# Troubleshooting: ORU

# Model Name:

# Pro C651EX/Pro C751EX/Pro C751

Read this manual carefully before using this machine and keep it handy for future reference.

# How to Read This Manual

## Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

## Symbols

This manual uses the following symbols:

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

**Important:**

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

**Note:**

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

**[ ]**

Indicates the names of keys that appear on the machine's display panel.

**[ ] key**

Indicates the names of keys on the machine's control panel.

## Important

- In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.
- The manufacturer shall not be responsible for any damage or expense that might result from use of other than genuine parts with this machine.

## Notes

- Contents of this manual are subject to change without prior notice.
- This manual covers several different models, and therefore contains functions and settings that may not be available for your model. Images, illustrations, and functions may differ from those of your model.
- Some illustrations in this manual might be slightly different from the machine. Certain options might not be available in some countries. For details, please contact your local dealer.
- Certain options might not be available in some countries. For details, please contact your local dealer.
- Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.
- Use metric notation when making settings for this machine.

# Table of Contents

# 1. Before You Begin

If the machine will not print, does not print as expected, or exhibits any other problem, find the problem in this manual and troubleshoot accordingly.

| ⚠ CAUTION |
| --- |
| **Before you replace any unit:** |
| • **To prevent electrical shock, turn off the colour controller on the machine control panel, switch off the operation power switch then the main power switch, and then disconnect the machine from the power supply.** |
| • **Allow the machine to cool for at least 30 minutes before replacing a part.** |

## 1.1 Guide to Components

This section introduces the names of the components.

Refer to the following diagrams when replacing units or troubleshooting.
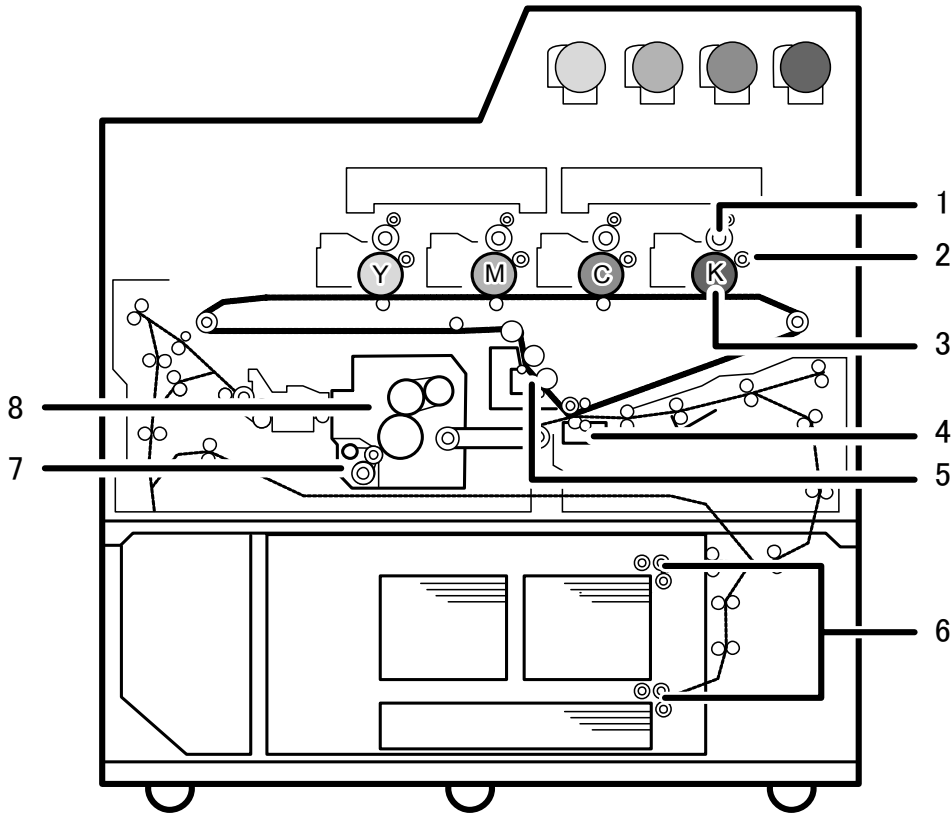


CEZ591

1. Charge Roller (Black)

2. Cleaning unit for PCU (Black)

3. Drum unit (Black)

4. Transfer Unit

5. Cleaning unit for intermediate transfer belt

6. Paper feed roller

7. Cleaning unit for fusing unit

8. Fusing unit

## 1.2 Adjustment Settings for Skilled Operators Menu

To access the Adjustment Settings for Skilled Operators menu:

1. Press the [User Tools] key.

2. Press [Adjustment Settings for Skilled Operators].

3. Press [Login].

4. Enter your login user name, and then press [OK].
   If you are logging in as the administrator for the first time, enter "admin".

