If it is, see [P.36 "Printing Problems \(Network Related\)"](#). In that section, several OS- and printing method-based check lists are provided to help you find the appropriate action to take.

No.	Check...	Yes	No	Corrective Action
1	Have you set the protocol settings so they are compatible with your network and client protocol settings?	Next Step ↓	⇒	Set up the proper protocol.
2	Have you set up the appropriate type(s) of print services that should be supported?	Next Step ↓	⇒	Check the settings required for your printing environment.
3	If you are using Novell print services, did you set up the Novell side of network printing, such as creating print servers and attaching the print queue?	Next Step ↓	⇒	Set up the NetWare server.
4	If you set up Novell print services, can you see the print job using PCONSOLE or NWAdmin?	Next Step ↓	⇒	Refer to your Novell PCONSOLE or NWAdmin user documentation for help with using these utilities.
5	Have you checked the gateway and subnet settings to make sure that the equipment is part of the same network gateway as the client from which you are trying to print?	Next Step ↓	⇒	Set up the TCP/IP correctly.
6	Are other services and communications performed over the network behaving in the normal and expected manner?	End	⇒	Refer to your network documentation or use a network diagnostic utility to identify the network problem.

Cannot print with SMB print

Problem Description

When an attempt is made to print a document using an SMB connection, the job cannot be printed and such messages continuously appear as "No more connections can be made to this remote computer" or "Your file could not be printed due to an error".

Corrective Action

SMB print is supposed to be utilized in a small network. If you can use Windows XP, Windows Vista, Windows 7, Windows Server 2003, or Windows Server 2008 as a print server, printing via the Windows Print Server is recommended. If you cannot use the Windows Print Server in your network, use LPR print instead.

Client Problems

This section describes how to identify and correct the problems caused by the clients* connected to the equipment.

* One of the common examples of clients is a computer that sends a print job to the equipment and makes it perform printing.

Checking the client status

The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and so forth. First, contact the administrator of the equipment to see if there is one of these kinds of problems, or see the following sections:

 [P.21 "Printer Driver Problems"](#)

 [P.22 "Network Connection Problems"](#)

 [P.36 "Printing Problems \(Network Related\)"](#)

Another possible cause is one related to a client. If the print jobs sent from a specific client within a network fail, the problem may be caused by the client.

Problem Description

The jobs sent from a client cannot be printed.

Corrective Action

The checklist below will help you identify the source of the error and direct you to information resolving the problem. If the problem persists after you have followed all of the steps, contact your dealer.

No.	Check...	Yes	No	Corrective Action
1	Does the equipment work properly? Are copy jobs output properly?	Next Step ↓	⇒	Check the device status displayed in the Device page of TopAccess.

No.	Check...	Yes	No	Corrective Action
2	See the Device page of TopAccess. Are the options specified for the job supported by the hardware configuration?	Next Step ↓	⇒	If not, delete the job, install the required components, and try again. Contact your dealer for further information.
3	Can you print the jobs from other clients?	Next Step ↓	⇒	See the following section to fix the problem. P.22 "Cannot print with the equipment (network connection problems)"
4	Have you ever printed successfully from this client?	Next Step ↓	⇒	See the following section to fix the problem. P.21 "Cannot print (port setting problems)"
5	Did you set up the printer driver other than by an SMB connection?	Next Step ↓	⇒	See the following section to fix the problem. P.23 "Cannot print with SMB print"
6	(For Macintosh only) Can you see the equipment you created in the Selector?	Next Step ↓	⇒	Refer to the Basic Guide .
7	At this point, the problem is most likely to be related to a client-side error. Refer to the Basic Guide to fix the problem.			

Hardware Problems

3 This section describes troubles caused by the hardware device (the equipment).

If an icon or a message indicating an error is not displayed, or the problems in the printer drivers or the network connection cannot be specified, a hardware problem is a possible cause of the trouble.

The following are common factors involved in the hardware problems:

- System board, cables, and connectors
- The equipment, and its components such as the duplexing unit or the Finisher
- System software or firmware of the equipment

Print jobs not output

Problem Description

All the clients within a network fail to make the equipment output the print jobs.

Corrective Action

There remains a possibility that improper settings of the software such as printer drivers caused the problem. However, a hardware error is possible, if none of the clients can print the jobs. Try the steps on the checklist below. If the problem persists after you have followed all of the steps, contact your dealer.

No	Check...	Yes	No	Corrective Action
1	Is printing prohibited from all connected client computers?	Next Step ↓	⇒	See the following section to fix the problem: P.22 "Network Connection Problems"
2	Can you see the job from TopAccess or another print monitoring utility, such as PCONSOLE or Print Manager?	Next Step ↓	⇒	See the following section to fix the problem: P.33 "Locating the Equipment in the Network"
3	Can you identify the problem with the error message or the error code and resolve it?	End	⇒	See the following sections to fix the problem: P.43 "Error Messages" P.44 "Error Codes"

Also refer to the **Basic Guide** for more information on resolving output errors caused by software settings.

● TROUBLESHOOTING FOR COPYING



Copying Problems

See the table below when you have a problem in operating copy function or have an unexpected copy output.

Problem Description	Cause	Corrective Action
Functions cannot be set.	Another function that is unavailable for the combination has already been set.	Some functions cannot be combined. For details, refer to Advanced Guide .
Copying stops during scanning of the originals. (The message "The number of originals exceeds the limits Will you print out stored originals?" appears.)	The number of scanned pages has reached the maximum.	To copy the scanned images, press [YES]. To cancel, press [NO].
Copying stops during scanning of the originals. (The message "Not enough Work Space to store originals Will you print out stored originals?" appears.)	No available internal memory remains.	To copy the scanned images, press [YES]. To cancel, press [NO].
Copied image is too light.	No toner is left.	The message "Install new Black (Cyan, Magenta or Yellow) cartridge" appears when no toner is left. Replace the toner cartridge of the color the message indicates. P.55 "Replace the Toner Cartridges"
	Copy density is set too light.	Darken the density manually or try the automatic density mode.
Copied image is too dark.	Copy density is set too dark.	Lighten the density manually or try the automatic density mode.
Copied image has stains.	The Original Cover or the Reversing Automatic Document Feeder is not fully lowered.	Lower it fully to block outside light.
	The original glass, platen sheet, scanning area and guide are stained.	Clean them.
	The copy density is set too dark.	Lighten the density manually or try the automatic density mode.
	A transparent original such as a transparency or tracing paper is being used.	To copy a transparent original clearly, put a sheet of blank, white paper behind the original. Make sure that the paper is large enough to cover the original.
Copy image is skewed.	The original is sent from the Reversing Automatic Document Feeder at a skew.	Replace the original while aligning the side guides of the Reversing Automatic Document Feeder to its width so that it will be placed straight.
Copied image is partially missing.	The size or orientation of the copy paper and that of the original are not consistent. The reduction ratio is not properly set.	Fit the copy paper size to the original or set the reduction ratio for the copy paper.
	The binding margin is too wide.	Set the binding margin width to fully cover the original. For details, refer to Chapter 4 of the Advanced Guide .
	The original is larger than the printable area.	The outside part of the printable area cannot be copied. The Full Image function enables you to copy the whole image of the original in the 95 - 99% reduction ratio.
Copied image is blurred.	There is a gap between the original glass and the original.	Lower the Original Cover or the Reversing Automatic Document Feeder fully so that the original fully contacts the platen glass.
	The copy paper is damp.	Replace it with dry copy paper.



TROUBLESHOOTING FOR COPYING

Problem Description	Cause	Corrective Action
<p>Copied image has black streaks in the horizontal direction.</p> 	<p>The scanning area or guides are stained.</p>	<p>Clean them.</p>
<p>Copied image has white streaks or color streaks in the vertical direction.</p> 	<p>The LED print head is stained.</p>	<p>Clean the LED print head.</p>
<p>A color original is copied in black and white even if [AUTO COLOR] is selected for the color mode.</p>	<p>Some color originals may be copied in black and white:</p> <ul style="list-style-type: none"> • Originals with very little colored part • Overall blackish originals • Originals in light color 	<p>Set the color mode to [FULL COLOR].</p> <p>You can change the criterion for determining whether an original is black and white or color. For further information, refer to the Advanced Guide.</p>
<p>A black-and-white original is copied in color even if [AUTO COLOR] is selected for the color mode.</p>	<p>Some black and white originals may be copied in color:</p> <ul style="list-style-type: none"> • Yellowed originals • Originals with background color 	<p>Set the color mode to [BLACK].</p> <p>You can change the criterion for determining whether an original is black and white or color. For further information, refer to the Advanced Guide.</p>

● TROUBLESHOOTING for FAX

Troubleshooting

Error codes

Below is a list of error codes that you might see in the lists or reports.

Error Code	Description	Remedy
0012	Original misfeed	Clear the misfed original.
0013	Cover open	Firmly close the open cover.
0020	Power interruption	Check the power interruption report.
0030	Reset	Transmission is cancelled. (The transmission is terminated by the misfed printing paper during the direct transmission.)
0033	Polling Error	Check polling options setup (Security code, etc.), and check if the polling document exists.
0042	Memory full	Make sure that there is sufficient memory before making the call again.
0050	Line busy	Retry communications.
0053	Security mismatch in relay or mail box transmission	Confirm the remote party's security code, system password, and your setup.
00B0 - 00E8	Communication Error	Retry communications.



If you see an error code not listed here, retry the communication. If this error still occurs, contact your dealer.

Error messages

Below is a list of error messages that might appear on the touch panel. When any message in the list appears on the touch panel, press [RESET] on the control panel to clear it, and then take action suggested in the "Remedy" column.

Message	Cause	Remedy
Memory overflow	Memory overflowed when scanning documents to the memory.	Either wait for memory to be cleared, or check the jobs and delete reserved jobs to clear memory.
Communication error	Communication error occurred during direct TX.	Retry communications.
Job reservation full	The number of reserved jobs exceeded the maximum.	Either wait for job reservations to be completed, or check the jobs and delete reserved jobs.
Job memory full	The total number of destinations for reserved jobs exceeded the maximum.	Either wait for job reservations to be completed, or check the jobs and delete reserved jobs.
Sorry not possible	On-hook or direct TX was attempted during communications.	Wait for communications to end and retry communications.
Not allowed now	Further polling transmission reservation was attempted even though polling transmission was already reserved.	Either wait for polling transmission jobs to be completed, or check the jobs and delete reserved jobs.
Too Many Tel # Digits	128 digits or more were registered for a chain dial communication.	Confirm the number of digits dialed and register the numbers again.

⚠ WARNING


Never attempt to repair, disassemble or modify the equipment by yourself.

You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.

Transmission/reception trouble

Below is a list of trouble you might encounter during the transmission/reception.

Transmission troubles

Trouble	Check Point
TRANSMIT is not displayed even if the [START] button is pressed.	<ul style="list-style-type: none"> Is the modular cord disconnected? Is the power plug unplugged from the power outlet? Can you receive telephone calls? Is there any problem at the remote Fax? Check this with the party trying to receive the original.
Originals are fed diagonally.	<ul style="list-style-type: none"> Are the document feeder slides adjusted to the width of the original that you are sending? Does the original that you are sending match the conditions of the original that is available for sending?
2 originals are fed together.	<ul style="list-style-type: none"> Have you placed more than the maximum number of originals that can be placed at one time? Does the original that you are sending match the conditions of the original that is available for sending? Have you pushed the originals into the feeder too hard?
The original is not being printed on the paper of the remote Fax even though it has been sent.	Was the original placed correctly facing up? When placing the original on the original glass, specify the original size.
Black lines are shown in the image that was sent.	Is the scanning area of the Reversing Automatic Document Feeder clean? Clean it with a soft cloth.
Originals are not sent even if operations are carried out normally.	Is the remote Fax compatible with your system? This system supports G3 communications but not G2 or G4 communications.
Originals cannot be sent overseas.	Specify Quality TX and resend.  Basic Guide

Reception troubles

Trouble	Check Point
Originals cannot be received even if "RECEIVE" is displayed and the [START] button is pressed.	<ul style="list-style-type: none"> Is the modular cord disconnected? Is there a problem at the remote Fax? Check this with the party trying to send the original.
Paper is not output.	Is the equipment out of paper?
The received original is printed dark and is illegible or black stripes are printed on the original.	<ul style="list-style-type: none"> Make a local copy and confirm proper printing. Is the original being sent a dirty copy? Check this with the party trying to send the original. Is the trouble due to a problem or operation error at the remote Fax? Check this with the party trying to send the original.
Paper is output but not printed.	<ul style="list-style-type: none"> Is there enough toner? Is the original placed correctly on the remote Fax? Check this with the party trying to send the original.
Paper often misfeeds.	<ul style="list-style-type: none"> Is the tray size setting correct? Is the tray properly inserted? Is the specified paper type being use?



If the suggested action does not solve the trouble or you encounter trouble not listed above, contact your dealer.

Fax Specifications

Size of Original (North America)	LG, LT, ST
Size of Original (A/B format)	A4, A5, B5, FOLIO
Recording Paper Size (North America)	8.5" x 14" (LG), 8.5" x 11" (LT), 5.5" x 8.5" (ST)
Recording Paper Size (A/B format)	210 mm x 297 mm (A4), 148 mm x 210 mm (A5), 182 mm x 257 mm (B5), 210 mm x 330 mm (FOLIO)
Compatibility Communication Modes	Exclusive Mode, ECM, G3
Communication Resolution	Horizontal: 8 dots/mm, 16 dots/mm, 300 dots/inch
	Vertical: 3.85 lines/mm, 7.7 lines/mm, 15.4 lines/mm, 300 dots/inch
Transmission Rate	33,600/31,200/28,800/26,400/24,000/21,600/19,200/16,800/14,400/12,000/9,600/7,200/4,800/2,400 bps
Encoding Systems	JBIG/MMR/MR/MH
Memory Capacity	Transmission/Reception: 1GB *1
Unit Type	Desktop type, transmitting/receiving dual type
Applicable Network	Public Switched Telephone Network (PSTN)

*1 For hard drives, MB means 1 million bytes. (Total hard drive accessible capacity may vary depending on operating environment.)

When the total time that the power is turned off for 12 hours a day becomes about 5 years, the battery will expire. If the battery is run down, ask your dealer. (Repair and replacement will be charged.)

* Specifications and appearance are subject to change without notice in the interest of product improvement.

* If trouble occurs, call service for assistance.

* This unit supports the following models:

MC760dn, MC760dnf, MC770dn, MC770dnf, MC780dn, MC780dnf, ES7470MFP, ES7460MFP, ES7480xMFP, MPS3537mc, MPS4242mc

● TROUBLESHOOTING FOR SCANNING

1

Scanning Problems

This section describes troubleshooting for using scan data.

Cannot E-mail my scans

2

Problem Description

I have scanned a document and sent the copy as an e-mail attachment, but the e-mail does not reach the specified e-mail address.

Corrective Action

Check the following points:

- The correct e-mail addresses are specified.
- The equipment is correctly configured for and connected to the network.
- For the SMTP Client settings, the SMTP server address is correctly set.
- For the SMTP Client settings, the Port Number is correctly set.
- For the SMTP Client settings, the settings for SSL and/or authentication are correctly set.
- The data size of the attached file is smaller than/equal to the maximum data size receivable on the recipient's side.