5. Enter your login password, and then press [OK].
   The [Adjustment Settings for Skilled Operators] menu appear.

**Note:**

- For details about the Adjustment Settings for Skilled Operators menu, see "Adjustment Settings for Skilled Operators", Adjustment Item Menu Guide.

## 1.3 Advanced Settings for Custom Papers

This section explains how to access the advanced settings for custom papers.

The machine's administrator can adjust the custom paper settings registered in [Custom Paper].

1. Press the [User Tools] key on the control panel.

2. Press [Login].

3. Press [Login].

4. Enter your login user name, and then press [OK].
   If you are logging in as the administrator for the first time, enter "admin".

5. Enter your login password, and then press [OK].

6. Press the [Paper Setting] key on the control panel.

7. Press [Custom Paper].

8. Check that [Program / Change] is selected.

9. Select the program number of the custom paper setting you wish to adjust.

10. Press [Advanced Settings].
    The advanced settings for custom paper adjustment appear.

**Note:**

- For details about the Advanced Settings, see "Custom Paper Settings for Administrators", Adjustment Item Menu Guide.

## 1.4 Before you change a setting

**Important:**

If the problem persists despite the setting being changed, restore the value you made a note of. Operating the machine with the changed setting may cause problems such as reduced print quality.

If the problem persists even though the setting has been changed, restore the value noted. Operating the machine with the changed setting may cause problems, such as inferior printed images.

# 2. Troubleshooting Service Call Problems (SC Codes)

## 2.1 What Are SC Codes?

If an error occurs during operation, the machine displays an SC code ("SCnnn", where "nnn" is a three-digit number). The machine stops and cannot be used when an SC code is displayed.

If an SC code appears:

1. Write down the SC number.
2. Turn off the main power switch.
   **Note:** The main power switch is in the upper left corner behind the front left cover.

3. Wait a few moments, then turn the machine on again.
   In most cases, cycling the machine off and on will restore it to full operation.

4. If the SC code reappears, check it against the table (see, 2.2 SC Code List).
   Check for the SC code in the following table (see 2.2 SC Code List). If the SC code is listed in the table, carry out the recommended procedure.

   -OR-

   If the SC CODE is not listed in the following table (see 2.2 SC Code List), contact your service representative.

## 2.2 SC Code List

This table contains a list of selected SC codes. If the SC code that is displayed on the control panel is listed in this table, carry out the recommended procedure. If the SC Code is not listed in this table, contact your service representative.

**Important**:

- If the error persists after replacing the unit, contact your service representative.

| Code | Error | Procedure |
|------|-------|-----------|
| SC330 | Toner supply motor error: K | Take out and reinsert the black toner bottle or replace it. |
| SC331 | Toner supply motor error: C | Take out and reinsert the cyan toner bottle or replace it. |
| SC332 | Toner supply motor error: M | Take out and reinsert the magenta toner bottle or replace it. |
| SC333 | Toner supply motor error: Y | Take out and reinsert the yellow toner bottle or replace it. |
| SC415 | Potential sensor error: Vd Adjustment K | Replace the black charge roller. |
| SC416 | Potential sensor error: Vd Adjustment C | Replace the cyan charge roller. |
| SC417 | Potential sensor error: Vd Adjustment M | Replace the magenta charge roller. |
| SC418 | Potential sensor error: Vd Adjustment Y | Replace the yellow charge roller. |
| SC420 | Potential sensor error: Vl adjustment K | Replace the black charge roller and black drum unit. |
| SC421 | Potential sensor error: Vl adjustment C | Replace the cyan charge roller and cyan drum unit. |
| SC422 | Potential sensor error: Vl adjustment M | Replace the magenta charge roller and magenta drum unit. |
| SC423 | Potential sensor error: Vl adjustment Y | Replace the yellow charge roller and yellow drum unit. |
| SC430 | Potential sensor error 1: Vr adjustment K | Replace the black drum unit. |
| SC431 | Potential sensor error 1: Vr adjustment C | Replace the cyan drum unit. |
| SC432 | Potential sensor error 1: Vr adjustment M | Replace the magenta drum unit. |
| SC433 | Potential sensor error 1: Vr adjustment Y | Replace the yellow drum unit. |

# 3. Troubleshooting Image Quality Problems

This section describes some common image quality problems and explains how to resolve them.