For details on the network settings, refer to the *TopAccess Guide*.

For details on e-mailing the scanned image, refer to the *Basic Guide*.

3

Cannot find the data saved in the shared folder

4

Problem Description

I have scanned a document and saved the copy in the shared folder of the equipment, but cannot locate the saved file.

Corrective Action

- For Windows OS, search the network for the equipment using the search function of Explorer. The data are stored in the equipment's shared folder named "FILE_SHARE."
- For Macintosh, search the network for the equipment on Finder and access the folder named "FILE_SHARE."
- If you cannot find the equipment on the network, make sure that the SMB Server Protocol setting is enabled on TopAccess.

For details on the network settings, refer to the *TopAccess Guide*.

For details on storing the scanned image, refer to the *Basic Guide*.

● TROUBLESHOOTING FOR e-Filing

e-Filing Web Utility Problems

This section describes troubleshooting for the web browser-based e-Filing web utility. You will also find the error messages and the corrective actions for each message.

e-Filing Web Utility terminates the session

Problem Description

The message “This operation will end your e-Filing session.” appears and e-Filing Web Utility returns to its top page.

Corrective Action 1

Clicking the [Return], [Refresh], and [home] button or [login] link leads to this message and e-Filing Web Utility returns to its top page. In this case, try again to do the operation you intended.

Corrective Action 2

Closing the window by clicking the [x] button of the browser leads to the message “This operation will end your e-Filing session.” and the e-Filing session ends. Finish your current operation before you close the window.

Corrective Action 3

Operating the main window while the sub window is displayed leads to the message “This operation will end your e-Filing session.” and the processing displayed on the sub window ends. Do not operate the main window until the processing on the sub window has been completed.

Numerous sub windows repeatedly appear

Problem Description

Numerous sub windows repeatedly appear and e-Filing becomes uncontrollable.

Corrective Action

Close all the windows and exit from the web browser. Then restart the browser and clear the cookie files from “Internet Option” (for Internet Explorer).

Displaying the items in the Contents Frame takes a long time

Problem Description

Displaying the items in the Contents Frame takes a long time.

Corrective Action

Displaying more than 100 items in the Contents Frame may take a long time. A smaller number of items shortens the time for displaying.

Error messages

See the table below to troubleshoot the problem if a message appears.

Message	Corrective Action
Internal error occurred. Please restart e-Filing.	Turn the power of the equipment OFF and then ON and then try again. If the error message is still displayed, contact your network administrator or contact your dealer for support.
Your e-Filing Session has Timed Out. Please Restart.	Exit from e-Filing and change the session timer setting to be longer on the Setup page of the TopAccess Administrator mode. Then restart it.
The items have been modified.	The items are currently being modified by another user. Try again after the other user has finished.

TROUBLESHOOTING FOR e-Filing

Message	Corrective Action
Cannot start e-Filing Session. The Disk is Full.	Erase unnecessary data from the Control Panel. For instructions on how to delete data from the Control Panel, refer to the e-Filing Guide .
Cannot create a Box. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot create a Folder. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot edit the Document. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot insert Page. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot archive Documents. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot upload archived file. The Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cut failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Copy failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Paste failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Save failed. Disk is full.	Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.
Cannot create a Folder. Maximum number of folders has been reached.	Delete unnecessary folders and create a new folder. You can create up to 100 folders in each box.
Cannot create a Document. Maximum number of documents has been reached.	Delete unnecessary documents and create a new document. You can create up to 400 documents in each box and folder.
Cannot insert Page. Maximum number of pages has been reached.	Delete unnecessary pages and insert a new page. A document can contain up to 200 pages.
Paste failed. Maximum number of page range is reached.	Delete unnecessary pages and paste pages in the document. A document can contain up to 200 pages.
Cut failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Copy failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Paste failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Delete failed. The items have been deleted or modified.	Refresh the page and make sure that the item was deleted or is currently being modified.
Please enter valid password.	Enter the correct password.
A folder with the name you specified already exists. Please try again.	Use a name that does not exist in the box.
Another user is archiving or uploading. Please try again later.	The document is being archived or uploaded by another user. Try again after the other user has finished.
The Maximum Possible Archive Size exceeded. Archiving is not Possible.	An archive file larger than 2 GB cannot be created. Make sure that the archive file will be less than 2 GB by archiving smaller groups of files instead of a large one.
The Box cannot be erased. A document contained in Box is being used.	A document contained in the box is being used by another user. Try again after the other user has finished.
The document is being used. Please try again later.	The selected document is being used by another user. Try again after the other user has finished.
File format doesn't correspond. Please contact Administrator.	Contact your administrator to convert the archive file and try again.
e-Filing is not ready. Please try again later.	e-Filing has not yet been activated. Try again later.

● TROUBLESHOOTING FOR NETWORK CONNECTIONS

Locating the Equipment in the Network

Cannot locate the equipment in the network

Problem Description

I cannot locate the equipment in the network.

Corrective Action

Improper settings may cause problems in locating the equipment in the network. Try the checklist below to detect the cause of the problem. If the problem remains unsolved, contact your dealer.

No.	Check...	Yes	No	Corrective Action
1	Is the startup page printed out? If not, wait until the communication comes online. Examine the protocol settings listed on the startup page. Are they correct?	Next Step ↓	⇒	Set up the proper protocols.
2	Print out a configuration page. Make sure that there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate the equipment by its device name. Can you find the equipment?	Next Step ↓	⇒	Set up the proper protocol if required. Once you have located the equipment, configure the port that it is mapped correctly to the device.
3	Can you locate other computers connected to the same network?	Next Step ↓	⇒	Check the network settings on the client computer to make sure that they are compatible with the network settings on the equipment.
4	Check the link LED activity on the hub and/or NIC of the equipment and the client machine. Do the hardware components appear to be functioning properly?	Next Step ↓	⇒	Contact your dealer.
5	Confirm whether the Ethernet cable is normal. Does the current Ethernet speed appear on the ETHERNET setting screen ([SETTING] - [ADMIN] - [NETWORK] - [ETHERNET]) ? Furthermore, confirm whether the hub you are using supports FULL mode. Does the hub support its mode ?	Next Step ↓	⇒	If "Link not detected" is displayed on the ETHERNET setting screen, a contact failure or disconnection may be occurred in the cable. In this case, check the cable, and replace it with a new one, if required. Furthermore, if the hub does not support FULL mode, connect the equipment to the switching hub. When the port setting of the switch is fixed at half-duplex communication, change it to any of 10/100/1000 Mbps, full-duplex fixed communication mode or auto-negotiation. Contact your local network support specialist for further assistance.
6	Make sure that the device name for the equipment is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on the equipment. If necessary, change the network settings on the equipment. After the communication comes back online, can you see the equipment in the network?	Next Step ↓	⇒	Set up the NetBIOS name of the device correctly.
7	If the network environment is using complex subnet or supernet structures, is the IP address used by the equipment within the network structures range of valid addresses?	End	⇒	Contact your local network support specialist for further assistance.

Cannot locate the equipment with Local Discovery

1 Problem Description

Local Discovery cannot detect the equipment.

2 Corrective Action

The equipment is normally located automatically by SNMP. When the TWAIN driver, File Downloader, Address Book Viewer, Backup/Restore Utility, Remote Scan driver, N/W-Fax driver or printer driver cannot automatically discover the equipment over the network, the most likely cause is limitations of the protocols supported by the computer. In some cases, you need to add or update network components; however, first see the checklist below to fix the problem.

No.	Check...	Yes	No	Corrective Action
1	Is SNMP enabled on the equipment?	Next Step ↓	⇒	Enable the SNMP (MIB).
2	Are the SNMP setting of the equipment and that of the software the same?	Next Step ↓	⇒	SNMP V1/V2: Check if the community names of the equipment and the software are the same. SNMP V3: Check if each item of the SNMP setting of the equipment and the software is the same.
3	Confirm that the protocol suite installed on the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ↓	⇒	See the vendor's website for information about product updates and technical supports.
4	Print an NIC Configuration page from the equipment. Does the equipment support the same protocol as the network?	Next Step ↓	⇒	Configure the proper protocol.
5	Change the protocol settings from TopAccess, if necessary, and reboot the equipment for the changes to take effect. Repeat step 2. Was the device discovered?	End	Next Step ↓	
6	Check the NIC Configuration page. Are the IP address and subnet mask settings correct?	Next Step ↓	⇒	Setup the TCP/IP settings correctly.
7	Check the router to make sure that it is not filtering out the equipment packets. Is the router processing equipment packets correctly?	Next Step ↓	⇒	Adjust the router settings.
8	Can another computer within the same network segment discover the equipment?	Next Step ↓	⇒	See the following section to fix the problem: P.33 "Locating the Equipment in the Network"
9	Check the NIC Configuration page. Is the Unit Serial Number part of the device name?	Next Step ↓	⇒	Contact your dealer.
10	Check link activities on the port being used by the equipment and the integrity of the network cable, hub, or switch that connects the equipment to the network. Replace any network components that you can tell or suspect are faulty.	End	⇒	

Equipment does not respond to ping command

Problem Description

The equipment does not respond to a ping command.

Corrective Action

Check the network settings following the checklist below.

No.	Check...	Yes	No	Corrective Action
1	Confirm that the TCP/IP protocol suite is installed on the client computer.	Next Step ↓	⇒	Refer to the networking section of your operating system documentation.
2	Look at the NIC configuration page and confirm that the TCP/IP settings are correct. Is the IP address entered and valid? Are the Gateway and Subnet settings correct?	Next Step ↓	⇒	Enter the correct TCP/IP settings.
3	Reboot the equipment. Check the NIC Configuration page that is printed out. Are the TCP/IP settings correct?	Next Step ↓	⇒	The settings are not binding, contact your dealer.
4	Try to ping the equipment again. Did the equipment respond to the ping?	End	Next Step ↓	
5	Can you ping the equipment from any other computer within the same network? If not, the equipment might have an IP address that is out of range or invalid.	Next Step ↓	⇒	Contact your local network specialist for a valid IP address for the equipment.
6	Can you ping to another computer within the same network?	Next Step ↓	⇒	Check the computer's protocol settings to make sure the gateway and subnet settings are correct.
7	If you have customized the device name, you can check if the NIC is functional by restoring the default settings. When the equipment automatically reboots and an NIC Configuration page is printed, does the device name include the NIC's unit serial number?	Next Step ↓	⇒	The NIC is faulty or improperly installed. Contact your dealer.
8	Check link activities on the port being used by the equipment and also the integrity of the network cable, hub, or switch that is connecting the equipment to the network. Replace any network components that you suspect are faulty. Can you ping the equipment now?	End	⇒	Contact your dealer.

LDAP Search and Authentication Problems

Network shutdown occurs or touch panel disabled after LDAP search

Problem Description

After performing the LDAP search, the network shutdown occurs or the touch panel is disabled.

Corrective Action

Try the checklist below. If the problem remains unsolved, contact your dealer.

No.	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ↓	⇒	Confirm that the LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	End	⇒	Enter the correct LDAP setting. Re-enter the correct password carefully because it is displayed by asterisks.

LDAP authentication takes a long time

Problem Description

It takes a long time to perform LDAP authentication on the touch panel.

Corrective Action

Try the checklist below. If the problem remains unsolved, contact your dealer.

No	Check...	Yes	No	Corrective Action
1	Is the LDAP server correctly running?	Next Step ↓	⇨	Confirm that LDAP server is correctly running.
2	Is the LDAP server setting correctly set?	End	⇨	Enter the correct LDAP setting. Reenter the correct password carefully because it is displayed by asterisks.

Printing Problems (Network Related)

Among the several ways to use the equipment in the network, the simplest one is to set the equipment in the TCP/IP environment using a DHCP server to assign IP addresses dynamically to devices. Using the default settings also assures an easier network implementation, although you may be required to customize the settings to accommodate them in your particular environment.

Some common network configurations are shown below, along with the steps required to configure the equipment. If you perform all the steps in the applicable checklist and still cannot print satisfactorily with the equipment, contact your dealer.



- You can change the network protocol settings with the touch panel of the equipment or with TopAccess (the Administration page).
- For the error messages that appear during the installation of the printer drivers, refer to the **Basic Guide**.

SMB print in a Windows operating system environment

No	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ↓	⇨	Set up the IP address correctly.
2	Is the Microsoft computer name (device name) unique?	Next Step ↓	⇨	Set up the device name correctly.
3	Is the workgroup name valid and correctly entered?	Next Step ↓	⇨	Set up the workgroup correctly.
4	When IPv4 is supported: Is the WINS server address correctly set? When IPv6 is supported: Is LLMNR for the IPv6 setting enabled?	Next Step ↓	⇨	When IPv4 is supported: Set up the WINS server address correctly, or enter "0.0.0.0" for the WINS server address to disable the WINS service. When IPv6 is supported: Enable LLMNR for the IPv6 setting referring to the TopAccess Guide .
5	When IPv4 is supported: If the client computers are located in different segments, is the WINS service correctly provided?	Next Step ↓	⇨	When IPv4 is supported: Set up the WINS server and enable it on the equipment to allow users access from a different segment.
6	Can you see the equipment in Windows Network Neighborhood?	Next Step ↓	⇨	See the following section to fix the problem: P.33 "Cannot locate the equipment in the network"
7	Were the proper printer drivers installed?	Next Step ↓	⇨	Refer to the Basic Guide to install the proper printer drivers.
8	Is the driver's port name valid?	Next Step ↓	⇨	Refer to the Basic Guide to configure the proper port.
9	Can you print with the equipment?	End	⇨	See the following section to fix the problem: P.22 "Cannot print with the equipment (network connection problems)"

Raw TCP or LPR print in a Windows operating system environment

No	Check...	Yes	No	Corrective Action
1	Are the IP Address properties correctly set?	Next Step ↓	⇨	Set up the IP address correctly.
2	Is Raw TCP print correctly set?	Next Step ↓	⇨	Set up the Raw TCP print service correctly.
3	Is LPR/LPD print correctly set?	Next Step ↓	⇨	Set up the LPD print service correctly.
4	Were the proper printer drivers installed?	Next Step ↓	⇨	Refer to the Basic Guide to install the proper printer drivers.

No	Check...	Yes	No	Corrective Action
5	Is the Raw TCP or LPR port configured with the correct IP address?	Next Step ↓	⇨	Refer to the Basic Guide to configure the proper port.
6	Can you print to the equipment?	End	⇨	See the following section to fix the problem: P.22 "Cannot print with the equipment (network connection problems)"

IPP print in a Windows operating system environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ↓	⇨	Set up the IP address correctly.
2	Is the HTTP server on the equipment enabled?	Next Step ↓	⇨	Enable the HTTP server in the HTTP Network Service.
3	Is the IPP print correctly set?	Next Step ↓	⇨	Set up the IPP print service correctly.
4	Were the proper printer drivers installed?	Next Step ↓	⇨	Refer to the Basic Guide to install the proper printer drivers.
5	Is the IPP port configured with the correct URL?	Next Step ↓	⇨	Refer to the Basic Guide to configure the proper port.
6	Can you print to the equipment?	End	⇨	See the following section to fix the problem: P.22 "Cannot print with the equipment (network connection problems)"

Novell print in a NetWare environment

No.	Check...	Yes	No	Corrective Action
1	Are the IPX/SPX protocols enabled? Is the correct frame type selected?	Next Step ↓	⇨	Set up the IPX/SPX correctly.
2	If applicable, did you successfully set up queue-based print?	Next Step ↓	⇨	Set up the NetWare server properly.
3	Did you configure the equipment for a NetWare connection?	Next Step ↓	⇨	Set up the NetWare network settings correctly.
4	Did you configure the equipment for NetWare print service?	Next Step ↓	⇨	Set up the NetWare print service correctly.
5	Were the proper printer drivers installed?	Next Step ↓	⇨	Refer to the Basic Guide to install the proper printer drivers.
6	Is the IPP port configured with the correct URL?	Next Step ↓	⇨	Refer to the Basic Guide to configure the proper port.
7	Can you see the equipment in Windows Network Neighborhood?	Next Step ↓	⇨	Check that the SMB protocol is enabled in the client computers.
8	Can you print to the equipment?	End	⇨	See the following section to fix the problem. P.22 "Cannot print with the equipment (network connection problems)"

Macintosh environment

No.	Check...	Yes	No	Corrective Action
1	Are the IP address properties correctly set?	Next Step ↓	↔	Set up the IP address correctly.
2	Can you access any other network device from the Macintosh computer?	Next Step ↓	↔	Refer to your Macintosh networking documentation or contact Macintosh technical support.
3	Can another Macintosh computer on the network print to the equipment? If so, compare the settings to determine which need to be changed to support print from this machine.	End	↔	Refer to your Macintosh networking documentation or contact Macintosh technical support.

Network Fax (N/W-Fax) Driver Problems

This section describes the troubleshooting for the Network Fax (N/W-Fax) driver.

N/W-Fax Driver Installation Error Messages

Note

Replace "Printer" with "N/W-Fax" as required in the troubleshooting description.
For information on the installation of the N/W-Fax driver, refer to the *Basic Guide*.

■ Setup needs to copy Windows NT files

Problem description

The wrong port type was selected from the Printer Ports dialog.

Corrective action

1. Click Cancel until the Add Printer Wizard terminates.
2. Select [Add a printer] in the Devices and Printers folder to start the Add Printer Wizard, and then perform the installation again.
3. When the screen for selecting a port is displayed, select [Local port] to add a printer.

■ Client software DVD now required

Problem description

When adding a new printer driver, the end user did not choose the Have Disk option; instead, the user selected the machine name from the Add Printer list.

Corrective action

1. Cancel the Add Printer Wizard.
2. Select [Add a printer] in the Devices and Printers folder to start the Add Printer Wizard, and perform the installation again.
3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Select [Use Existing Driver] to add another copy of an existing driver or browse to the subdirectory that contains the appropriate *.inf file.

■ File *.DRV on client DVD could not be found

Problem description

When adding a new printer driver, the user did not choose the Have Disk option but selected the machine name from the Add Printer list.

Corrective action

1. Cancel the Add Printer Wizard.
2. Select [Add a printer] in the Devices and Printers folder to start the Add Printer Wizard, and perform the installation again.

3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Browse to the subdirectory that contains the appropriate *.inf file.

■ Location does not contain information about your hardware

Problem description

The path to the *.inf file selected during driver installation is too far away. In other words, there are too many characters in the directory path.

Corrective action

Copy the directory containing the *.inf file to the local drive and resume installation.

■ This port is currently in use

Problem description

The driver was either opened, printing a job, or in use by another printer or application, when you attempted to delete it.

Corrective action

Make sure all print jobs have been completed before deleting a port. If there are still problems, exit all applications and try again. Check each driver to see if another driver is using the same port. If so, first change the driver's port setting and delete the port.

■ Problem with the current printer setup

Problem description

The driver was not set up properly, possibly because the installation procedure was not completed.

Corrective action

Delete the driver and either reinstall it from the Client Utilities/User Documentation DVD or download it from this equipment.

N/W-Fax Driver General Errors

■ “Could not connect to the MFP device” appears

Problem description

When users are trying to access to the properties of the N/W-Fax driver, an error message “Could not connect to the MFP device” appears.

Corrective action

Communication between the N/W-Fax driver and this equipment failed. Make sure that this equipment is operating. If not, turn its power ON.

Connect the N/W-Fax driver with this equipment through the TopAccess. If the connection fails, reboot the computer and this equipment.

■ The fax jobs are not listed on the “Logs - Transmission” screen in TopAccess

Problem description

When confirming the fax job logs on the “Logs - Transmission” screen in TopAccess, the fax jobs that are sent are not displayed.

Corrective action

If the relevant fax job is not included in the Log list, your transmission job may not have been performed. In this case, search for jobs without the department code in the “JOB STATUS - FAX” on the control panel. Then select the relevant fax job and press the [SEND] button to resend it.

■ Fax transmission cannot be performed with a cover sheet

Problem description

In a N/W-Fax driver which is set to the IPP port, no cover sheet is output and an XL error occurs in the fax transmission when a printer driver whose file name consists of 54 letters or more is specified for the default printer and a Fax is sent with a cover sheet added from Microsoft Excel.

Corrective action

Set the file name of the printer driver in 30 letters or less.

Wireless LAN Problems

This section describes the troubleshooting for Wireless LAN.

Message	Corrective Action
Bad certificate	Unsupported certificate is installed. Reinstall the appropriate certificate. This equipment supports md5RSA and sha1RSA certificate only.
Bad record mac	SSL Key exchange failed. Turn the power OFF and then ON to restart the equipment.
Certificate expired	The certificate has been expired. Make sure that the time is set correctly or whether the certificate is expired.
Certificate revoke	The certificate has been revoked. Ask your network administrator.
Certificate unknown	The installed CA certificate cannot work as server certificate. Make sure to install a correct CA certificate.
Decompression failure	This equipment does not support the SSL compression. Please disable the SSL compression on the RADIUS server.
Handshake failure	Unsupported encryption may be set on the server. Make sure to use the supported encryption method.
Illegal parameter	Unsupported version of the TLS protocol may be used. Make sure to use the supported version of the TLS protocol.
No certificate	No certificate is installed or you do not specify the certificate file name. Make sure to install the certificate and specify the certificate file name correctly.
Peer error certificate	Installed CA certificate cannot verify the server certificate in the RADIUS server. Make sure to install a correct CA certificate.
Peer error no certificate	The RADIUS server operates the communication with the certificate using the TLS protocol.
Peer no cipher	The RADIUS server requests the unsupported encryption for this equipment.
Peer error unsupported certificate type	This equipment uses the certificate that the RADIUS server does not support.
Peer unexpected message	The RADIUS server sends the message that is not TLS standard. Confirm the settings on the RADIUS server.
Unknown remote error type	The RADIUS server sends the alert message of illegal TLS.
Unsupported certificate	This equipment uses the certificate that the RADIUS server does not support.
Unknown ca	Installed CA certificate cannot verify the server certificate in the RADIUS server. Make sure to install a correct CA certificate.
Unable to connect	Ask the administrator.

Client Software Authentication Problems

Cannot log in using client software

Problem Description

I cannot log into the equipment using client software.

Corrective Action

If you cannot log into the equipment using client software, contact the administrator of the equipment. Since the user name and password registered in the client software are used for authentication in the case of automatic login, the log-in screen may not be displayed.

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CHECKING THE EQUIPMENT STATUS WITH TopAccess

Hardware Status Icons on TopAccess [Device] Tab

When the equipment requires maintenance or when an error occurs with the equipment, the icons indicating the status information appear near the graphic image of the equipment on the TopAccess [Device] tab. The following are the icons displayed and their descriptions.

For details of the [Device] tab of TopAccess, refer to the *TopAccess Guide*.

Printer Error 1



This icon indicates a non-recommended toner cartridge is used and that the equipment has stopped printing.

[P.55 "Replace the Toner Cartridges"](#)

Printer Error 2



This icon indicates:

- You need to remove paper from the face down/up stacker of the equipment.
- You need to remove paper from the receiving tray of the Finisher.
- You need to remove the staples jammed in the Finisher.
[P.11 "When Paper Jam Occurs in Inner Finisher \(Option\)"](#)
- The recommended toner cartridge is not being used.
[P.55 "Replace the Toner Cartridges"](#)
- The equipment cannot eject the paper to the face down/up stacker of the equipment.

Cover Open



This icon indicates the front cover is open.

Toner Empty



This icon indicates no toner is left. It also indicates which color is empty:

[P.55 "Replace the Toner Cartridges"](#)

Paper Empty



This icon indicates no paper is left in a tray.

Paper Misfeed



This icon indicates a paper misfeed occurred. It also indicates the location of the paper misfeed.

Staples Empty

This icon indicates no staples are left in the Finisher.

Call for Service

Contact your dealer to have the equipment inspected.

Error Messages

When a message appears on the [Device] Tab of TopAccess, see the table below for the corrective action.

TopAccess Message	Corrective Action
Cover Open - Please Close Cover.	Close the front cover.
Paper Feeding Cover Open - Please Close Cover.	Close the paper feeder cover.
Transfer/Transport unit Cover Open - Please Close Cover.	Close the transfer/transport unit.
Bypass Cover Open - Please Close Cover.	Close the bypass cover.
Exit Cover Open - Please Close Cover.	Close the exit cover.
Toner Cover Open - Please Close Cover.	Close the toner cover.
Platen Cover Open - Please Close Cover.	Close the platen cover.
Tray 1 Open - Please Close Tray 1.	Close the tray.
Tray 2 Open - Please Close Tray 2.	Close the tray.
Tray 3 Open - Please Close Tray 3.	Close the tray.
Tray 4 Open - Please Close Tray 4.	Close the tray.
Automatic Duplexing Unit Cover Open - Please Close Cover.	Close the automatic duplexing unit cover.
Stacker Paper Full - Please Remove Paper.	Remove the paper from the stacker.
Upper Tray Paper Full - Please Remove Paper.	Remove the paper from the stacker.
Paper Empty in Tray 1 - Please Add Paper.	Set the paper in the tray.
Paper Empty in Tray 2 - Please Add Paper.	Set the paper in the tray.
Paper Empty in Tray 3 - Please Add Paper.	Set the paper in the tray.
Paper Empty in Tray 4 - Please Add Paper.	Set the paper in the tray.
Paper Misfeed in Job Separator - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Misfeed in Automatic Duplexing Unit - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Insertion Misfeed - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Misfeed in Printer - Please Clear Paper Path.	Refer to the guidance on the touch panel to remove misfed paper.
Paper Misfeed in Finisher - Please Clear Paper Path.	Remove the misfed paper from the Finisher. P.11 "When Paper Jam Occurs in Inner Finisher (Option)"
Staple Empty - Please Set Staple Cartridge	Refill the Finisher staples.
Open the front cover, and clean the slit glass.	Clean the slit glass.
Toner Not Recognized - Please Check Toner.	Check and adjust the toner bottle.
Black Toner Empty - Please Install New Toner Cartridge.	Replace the black toner. P.55 "Replace the Toner Cartridges"
Cyan Toner Empty - Please Install New Toner Cartridge.	Replace the cyan toner. P.55 "Replace the Toner Cartridges"
Magenta Toner Empty - Please Install New Toner Cartridge.	Replace the magenta toner. P.55 "Replace the Toner Cartridges"
Yellow Toner Empty - Please Install New Toner Cartridge.	Replace the yellow toner. P.55 "Replace the Toner Cartridges"
Black Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Cyan Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.

TopAccess Message	Corrective Action
Magenta Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Yellow Toner Near Empty - Please Prepare New Toner Cartridge.	Prepare the new toner cartridge.
Close duplexing unit cover	Close the duplexing unit cover.
Fatal Error - Please Contact Service Technician.	Contact your dealer.
Main Motor Error - Please Contact Service Technician.	Contact your dealer.
Printer Input Error.	Contact your dealer.
Scanner Error - Please Contact Service Technician.	Contact your dealer.
Fuser Error - Please Contact Service Technician.	Contact your dealer.

Error Codes

TopAccess has the pages for the job lists; print, transmission, reception, and scan jobs. The following error codes are shown on these pages in the [Logs] tab (successful jobs have no codes). These codes help you specify the cause of an error you might encounter.



The error codes are also shown on the [LOG] window of the touch panel. See the following lists when you find an error code on the touch panel.

Error codes on print jobs

Error Code	Problem Description	Corrective Action
4011	Job canceled	The job was canceled.
4021	Power failure	Check whether the power cable is connected properly and is inserted securely.
4031	HDD full error	Delete unnecessary private print jobs and invalid department print jobs.
4041	User authentication error	The user performing the printing has not been authenticated or registered. Perform user authentication or user registration.
4042	Department code authentication error	Check the information about the department code registered in this equipment.
4045	There is something wrong with the connection with the LDAP server or its authority setting.	Ask your LDAP server administrator about it.
4111	The number of prints has become "0"	The number of prints specified in department and user management has become "0" at the same time. Set the number again or perform initialization.
4112	The number of prints has become "0"	The number of prints specified in user management has become "0". Set the number again or perform initialization.
4113	The number of prints has become "0"	The number of prints specified in department management has become "0". Perform initialization.
4121	Job cancellation due to the external counter error	<ol style="list-style-type: none"> Put in a coin and perform printing again. Insert a card and perform printing again or contact your administrator. Insert the Key Counter and perform printing again. Clear the Schedule Print setting and perform printing again.
4211	Printing data storing limitation error	Printing with the data being stored to the HDD temporarily (Proof print, Private print, Scheduled print, etc.) cannot be performed. Use normal printing.
4212	e-Filing storing limitation error	Printing with the data being stored to the HDD (print and e-Filing, print to e-Filing, etc.) cannot be performed. Use normal printing.
4213	File storing limitation error	The file storing function is set to "disabled". Check the setting of the equipment.
4214	Fax/iFax transmission failure	The Fax/iFax transmission or N/W-Fax/iFax function is set to "disabled". Check the setting of the equipment.
4221	Private-print-only error	Jobs other than Private printing cannot be printed. Perform Private printing.
4311	No authority to execute a job	The user has not been authorized to perform this operation. Ask your administrator.
4312	Not authorized to store a file	The user has not been authorized to perform this operation. Ask your administrator.
4313	Not authorized to store in e-Filing	The user has not been authorized to perform this operation. Ask your administrator.
4314	Not authorized to send a Fax/iFax	The user has not been authorized to perform this operation. Ask your administrator.

Error Code	Problem Description	Corrective Action
4321	Not authorized to perform printing in the specified setting	The user has not been authorized to perform this operation. Ask your administrator.
4411	Image data generation failure	Check if the file to be printed is broken. Perform printing again or use another printer driver.
4412	Double-sign encoding error	A double-sign encoding error occurred because the PDF file is encrypted in unsupported script. Printing the file in this function is impossible.
4611	Font download failure	Since the available number of fonts is exceeded, the font cannot be registered. Delete at least one font.
4612	Font download failure	Since there is no space in HDD, the font cannot be registered. Delete at least one font.
4613	Font download failure	Since an error has occurred, the font cannot be registered. Perform downloading again or regenerate the font data first.
4621	Downloaded font deletion failure	Check if the font to be deleted is registered.
4F10	Print failure	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort. If the error still persists, contact your service representative.