**Paper Feed Direction**

The dark arrow in each illustration indicates the direction of paper feed.

## 3.1 Colour Toner Spotting/Staining

### 3.1.1 Paper Is Spotted with Toner

Paper is soiled with toner spots of 0.5–1 mm (0.02–0.04 inches) in diameter.



CEZ538
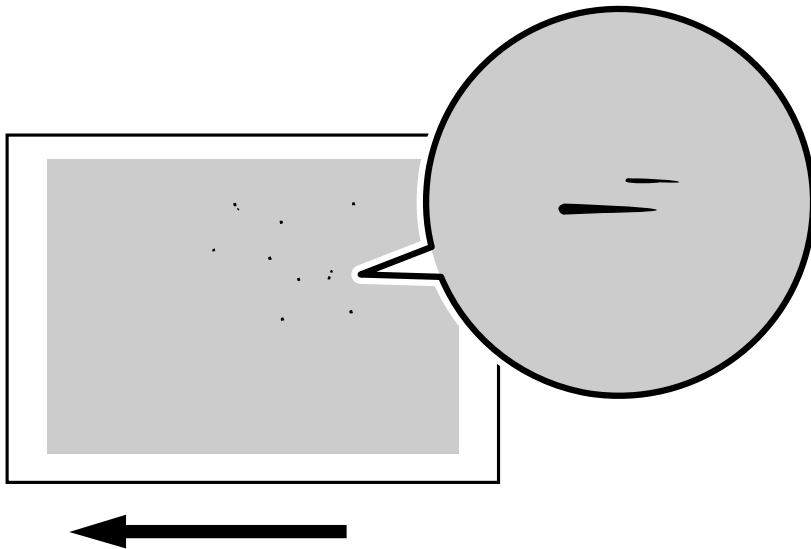
**Cause:**

Toner fragments have slipped through the cleaning web.

This may occur in any of the following cases:

Duplex printing, printing on uncoated (especially rough-textured) paper, halftone printing, printing another job after halftone printing, or printing another job after printing on many small-size sheets

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

1. Increase the temperature by 5 °C in [44: Fusing Heat Roller Temperature Adj] in [Advanced Settings].

2. Print 20 sheets of the image, then another 10. Does this eliminate the problem?

   **Yes** Finished!

   **No** Go to the next step.

3. Increase the temperature by and additional 5 °C in [44: Fusing Heat Roller Temperature Adj].

4. Print 20 sheets of the image, then another 10. Does this eliminate the problem?

   **Yes** Finished!

   **No** Go to the next step.

5. Has changing the setting caused glossy lines to appear or paper to misfeed?

   **Yes** Decrease the temperature by 10 °C, and then go to the next step.

   **No** Go to the next step.

6. Set [50: Adjust Cleaning Web Motor Interval] to -30% in [Advanced Settings] for the custom paper in use.

7. Print 20 sheets of the image, then another 10. Does this eliminate the problem?

   **Yes** Finished!

   **No** Go to the next step.

8. Set [50: Adjust Cleaning Web Motor Interval] to -60% in [Advanced Settings] for the custom paper in use.

9. Print 20 sheets of the image, then another 10. Does this eliminate the problem?

   **Yes** Finished!

   **No** Go to the next step.

10. Set [50: Adjust Cleaning Web Motor Interval] to -75% in [Advanced Settings] for the custom paper in use.

11. If the problem persists, contact your service representative.

**Note:**

- Decreasing the value in [50: Adjust Cleaning Web Motor Interval] will shorten the replacement cycle of the cleaning unit for fusing unit.