Error codes on transmission and reception

Error Code	Problem Description	Corrective Action
0012	Original misfeed	Remove the misfed original.
0013	Cover open	Firmly close the open cover.
0020	Power interruption	Check the power interruption report.
0030	Interruption by paper misfeeds during direct transmission	Remove the misfed paper and reattempt the transmission.
0033	Polling Error	Check polling options setup (Security Code, etc.), and check whether the polling document exists.
0042	Memory full	Make sure that there is sufficient memory before making the call again.
0050	Line busy	Reattempt the communications.
0053	Security Mismatch in Relay or Mail Box transmission	Confirm the remote party's Security Code, system password and your setup.
00B0-00B5 00C0-00C4 00D0-00D2	Signal Error or Line Condition Error	Reattempt the communications.
00E8	HDD error	Reattempt the communications. If the error still persists, contact your service representative.
00F0	Software failure	Reattempt the communications. If the error still persists, contact your service representative.
00F1	Hardware noise	Reattempt the communications. If the error still persists, contact your service representative.
1C10	System access abnormality	Turn the power OFF and then back ON. Perform the problem job again. If the error still persists, contact your service representative.
1C11	Insufficient memory	Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.
1C12	Message reception error	Turn the power OFF and then back ON. Perform the job in error again.
1C13	Message transmission error	Turn the power OFF and then back ON. Perform the job in error again.
1C14	Invalid parameter	If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON, and try again.
1C15	Exceeding file capacity	Ask your administrator to change the "Fragment Page Size" setting for the Internet Fax setting, or reduce the number of pages and try again.
1C30-1C33	Disk access error	Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.
1C40	Image conversion abnormality	Turn the power OFF and then back ON. Perform the job in error again. If the error still persists, contact your service representative.
1C60	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the job in error and perform it again. Check whether the server or local disk has sufficient space in its disk capacity.

CHECKING THE EQUIPMENT STATUS WITH TopAccess

Error Code	Problem Description	Corrective Action
1C61	Address Book reading failure	Turn the power OFF and then back ON. Perform the job in error again. Reset the data in the Address Book and perform the job again. If the error still persists, contact your service representative.
1C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
1C64	Terminal mail address unset	Ask your administrator to set the Email address of the equipment.
1C65	SMTP address unset	Ask your administrator to set the SMTP server address.
1C66	Server time-out error	Check whether the SMTP server is operating properly.
1C69	SMTP server connection error	Ask your administrator to set the login name or password of the SMTP server and try again. Check whether the SMTP server is operating properly.
1C6B	Terminal mail address error	Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.
1C6C	Destination mail address error	Check if there is an unpermitted character in the Destination Email address. Delete the unpermitted character and reset the appropriate Destination Email address, then try again.
1C6D	System error	Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.
1C70	SMTP client OFF	Ask your administrator to enable the SMTP Client and perform the job again.
1C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL is enabled, make sure that SSL port number is correctly set.
1C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
1CC0	Job canceled	The job was canceled.
1CC1	Power failure	Check whether the power cable is connected properly and is inserted securely. Check whether the power voltage is unstable.
3A10	MIME format error	Ask the sender to resend the Email in the MIME1.0 format.
3A20	Email process error	Ask the sender to resend the Email.
3A30	Partial Email timeout error	Ask the sender to resend the Email, or change the Partial Wait time setting.
3A40	Invalid partial Email received	Ask the sender to resend the partial Email in the RFC2046 format.
3A50	HDD full error	Ask the sender to resend the Email by separating it into several Emails. If this error occurs due to running out of paper and too many waiting jobs being stored in the hard disk, add paper to activate the other jobs.
3A70	Interrupt partial Email reception	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3A80	Partial Email disabled	Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.
3B10	Email format error	Ask the sender to resend the Email.
3B20	Content-Type error	Ask the sender to resend the Email with attached files that are TIFF format.
3B40	Email decode error	Ask the sender to resend the Email.
3C10, 3C13	TIFF analysis error	Ask the sender to resend the Email with attached files that are TIFF format.
3C20	TIFF compression error	Ask the sender to resend the Email with attached TIFF files in the MH, MR, MMR, or JBIG compression.
3C30	TIFF resolution error	Ask the sender to resend the Email with attached TIFF files whose resolution is either 200 x 100, 200 x 200, 200 x 400, 300 x 300, or 400 x 400 dpi.
3C40	TIFF paper size error	Ask the sender to resend the Email with attached TIFF files that can be printed on paper permitted for the equipment.
3C50	Offramp transmission error	Ask the sender to specify the correct fax numbers and resend the Email.
3C60	Offramp security error	Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the Email with the correct fax numbers.
3C70	Power failure	Confirm that the job is recovered or not. If not, ask the sender to resend the Email.
3C90	OffRamp Fax transmission disable error	Confirm if the Fax Send Function of MFP setting is disable or not.
3D10	Destination address error	Ask your administrator whether the DNS and mail server settings are correctly set. If they are, ask the sender to confirm that the destination address is correct.

Error Code	Problem Description	Corrective Action
3D20	Exceeding maximum offramp destinations	Ask the sender to specify up to 40 destinations for one offramp gateway job. The equipment cannot perform offramp gateway transmission for more than 40 destinations.
3D30	Fax unit is not installed	Make sure that the Fax unit is installed, or connected correctly.
3E10	POP3 server communication error	Ask your administrator whether the POP3 server address is correctly set, and whether the POP3 server works properly. If SSL is enabled, make sure that SSL port number is correctly set.
3E20	POP3 server communication timeout	Ask your administrator whether the POP3 server works properly and the LAN cable is connected to the server.
3E30	POP3 login error	Ask your administrator whether the POP3 user name and password are set correctly.
3E40	POP3 login type error	Ask your administrator whether the POP3 login type (Auto, POP3, APOP) is set correctly.
3F10, 3F20	File I/O error	Ask the sender to resend the Email. If the error still occurs, contact your service representative.

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Error codes on scan jobs



The error indications on scan jobs are done as follows:

- On TopAccess log list, messages indicating the status are displayed.
- On the touch panel of the equipment, error codes are displayed. See the listings below.

Error Code	Problem Description	Corrective Action
Email		
2C10, 2C12, 2C13, 2C20-2C22	Wrong Job status	A system error has occurred during the sending of an Email. Try it again. If the error still persists, contact your service representative.
2C11, 2C62	Not enough memory	Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.
2C14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2C15	Mail size exceeded limit or maximum size	You are sending too many documents at a time. Send them separately.
2C30-2C33	Disk access error	Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.
2C40	Failed to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2C43	Encryption error. Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.
2C44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.
2C45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2C60	HDD full failure during processing	Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.
2C61	Failure to read Address Book	Turn the power OFF and then back ON. Try the problem job again. Reset the data in the Address Book and reattempt it. If the error still persists, contact your service representative.
2C63	Terminal IP address unset	Ask your administrator to set the IP address of the equipment.
2C64	Terminal mail address unset	Ask your administrator to set the Email address of the equipment.
2C65, 2C66, 2C69	Failure to connect to SMTP server	Make sure that the SMTP server is correctly working or the SMTP server address has been set correctly.
2C6A	Failure to send Email message	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2C6B	Invalid address specified in From: field	Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.
2C6C	Invalid address specified in To: field	Make sure that there is no unpermitted character in the Destination mail address. Delete any unpermitted character and reset the appropriate Destination mail address, then try again.
2C70	SMTP service is not available	Ask your administrator whether the SMTP service is enabled.
2C71	SMTP authentication error	Confirm that the login name and password are correct. If SSL is enabled, make sure that the SSL port number is correctly set.
2C72	POP Before SMTP error	Confirm that the POP Before SMTP settings and POP3 settings are correct.
2CC0	Job canceled	The job was canceled.
2CC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.

Error Code	Problem Description	Corrective Action
Save as File		
2D10, 2D12, 2D13	Wrong Job status	Turn the power OFF and then back ON. Try it again. If the error still persists, contact your service representative.
2D11	Not enough memory	Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2D14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2D15	Exceeding maximum file capacity	Divide the file into several files, or try again in a single-page format.
2D30	Failure to create directory	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2D31, 2D33	Failure to create file	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2D32	Failure to delete file	Make sure that the access privilege to the storage directory is writable and then try the job again. If the error still persists, turn the power OFF and then back ON, and then make another effort.
2D40	Failure to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2D43	Encryption error. Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.
2D44	Creating a file was not allowed.	Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.
2D45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2D62	Failure to connect to network destination Check destination path.	Make sure that the network folder is shared in your network and try scanning again. If the error still persists, ask your administrator to check whether the IP address or path of the server is correct. Also make sure that the server is operating properly.
2D63	Specified network path is invalid. Check destination path.	Make sure that you specify the correct network folder and try scanning again.
2D64	Log on to file server failed. Check user name and password.	Make sure that you specify the correct user name and password to log on to the file server, or you specify the correct file server. Then try scanning again.
2D65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and try scanning again.
2D66	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.
2D67	FTP service is not available	Ask your administrator whether the FTP service is configured correctly.
2D68	File Sharing service is not available	Ask your administrator whether the SMB protocol is enabled.
2D69	NetWare service is not available	Ask your administrator whether the NetWare protocol is enabled.
2DA6	Failure to delete file	Delete the files in the shared folder with Explorer, turn the power OFF and then back ON, and reattempt the problem job. If the error still persists, contact your service representative.
2DA7	Failure to acquire resource	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2DC0	Job canceled	The job was canceled.
2DC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.

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Error Code	Problem Description	Corrective Action
Store to USB		
2E10, 2E12, 2E13	Wrong Job status	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2E11	Not enough memory	Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2E14	Invalid parameter specified	If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.
2E15	Document size exceeded limit or maximum size	Divide the file into several files, or reattempt in a single-page format.
2E30	Failure to create directory	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2E31, 2E33	Failure to create file	Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.
2E32	Failure to delete file	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2E40	Failure to convert image file format	This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.
2E43	Encryption error Failure to create a file	If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.
2E44	Creating a file was not allowed	Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.
2E45	Failure in making meta data	Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.
2E65	There are too many documents in the folder. Failure in creating a new document	Delete the data in the local storage folder in the equipment and try scanning again.
2E66	Failed to process your job. Insufficient Storage space.	Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.
2EC0	Job canceled	The job was canceled.
2EC1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
Remote Scan, WS Scan, File Downloader		
2A20	Failure to acquire resource	Reattempt the problem job. If the error still persists, turn the power OFF and then back ON, and make another effort.
2A31	WS Scan function is not available	Check if the WS Scan function is enabled. If not, change it to "enabled".
2A40	System fatal error	Turn the power OFF and then back ON. Try scanning again.
2A50	Job canceled.	The job was canceled.
2A51	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2A60	Authentication for WS Scan failed	When Fax & Scan of Windows is used with the WIA driver, check if the user name for the login is registered. When the control panel or EWB of the equipment is used, check if the user name for the login is registered.
2A70	Insufficient permission to execute Remote Scan	Check if the user is authorized to perform this job.
2A71	Insufficient permission to execute WS Scan	Check if the user is authorized to perform this job.

Error Code	Problem Description	Corrective Action
2A72	Insufficient permission to access e-Filing box using scan utility	Check if the user is authorized to perform this job.
Store to e-Filing		
2B11	Job status failed	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2B20	Failure to access file	Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2B30	Insufficient disk space	Delete unnecessary documents in e-Filing and try again.
2B31	Failure to access Electronic Filing	Turn the power OFF and then back ON. Retry the job in error. Delete the specified e-Filing or folder and reset them. If the specified e-Filing or folder cannot be deleted, contact your service representative.
2B50	Failure to process image	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2B51	Failure to process print image	Make sure that the Function List can be printed out. Try printing again. If the error still persists, contact your service representative.
2B71	The storage period of e-Filing documents will expire	Check whether any necessary documents are stored in e-Filing. The documents will be deleted in a few days.
2B80	The HDD for storing e-Filing data is running out of space.	Delete all unnecessary documents in e-Filing.
2B90	Insufficient memory	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2BA0	Invalid box password specified	Make sure that the password is correct and try scanning again, or first reset the password and then reattempt the scan. When this error occurs in the printing of the data in e-Filing, do this with the administrator's password. If recovery is still not completed or in case of an invalid password for the operation of other printing (opening the file, etc.), contact your service representative.
2BA1	Incorrect paper size, color mode or resolution	This size, color mode or resolution is not supported by e-Filing. Please check the paper size, color mode or resolution.
2BB0	Job canceled	The job was canceled.
2BB1	Power failure occurred	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2BC0	System fatal error	Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.
2BD0	Power failure occurred during e-Filing restore	Make sure that the power cable is connected properly and is inserted securely. Resend the job.
2BE0	Failure to obtain the machine parameters	Turn the power OFF and then back ON. Try scanning again.
2BF0	Reached the maximum number of pages	Reduce the number of pages of the job in error and perform the job again.
2BF1	Reached the maximum number of documents	Delete the documents from the boxes or folders.
2BF2	Reached the maximum number of folders	Delete the folders from the boxes.
Network Settings		
2500	Syntax error, command unrecognized	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again.
2501	Syntax error in parameters or arguments	Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again.
2503	Bad sequence of commands	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2504	Command parameter not implemented	Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.
2550	Mailbox unavailable	Confirm that the destination Email addresses are correct. Check the access privilege for the mailbox in the mail server.
2551	User not local	Confirm that the destination Email addresses are correct. Check whether the mail server is operating properly.

CHECKING THE EQUIPMENT STATUS WITH TopAccess

Error Code	Problem Description	Corrective Action
2552	Insufficient system storage	The file is too large for the mailbox. Confirm the mailbox size on the mail server. Transmit again in text mode or with a lower resolution. If the error still persists, divide the document and transmit again.
2553	Mailbox name not allowed	Check if there is an unpermitted character in the mailbox name in the mail server.

1

2

3

4

2




Maintenance

Replacing Consumables / Maintenance Units.....	P.54
Maintenance	P.67
Moving or Transporting the Machine.....	P.72







● Replacing Consumables / Maintenance Units





Replacing the Toner Cartridge

⚠ Warning

	<ul style="list-style-type: none"> Do not expose the toner or the toner cartridge to fire. The toner might explode and cause burns.
	<ul style="list-style-type: none"> Do not store toner cartridges close to a fire. The toner can ignite and cause fires or burns.
	<ul style="list-style-type: none"> Do not clean up spilled toner with a vacuum cleaner; the toner could ignite from sparks or other electrical contact. Spilled toner should be cleaned up with a wet towel.

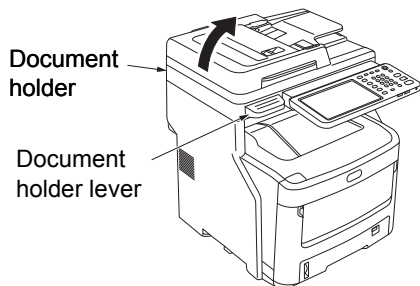
⚠ Caution

	<ul style="list-style-type: none"> Some parts inside the device become hot and can cause burns. Do not touch areas labeled "Caution High Temperature".
	<ul style="list-style-type: none"> Keep toner and toner cartridges out of reach of children. If children swallow toner, consult a doctor immediately.
	<ul style="list-style-type: none"> If toner is accidentally inhaled, gargle with large amounts of water and get plenty of fresh air. Consult a doctor if necessary.
	<ul style="list-style-type: none"> If toner gets on hands or skin, wash it off with soap and water.
	<ul style="list-style-type: none"> If toner gets into the eyes, immediately flush with plenty of water. Consult a doctor if necessary.
	<ul style="list-style-type: none"> If toner is swallowed, drink large amounts of water to dilute the toner. Consult a doctor if necessary.

	<ul style="list-style-type: none"> When dealing with paper jams or replacing toner cartridges, take care not to get toner on your hands or clothes. If toner gets on hands or skin, wash it off with soap and water. If toner gets on clothes, wash in cold water; hot water sets the toner into fabric.
	<ul style="list-style-type: none"> Do not disassemble the toner cartridge. Toner may disperse and soil hands and clothes or result in accidental inhalation.
	<ul style="list-style-type: none"> Place used toner cartridges in a plastic bag to prevent toner from dispersing.
	<ul style="list-style-type: none"> If you spill toner, carefully clean it up with a wet cloth.

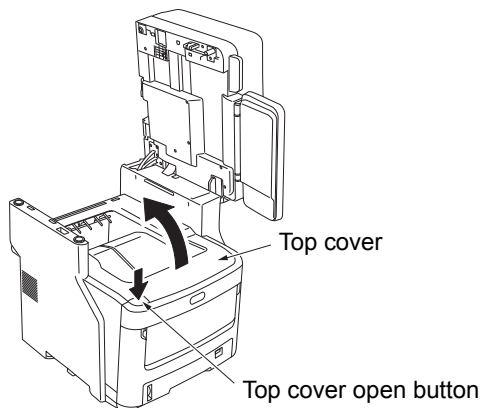
Replace the Toner Cartridges

- 1 Hold the Document holder lever and lift the Document holder.



- 2 Press the top cover open button to open the top cover.

⚠ Caution	There is a risk of getting burned.	⚠
Do not touch the fuser unit. It can be extremely hot.		



- 3 Remove the empty toner cartridge.

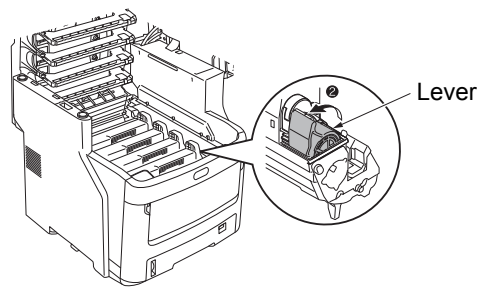
⚠ Warning	Never put a used toner cartridge into a fire. It could explode and cause burns.
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Memo

- For information on how to return used toner cartridges, see "Collection of Used Consumables" in the section of customer support / maintenance product warranty / product warranty. If you choose not to return your used toner cartridges, place them in a plastic bag and dispose of them according to local regulations.

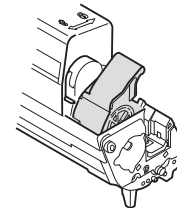
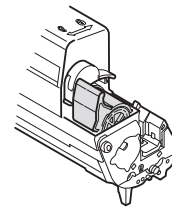
- (1) Identify the empty toner cartridge by its label color.

- (2) Rotate the blue lever on the toner cartridge in the direction of the arrow until it stops.



The position of the lever is as follows.

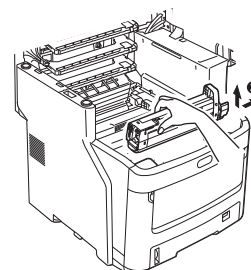
- The toner cartridge can be removed



- (3) Lift the right side of the toner cartridge (the side with the blue lever), and remove it from the machine.

Note

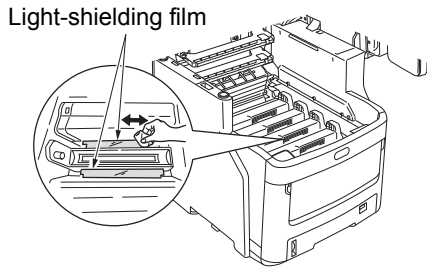
- There is a post which fits inside the toner cartridge on the end opposite of the blue lever. Take care when removing the toner cartridge, because the post may break if the toner cartridge is pulled straight up with force.



- (4) Remove the toner cartridge carefully from the machine.

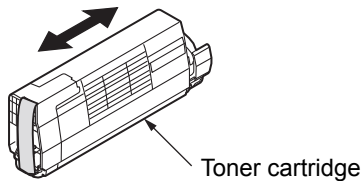
! Note

- If the light-shielding film is dropped on the toner while exchanging toner cartridges, the LED lens may be exposed to toner. Wipe it clean with soft tissue.

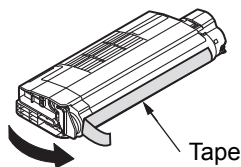


4 Insert a new toner cartridge.

- (1) Remove the new toner cartridge from its packaging, and make sure the color is correct.
- (2) Gently shake it up and down and side to side several times.

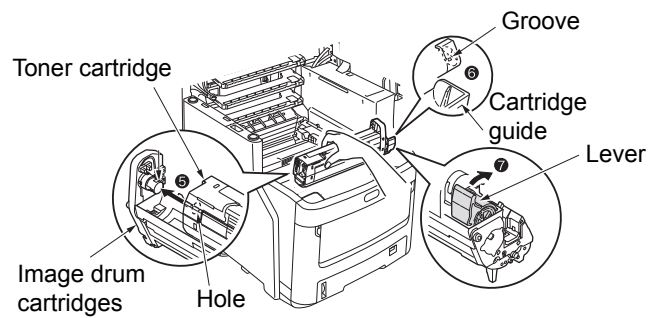


- (3) Lay the toner cartridge flat, and gently remove the tape.



- (4) Make sure that the label color of the toner cartridge matches the label color of the image drum cartridge.
- (5) Turn the cartridge so that the surface you removed the tape from is facing down. Align the hole in the left end of the toner cartridge with the post in the image drum.
- (6) Press the right side of the toner cartridge securely into place.

- (7) Rotate the blue lever on the toner cartridge in the direction of the arrow until it stops.



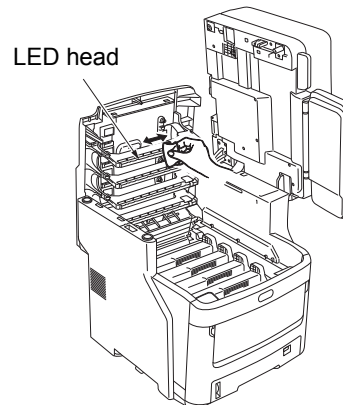
! Note

- Do not force the toner cartridge into the machine. If it doesn't fit properly, make sure that the label colors of the toner cartridge and image drum cartridge are the same. If the colors don't match, the toner cartridge cannot properly be mounted.
- If the toner cartridge is not properly mounted, the print quality may suffer.

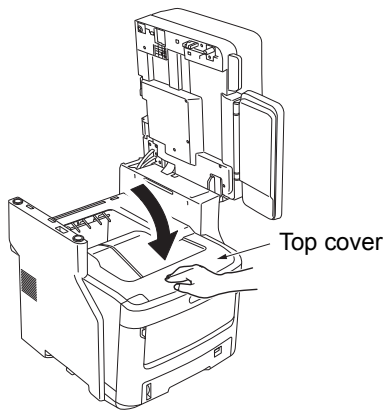
5 Gently wipe the surface of the LED head with a soft tissue.

! Note

- Do not use solvents such as methyl alcohol or paint thinners. They will damage the LED head.



6 Close the top cover.

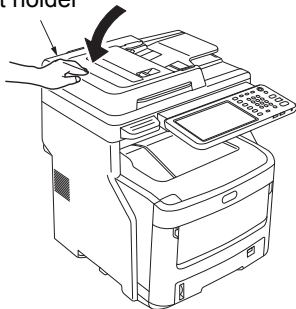


Memo

- If the message [Please Replace Toner] remains after replacing the toner cartridge, reinstall the toner cartridge.

7 Return the document holder to its original position.

Document holder



Memo

- If you dispose of used cartridges yourself, be sure to place them in a plastic bag and follow local regulations for proper disposal.

Replacing the Image Drum Cartridge

Warning

	• Do not expose the toner or the toner cartridge to fire. The toner might explode and cause burns.
	• Do not store toner cartridges close to a fire. The toner can ignite and cause fires or burns.

Caution

	• Some parts inside the device become hot and can cause burns. Do not touch areas labeled "Caution High Temperature".
	• Keep toner and toner cartridges out of reach of children. If children swallow toner, consult a doctor immediately.
	• If toner is accidentally inhaled, gargle with large amounts of water and get plenty of fresh air. Consult a doctor if necessary.
	• If toner gets on hands or skin, wash it off with soap and water.
	• If toner gets into the eyes, immediately flush with plenty of water. Consult a doctor if necessary.
	• If toner is swallowed, drink large amounts of water to dilute the toner. Consult a doctor if necessary.
	• When dealing with paper jams or replacing toner cartridges, take care not to get toner on your hands or clothes. If toner gets on hands or skin, wash it off with soap and water. • If toner gets on clothes, wash in cold water; hot water sets the toner into fabric.
	• Do not disassemble the toner cartridge. Toner may disperse and soil hands and clothes or result in accidental inhalation.
	• Place used toner cartridges in a plastic bag to prevent toner from dispersing.
	• If you spill toner, carefully clean it up with a wet cloth.

Recommended Schedule for Replacing the Image Drum Cartridge

1

When the image drum cartridge nears the end of its lifespan, the message [*Time to Replace Image Drum] (* represents the specific color) will appear on the control panel to notify you that it is time to prepare a new image drum cartridge. You can continue printing until the message [Replace Image Drum] appears, then printing will stop.

 Memo

2

- After the message [Time to Replace Image Drum] appears, you can print approximately 500 more pages before the message [Replace Image Drum] appears. (When printing on A4 paper using cross-fed, single-sided printing, and printing three pages at a time.)
- When the toner is almost gone, you may not be able to resume printing, even by opening and closing the top cover.

3

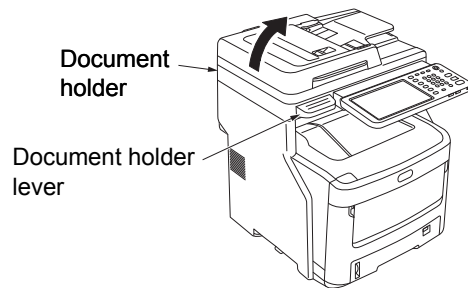
 Note

- Use new image drum cartridges. Print quality may deteriorate if more than a year has passed since the cartridge was opened.
- Even after the message [Replace Image Drum] appears, you can continue to print if there is still toner, by opening and closing the top cover; however, print quality may be poor. We recommend replacing the image drum as soon as possible.
- If toner runs low after the message [Replace Image Drum] appears, the same message will appear again after less than 500 pages are printed. Depending on your settings, the toner might run low before the message [Replace Image Drum] is displayed.
- Envelopes, post cards, labels and thick paper may use the color drum, even when the grayscale setting is used.
- If the [Admin Setup] > [System Setup] > [Near Life Status] from the Management Setting menu is set to [Disable], the message [Time to Replace Image Drum] will not appear.
- To get the best performance from your machine, please genuine Okidata consumables.
- For best results, use genuine Okidata consumables. If you use 3rd party consumables, you may experience problems or unsatisfactory print quality. Service for problems caused by use of 3rd party consumables is not covered by the warranty or the maintenance contract. (Use of 3rd party consumables does not always cause problems, but please exhibit caution when using them.)



4

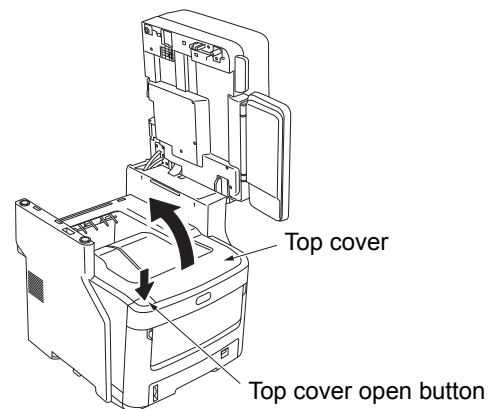
Replacing the Image Drum Cartridge

- 1 Hold the Document holder lever and lift the Document holder.

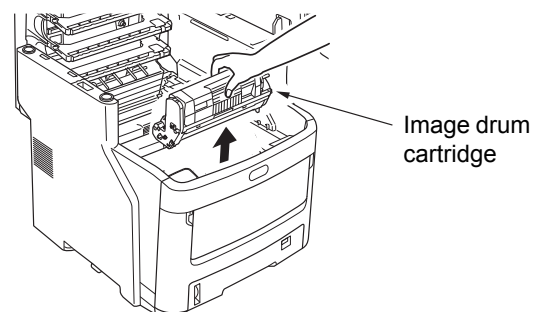


- 2 Press the top cover open button to open the top cover.

 Caution	There is a risk of getting burned.	
Do not touch the fuser unit. It can be extremely hot.		




- 3 Remove the old image drum cartridge.
 - (1) Identify the old image drum cartridge by its label color.
 - (2) Remove the image drum cartridge (with the toner cartridge attached).



Memo

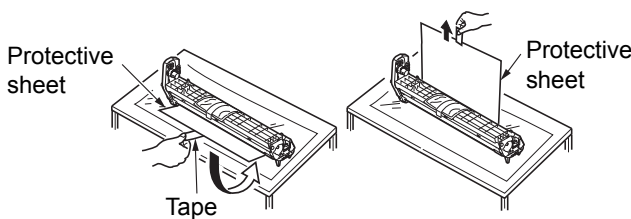
- For information on how to return used image drum cartridges, see "Collection of Used Consumables" in the section of customer support / maintenance product warranty / product warranty. If you choose not to return your used image drum cartridges, place them in a plastic bag and dispose of them according to local regulations.

 Warning	Never put a used image drum or toner cartridge into a fire. The toner inside could explode and cause burns.
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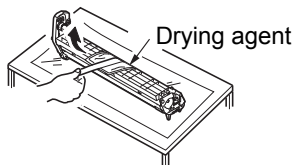
4 Prepare a new image drum cartridge.

Note

- Do not tilt the image drum. The toner might spill.
 - The image drum (the green tube) is fragile; handle it carefully.
 - Do not expose the image drum cartridge to direct sunlight or strong light (more than about 1,500 lux). Do not expose them to room lighting for more than 5 minutes.
- (1) Place the image drum cartridge on top of a newspaper.
 - (2) Peel off the tape that secures the protective sheet, and carefully remove it in the direction of arrow.



- (3) Remove the desiccant (drying agent).



5 Install a new toner cartridge in the image drum cartridge.

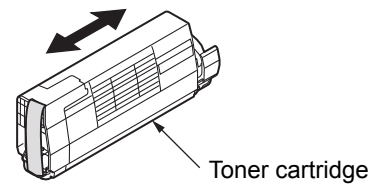
Note

- Although it is possible to reinstall the toner cartridge that are currently in use, we recommend using a new toner cartridge for the following reasons.
 - Print quality may deteriorate, if more than a year has passed since the toner cartridge was opened.
 - New image drum cartridges are empty. Once you have installed a toner cartridge, the new image drum will fill with toner from that toner cartridge. Therefore, if you install a toner cartridge that has only a little toner, the message [Toner Empty] may appear immediately.
 - If you reinstall a toner cartridge currently in use, the indicator which shows the amount of remaining toner will be inaccurate.

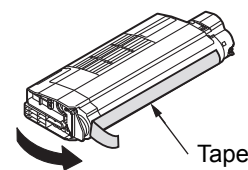
- (1) Remove the new toner cartridge from its packaging.

Note

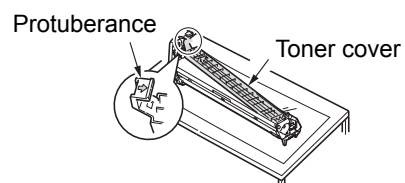
- Make sure that the color of the new toner cartridge is correct.
- (2) Gently shake it up and down and side to side several times.



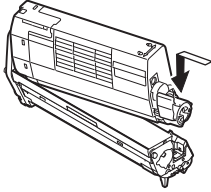
- (3) Lay the toner cartridge flat, and gently remove the tape.



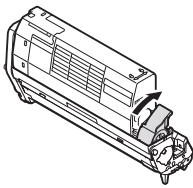
- (4) Make sure that the label color of the toner cartridge matches the label color of the image drum cartridge.
- (5) Remove the toner cover from the image drum cartridge.



- (6) Turn the cartridge so that the surface you removed the tape from is facing down. Align the hole in the left end of the toner cartridge with the post in the image drum.
- (7) Press the right side of the toner cartridge securely into place.

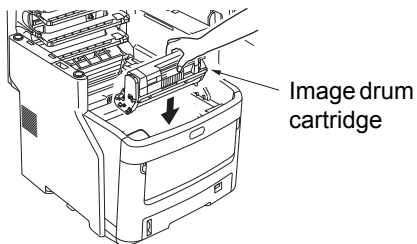


- (8) Rotate the blue lever on the toner cartridge in the direction of the arrow until it stops.

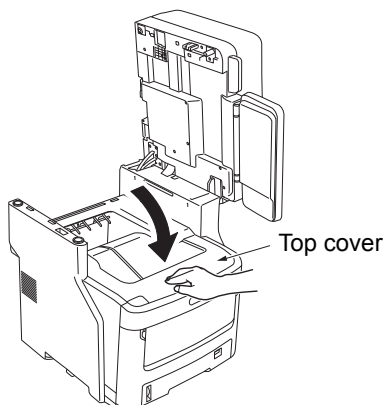


6 Install the image drum cartridge.

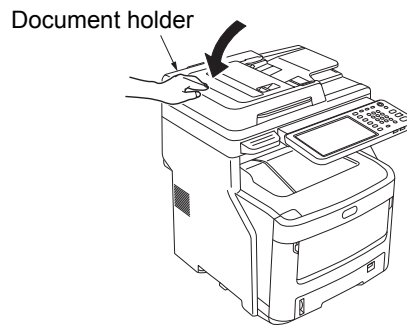
- (1) Make sure that the label color of the image drum cartridge matches the label color in the machine.
- (2) Gently install the image drum cartridge.



7 Close the top cover.



8 Return the document holder to its original position.



Memo

- If you dispose of used image drum cartridges yourself, be sure to place them in a plastic bag and follow local regulations for proper disposal.

Replacing the Fuser Unit

Recommendation for Replacing the Fuser Unit

When the fuser unit nears the end of its lifespan, the message [Time to Replace Fuser] will appear on the control panel to notify you that it is time to prepare a new fuser. You can continue printing until the message [Replace Fuser] appears, then printing will stop.

The fuser unit is recommended to be replaced after about 100,000 prints on A4-sized paper (single-sided printing).

Memo

- After [Time to Replace Fuser] appears, about another 1,250 A4 sheets can be printed (simplex printing) until [Replace Fuser] appears.

Note

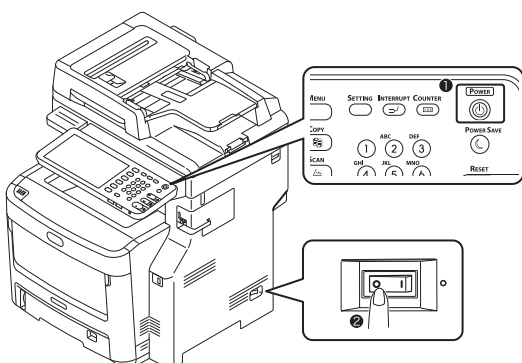
- Even after the message [Replace Fuser] appears, you may still continue to print by opening and closing the top cover; however, this may lead to paper jams and other problems. We recommend replacing the fuser unit as soon as possible.

Replace the fuser unit

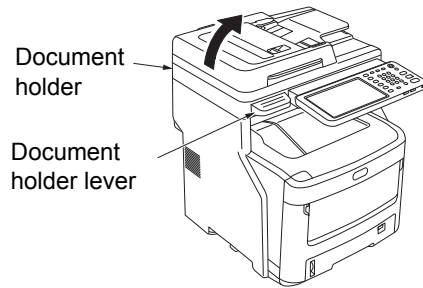
- 1 Press the [POWER] button until a "pip" sound is heard. "Shutdown is in progress." appears for a while, and then the power is turned OFF.

Note

- Do not turn off the device abruptly. It can cause malfunctions.

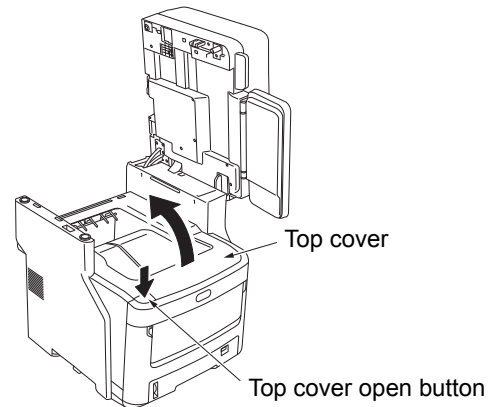


- 2 Hold the Document holder lever and lift the Document holder.



- 3 Push the top cover open button to open the top cover.

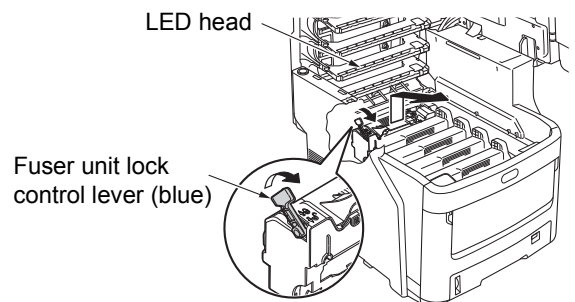
	Caution There is a risk of getting burned.	
Do not touch the fuser unit. It can be extremely hot.		



- 4 Remove the old fuser unit.

	Caution There is a risk of getting burned.	
The fuser unit can become very hot. When removing the fuser, hold it by its handle and be careful not to touch it with your hand. If the fuser is hot, wait until it cools down.		

- (1) Pull the blue fuser unit lock control lever in the direction of the arrow.
- (2) Grip the handle of the fuser unit and pull it up and out.



Note

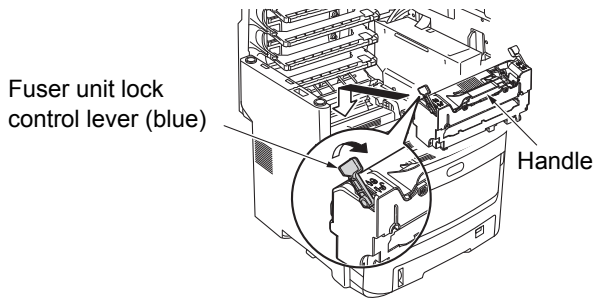
- Avoid hitting the LED head.

Memo

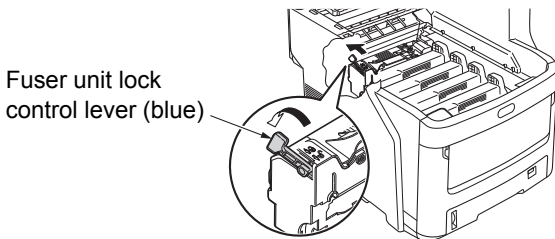
- For information on how to return used fuser units, see "Collection of Used Consumables" in the section of customer support / maintenance product warranty / product warranty. If you choose not to return your used fuser unit, place it in a plastic bag and dispose of it according to local regulations.

5 Install the new fuser unit.

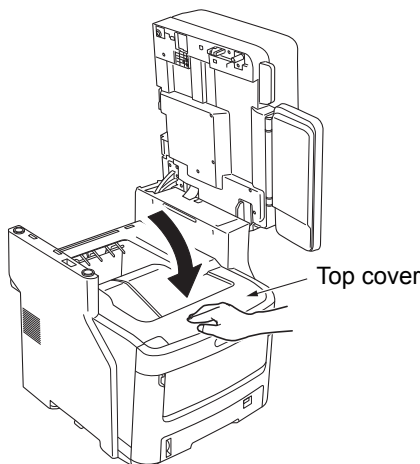
- (1) Remove the new fuser unit from its packaging.
- (2) Pull the blue fuser unit lock control lever in the direction of the arrow.
- (3) Hold the fuser unit by its handle, and gently install it.



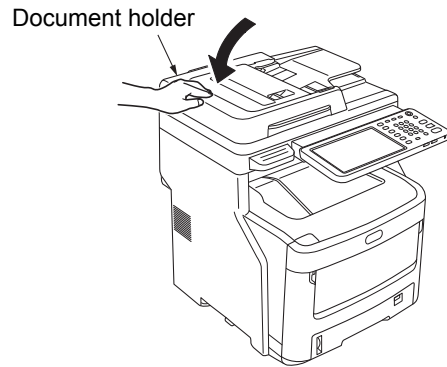
- (4) Push the blue fuser unit lock control lever back to fix the fuser into place.



6 Close the top cover.



7 Return the document holder to its original position.



Memo

- If you dispose of the used fuser unit yourself, be sure to place it in a plastic bag and follow local regulations for proper disposal.

Replacing the Belt Unit

Recommendation for Replacing the Belt Unit

When the belt unit nears the end of its lifespan, the message [Time to Replace Belt] will appear on the control panel to notify you that it is time to prepare a new belt unit. You can continue printing until the message [Replace Belt] appears, then printing will stop.

The belt unit is recommended to be replaced after about 80,000 prints on A4-sized paper (single-sided printing). However, this page yield is for common printing conditions (3 pages at a time). Printing one page at a time can reduce the belt life by half.

Memo

- After the message [Time to Replace Belt] appears, you can print approximately 1000 more pages before the message [Replace Belt] appears. (When printing on A4 paper, single-sided printing, and printing three pages at a time.)

Note

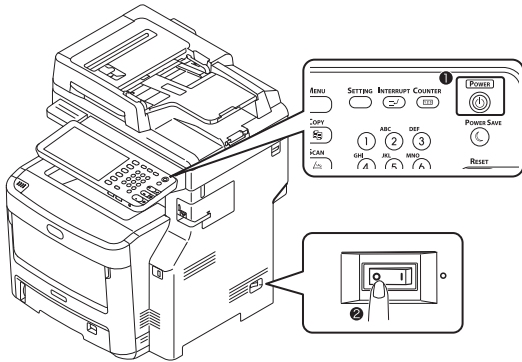
- Even after the message [Replace Belt] appears, you may still be able to print by opening and closing the top cover. However, we recommend replacing the belt unit as soon as possible.

Replace the belt unit

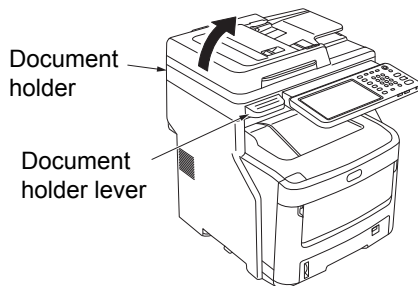
- 1 Press the [POWER] button until a "pip" sound is heard. "Shutdown is in progress." appears for a while, and then the power is turned OFF.

Note

- Do not turn off the device abruptly. It can cause malfunctions.

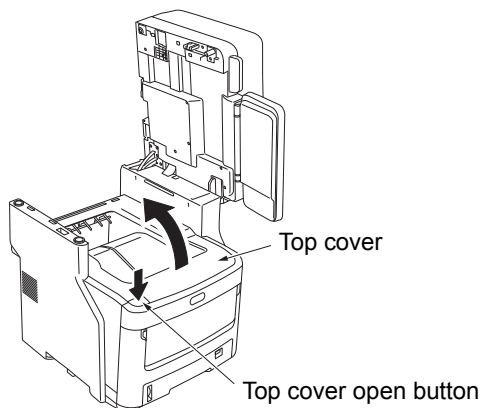


- 2 Hold the Document holder lever and lift the Document holder.



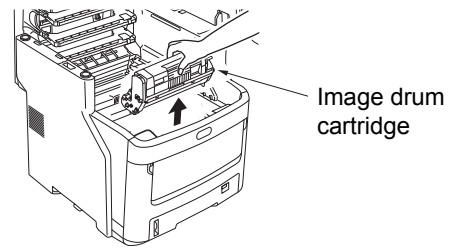
- 3 Push the top cover open button to open the top cover.

	Caution There is a risk of getting burned.
Do not touch the fuser unit. It can be extremely hot.	

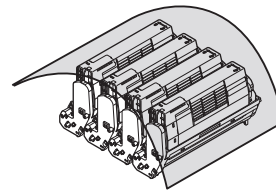


- 4 Remove the old belt unit.

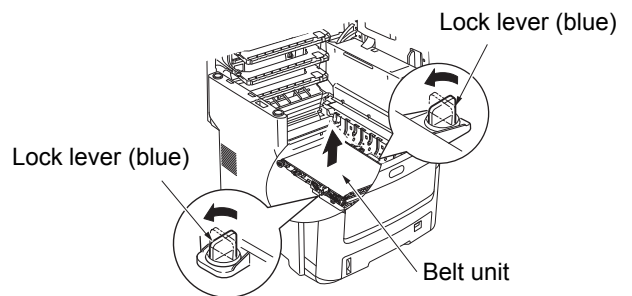
- (1) Remove the four image drum cartridges, and put them on a table or flat surface.



- (2) Cover the image drum cartridges with paper to minimize their exposure to light.



- (3) Turn the two blue lock levers in the direction of the arrow to unlock the belt unit. Then grip the two levers and remove the belt unit.



Memo

- For information on how to return used belt units, see "Collection of Used Consumables" in the section of customer support / maintenance product warranty / product warranty. If you choose not to return your used belt unit, place it in a plastic bag and dispose of it according to local regulations.

Note

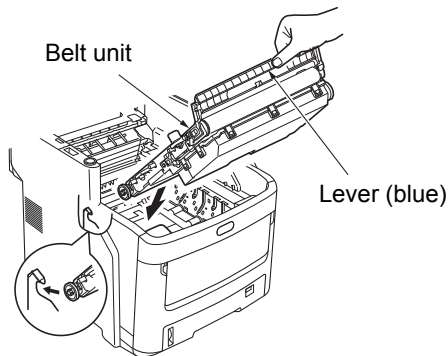
- The image drums (the green tubes) are fragile; handle them carefully.
- Do not expose the image drum cartridges to direct sunlight or strong light (more than about 1,500 lux). Do not expose them to room lighting for more than 5 minutes.


Warning

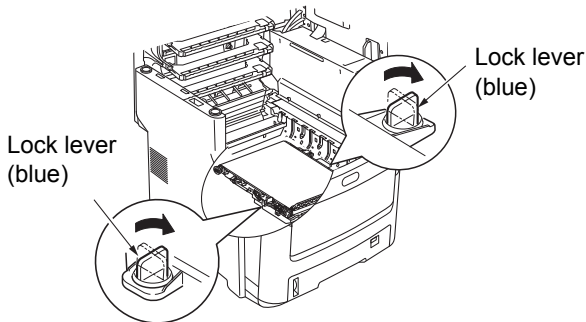
Never put a used belt unit into a fire. It could explode and cause burns.

5 Install the new belt unit.

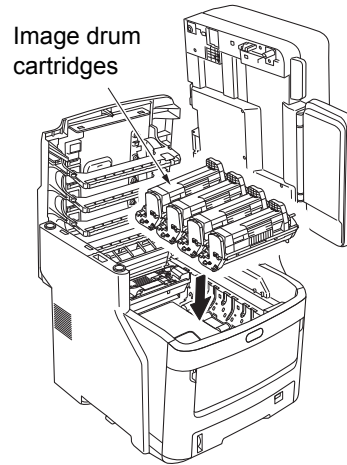
- (1) Remove the new belt unit from its packaging.
- (2) Grip the two blue belt unit levers and install the belt unit.



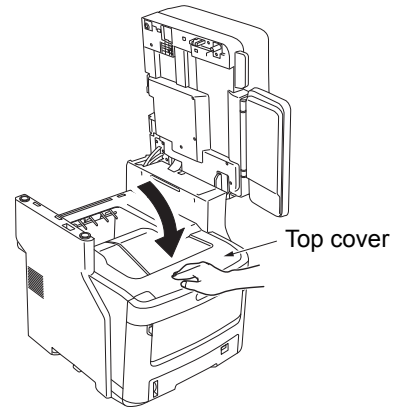
- (3) Rotate the two blue lock levers in the direction of the arrow , and confirm that the belt unit is secure.



- (4) Return the four image drum cartridges to the machine.



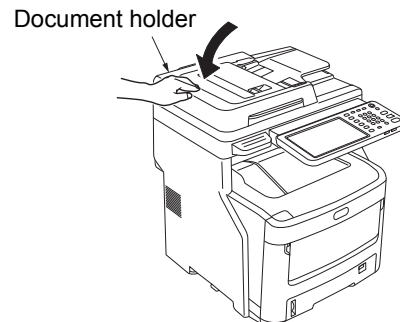
6 Close the top cover.



Note

- If the image drum cartridges cannot be installed, or if the top cover doesn't close properly, check the position of the two blue lock levers.

7 Return the document holder to its original position.



Memo

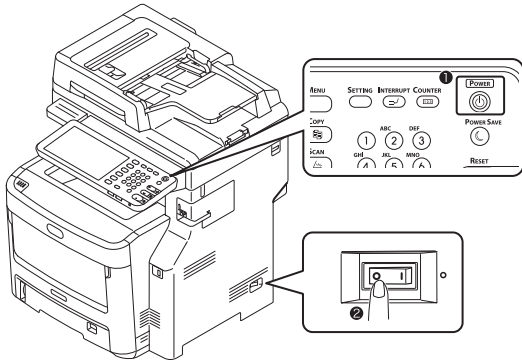
- If you dispose of a used belt unit yourself, be sure to place it in a plastic bag and follow local regulations for proper disposal.

Replacing the Inner Finisher Cartridge

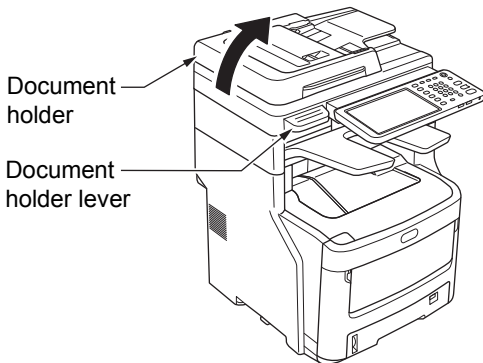
- 1 Press the [POWER] button until a "pip" sound is heard. "Shutdown is in progress." appears for a while, and then the power is turned OFF.

Note

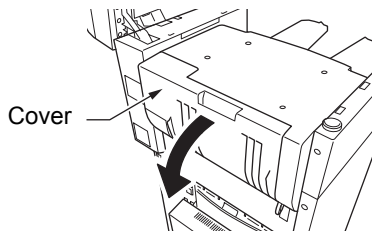
- Do not turn off the device abruptly. It can cause malfunctions.



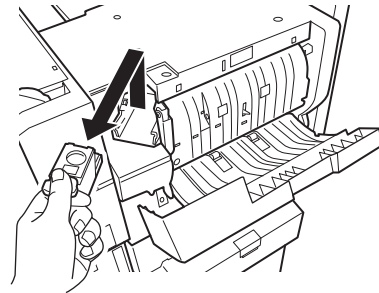
- 2 Hold the Document holder lever and lift the Document holder.



- 3 Open the rear cover of the finisher.

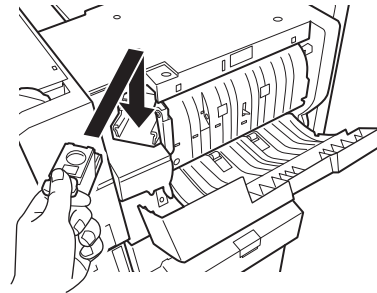


- 4 Pull out the cartridge.

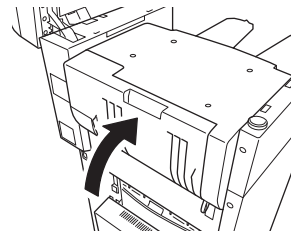


- 5 Install the new cartridge.

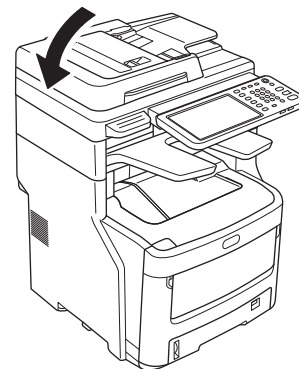
- (1) Remove the new cartridge unit from its packaging.
- (2) Place the cartridge.



- 6 Close the finisher cover.

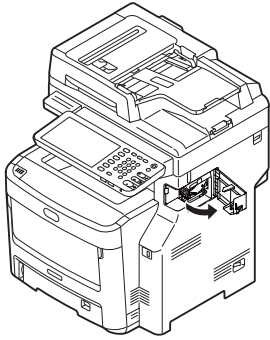


- 7 Return the document holder to its original position.

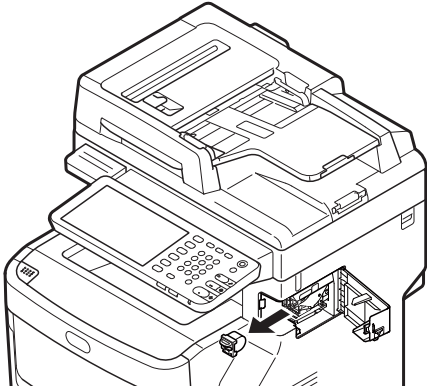


Replacing the Offline Stapler Cartridge

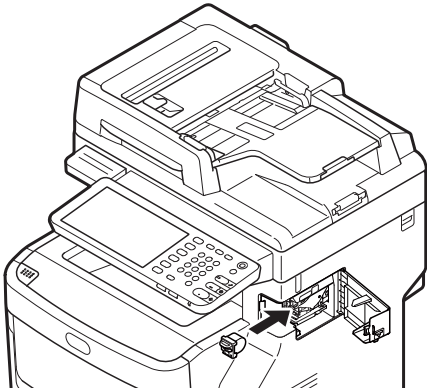
- 1 Open the offline stapler cover.



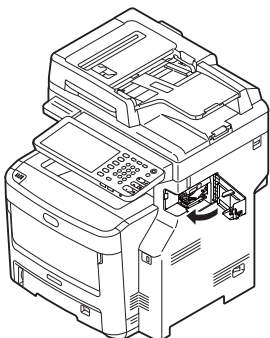
- 2 Remove the empty cartridge.



- 3 Attach the new cartridge.



- 4 Close the offline stapler cover.



Maintenance

Cleaning the Surface of the Machine

Note

- Do not use benzene or paint thinners. They may damage plastic parts or paint.

1 Turn OFF the power to the machine.

Note

- Do not turn off the device abruptly. It can cause malfunctions.

- Press the [POWER] button until a "pip" sound is heard.

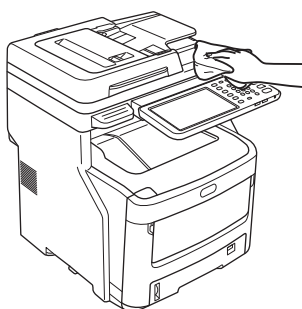


- "Shutdown is in progress." appears for a while, and then the power is turned OFF.
- Turn the power switch OFF.

2 Clean the surface of the machine.

Note

- Do not use anything except water or a mild detergent.
- There is no need to oil or lubricate parts of the machine.



- Clean the surface of the machine with a soft cloth moistened with water or a neutral detergent.
- Dry the surface of the machine with a soft, dry cloth.

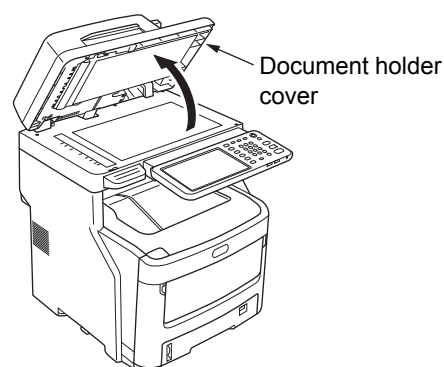
Cleaning the platen (glass surface)

If the platen (glass surface) is dirty, black specks or streaks may appear on your copies and prints, as well as on documents you send to others. To maintain print quality, clean the platen once a month.

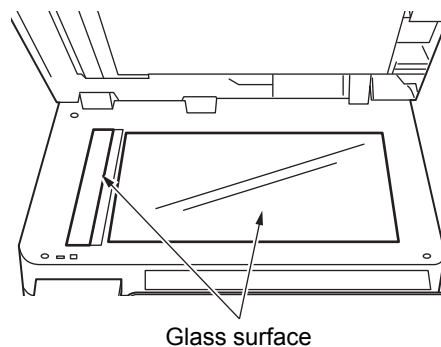
Note

- Do not use benzene or paint thinners. They may damage plastic parts or paint.

1 Open the document holder cover.



2 Clean the platen (glass surface) with a soft, damp cloth.



3 Close the document holder cover.

Memo

- If the platen is heavily soiled, clean with a small amount of neutral detergent, then wipe with a soft, damp cloth.

Clean the document transporting roller and document holding roller

If the document transporting roller is dirty, black specks or streaks may appear on your copies and prints, as well as on documents you send to others. It can also lead to document jams.

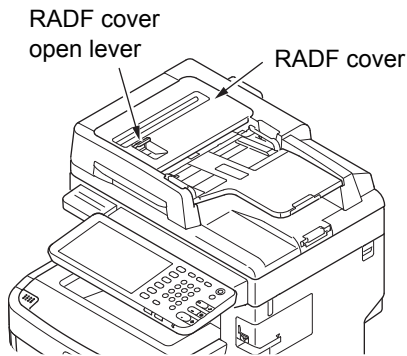
If the document holding roller is dirty it may cause black specks or streaks on your copies, as well as on documents you send to others.

To maintain print quality and ensure smooth operation, clean once a month.

Note

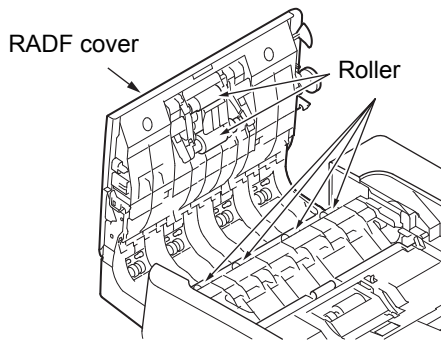
- Do not use benzene or paint thinners. They may damage plastic parts or paint.

1 Pull the RADF cover open lever to open the RADF cover.



2 Clean the document transporting roller

(1) Clean the roller with a soft, damp cloth.

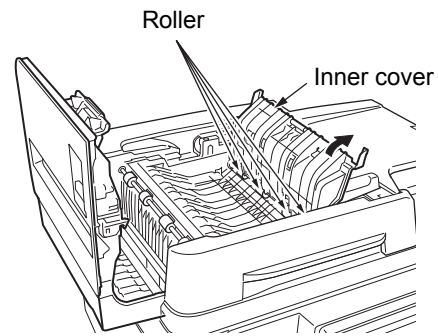


Memo

- Rotate the roller manually, making sure you clean the entire roller. (Note that some rollers rotate in only one direction.)
- If it is heavily soiled, clean with a small amount of neutral detergent, then wipe with a soft, damp cloth.

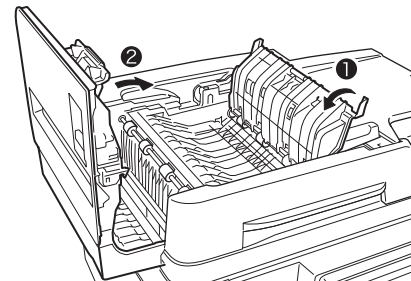
3 Open the inner cover.

Clean the roller with a soft, damp cloth.



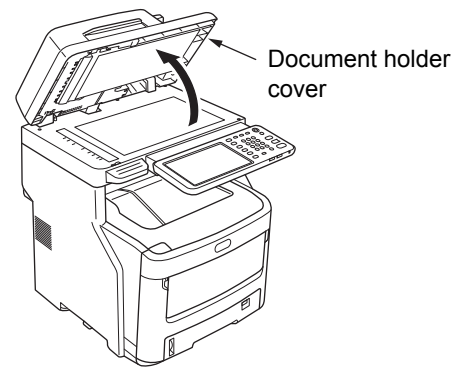
4 Close the RADF cover.

- Close the inner cover.
- Close the RADF cover.

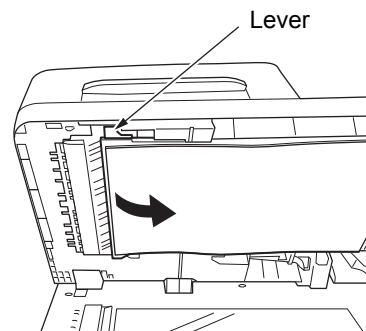


5 Clean the document holding roller.

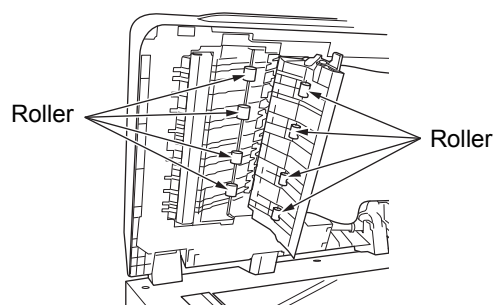
- Open the document holder cover.



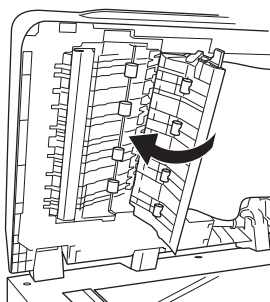
- Pull down the lever to open the document holding pad.



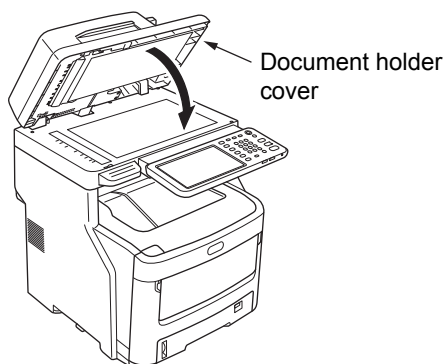
- (3) Clean the roller with a soft, damp cloth.



- (4) Return the document holding pad to its original position.



- 6** Close the document holder cover.

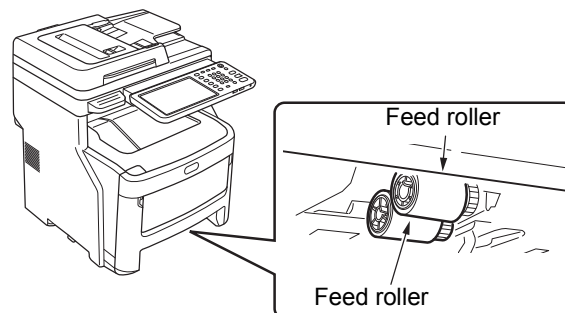


Clean the feed roller

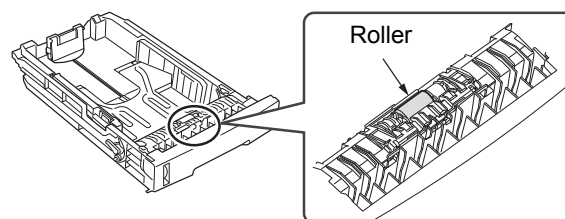
Clean the feed roller and pad when you experience frequent paper jams.

When cleaning the tray

- 1 Pull the cassette out.
- 2 Wipe the two feed rollers with a soft, damp cloth.

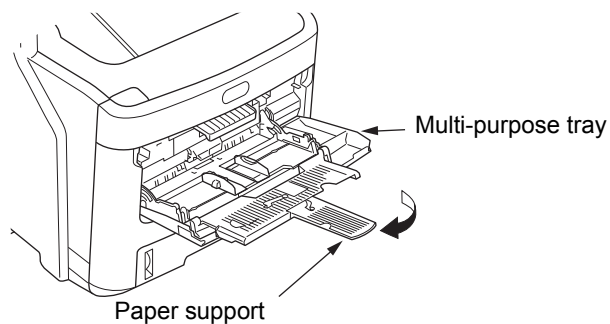


- 3 Wipe the roller with a soft, damp cloth.



When cleaning the Multi-Purpose tray

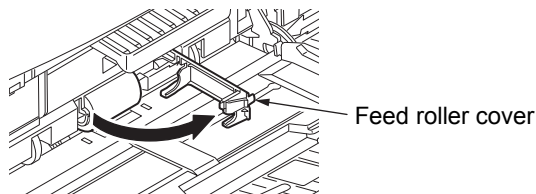
- 1 Open the multi-purpose tray and spread the paper support.



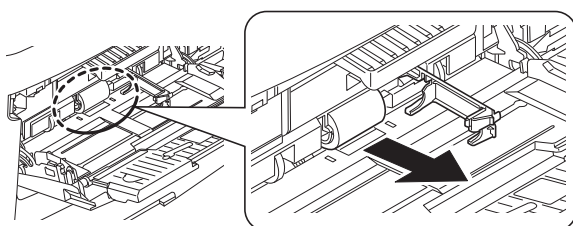
2 Open the feed roller cover by pressing the projection.

 Memo

- When the front part of the multi-purpose tray is up, put it down before opening the cover.

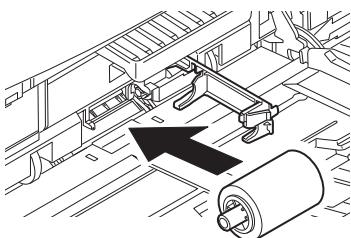


3 Remove the feed roller by rolling them towards.



4 Wipe the feed roller with a wet, wringed cloth.

5 Set the feed roller and confirm that the roller are fixed.




6 Close the feed roller cover.

7 Fold the paper support and close the multi-purpose tray.

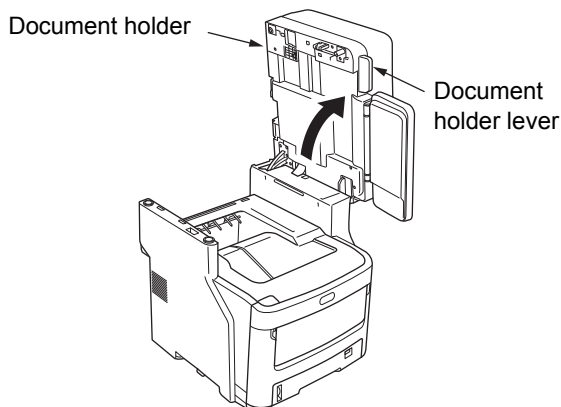
Clean the LED heads

Clean the LED heads if white streaks appear or fading occurs when printing, or when characters become smudged.



1 Turn OFF power to the machine.

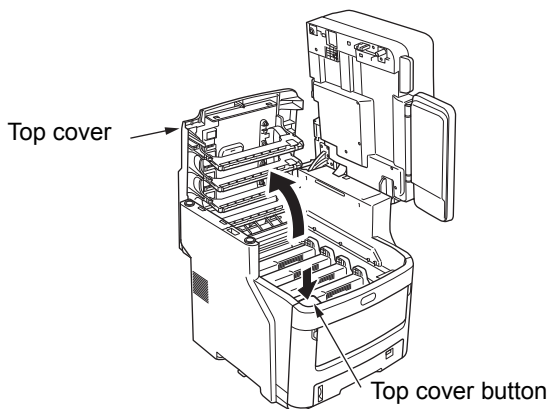
 For a detailed explanation, see "Turning Power Off" in the *Setup Guide*.

2 Hold the Document holder lever and lift the Document holder.

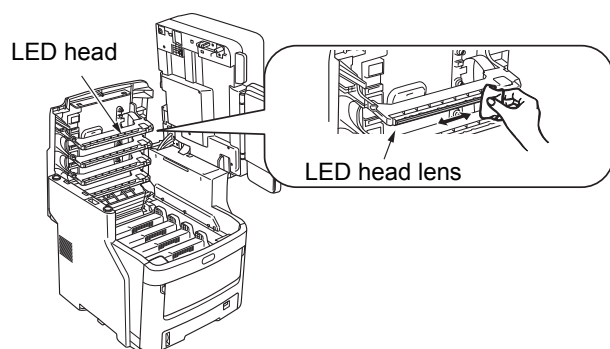


3 Push the top cover button down to open the top cover.

 Caution	There is a risk of getting burned.	
Do not touch the fuser unit. It can be extremely hot.		



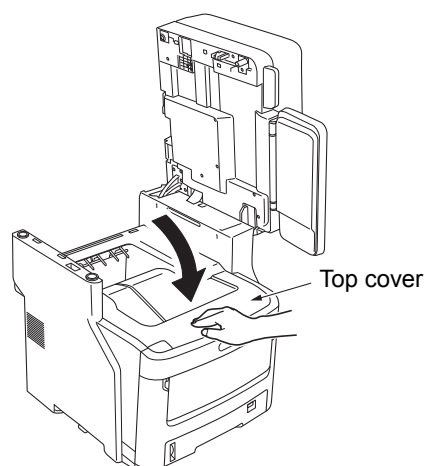
4 Gently wipe the surface of each LED head lens with soft tissue.



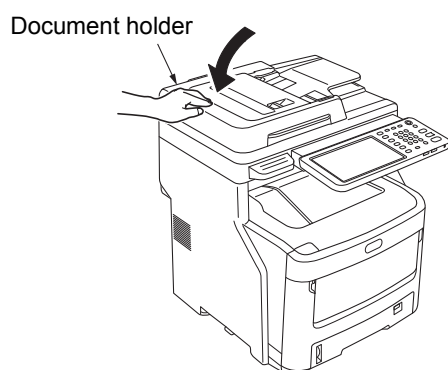
! Note

- Do not use solvents such as methyl alcohol or paint thinners. They will damage the LED heads.

5 Close the top cover.



6 Return the document holder to its original position.



1

2

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4

Moving or Transporting the Machine

Moving the Machine

1 Turn OFF power to the machine.

- (1) Press the [POWER] button until a "pip" sound is heard.

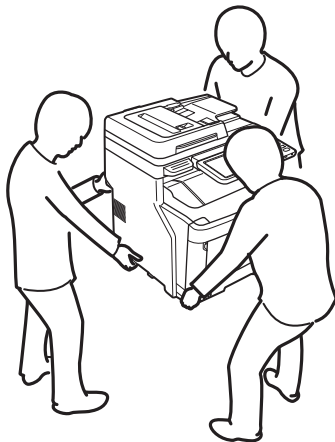


- (2) "Shutdown is in progress." appears for a while, and then the power is turned OFF.
- (3) Turn the power switch OFF.

2 Remove the following parts.

- Unplug the power cord and ground wire
- Remove any cables
- Remove any paper from the trays

3 Three or more people are required to safely move the machine.



For the equipment with additional tray units installed

Before moving the machine, remove the anti-tip feet and then unlock the casters (two places). After moving the machine, lock the casters and then return the anti-tip feet to their original positions. For more information, refer to the **Setup Guide**.

Transporting the Machine

Because the machine is precision equipment, it may get damaged during transportation, depending on the packaging method. Please transport it via the following procedure.

1 Turn OFF power to the machine.

- (1) Press the [POWER] button until a "pip" sound is heard.

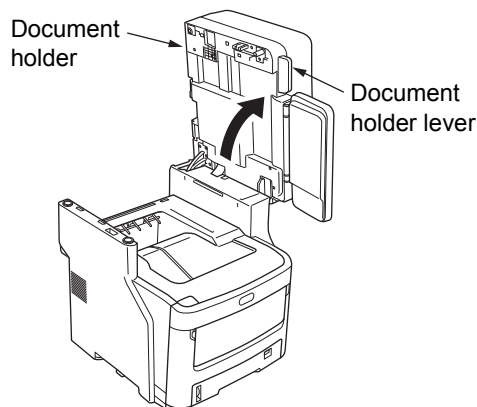


- (2) "Shutdown is in progress." appears for a while, and then the power is turned OFF.
- (3) Turn the power switch OFF.

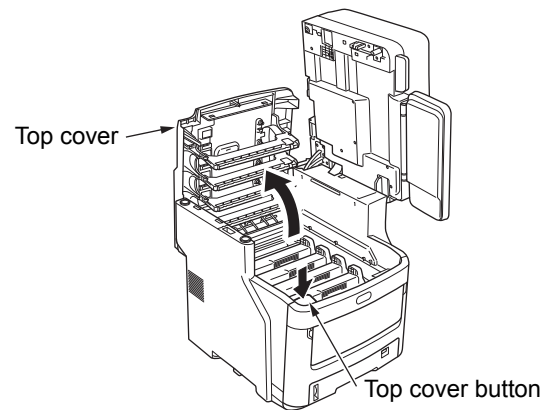
2 Remove the following parts.

- Unplug the power cord and ground wire
- Remove any cables
- Remove any paper from the trays

3 Hold the Document holder lever and lift the Document holder.

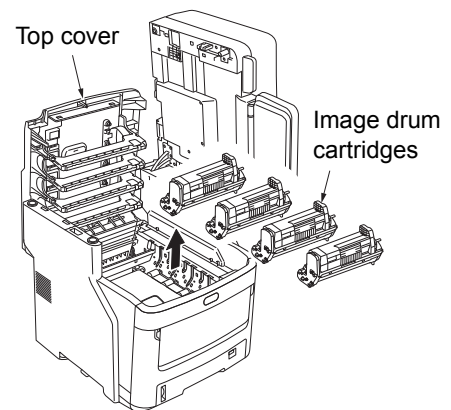


4 Push the top cover button, and open the top cover.



5 Remove the four image drum cartridges, and place them on a table.

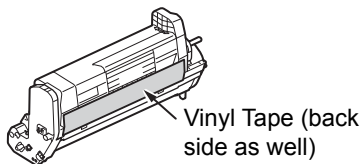
⚠ Caution	There is a risk of getting burned.	⚠
Do not touch the fuser unit. It can be extremely hot.		



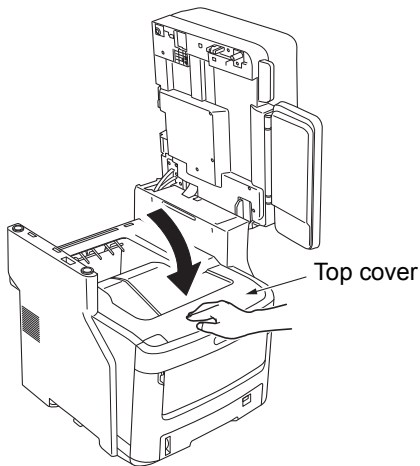
- 6** Use vinyl tape to cover the junction of the image drum cartridge and toner cartridge. Do this on each of the four image drum cartridges, then put them back in the machine in their original positions.

Note

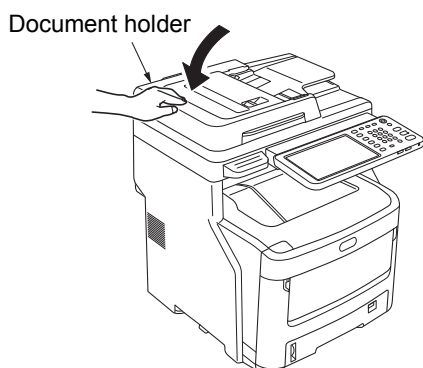
- The image drum cartridges should be kept inside the machine when transporting. Seal them with vinyl tape to prevent toner from spilling.



- 7** Close the top cover.



- 8** Return the document holder to its original position.



- 9** Separate the main printer unit from any additional tray units.

If there are no additional tray units, proceed to step 10. The separation procedure is the exact opposite of installation. For more information, refer to the **Setup Guide**.

- 10** Protect the machine with cushioning material.

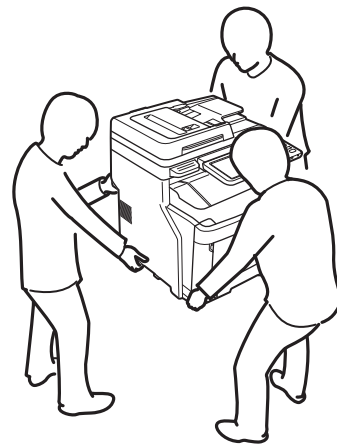
Note

- Use the original box, packaging, and cushioning material that came with your machine at the time of purchase.

Memo

- When setting up the machine again after transport, be sure to remove the tape from each of the image drum and toner cartridges.

- 11** At least three people should lift the machine unit and place it in the box.



3

Appendix

Battery Disposal **P.76**

● Battery Disposal

1

This machine uses a lithium-ion battery. If the terminal of the battery short-circuits, explosion or fire may occur. To waste the battery, insulate the negative and positive poles to avoid short-circuit.

2

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