## 3.1.2 Coloured Spots

Coloured spots appear at 189 mm or 40 mm (7.5 inches or 1.6 inches) intervals.
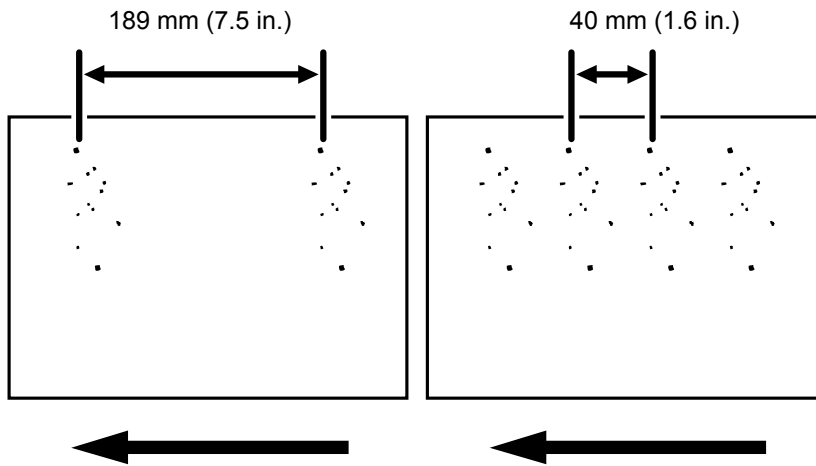


CEZ539

**Cause:**

(a)  Coloured spots appear at 189 mm (7.5 inches) intervals

   The drum unit is scratched or stained.

(b)  Coloured spots appear at 40 mm (1.6 inches) intervals

   The charge roller is scratched or stained.

**Solution:**

The solution depends on the interval at which the coloured spots appear. If they appear every 189 mm (7.5 inches), follow Procedure (a) on the following page; if they appear every 40 mm (1.6 inches), Procedure (b) on the following page.

**(a) Coloured spots at 189 mm (7.5 inches) intervals**

1. To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of white and black, and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.

2. Detach the drum unit of the affected colour and check the drum surface. Is the surface scratched?

   **Yes**  <u>**Replace the drum unit.**</u>

   **No**  Wipe the drum surface with a well-wrung-out damp cloth, wipe it with a dry rag until no moisture remains, and then reattach the drum unit.

   **Note:**

   - Do not use ethanol or any other organic solvent to clean the drum. Otherwise it may cause damage to the drum.



CEZ521

3. If the problem persists, contact your service representative.

**Note:**

- For details about replacing the drum unit, see Replacement Guide.

**(b) Coloured spots at 40 mm (1.6 inches) intervals**

1. To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of white and black, and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.

2. Detach the charge roller of the affected colour and check its surface. Is the surface scratched?

   **Yes**  **Replace the charge roller.**

   **No**  Wipe the charge roller surface with a well-wrung-out damp cloth, wipe it with a dry rag until no moisture remains, and then reattach the roller.

   **Note:**

   - Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.
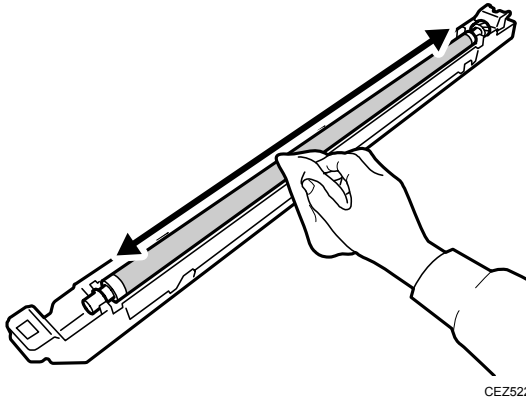


CEZ522

3. If the problem persists, contact your service representative.


**Note:**

- For details about replacing the charge roller, see Replacement Guide.

### 3.1.3 Coloured Streaks (1)

Coloured streaks parallel to the paper feed direction appear.

CEZ540
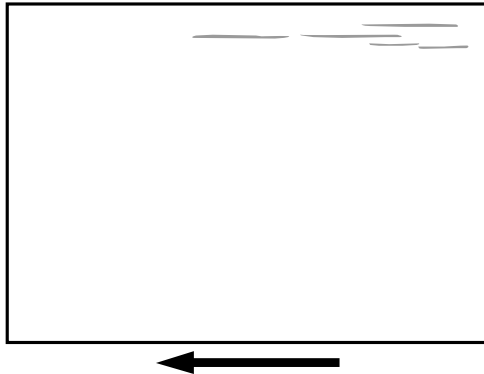
**Cause:**

- The charge roller is stained.
- The cleaning unit for PCU has worn out.
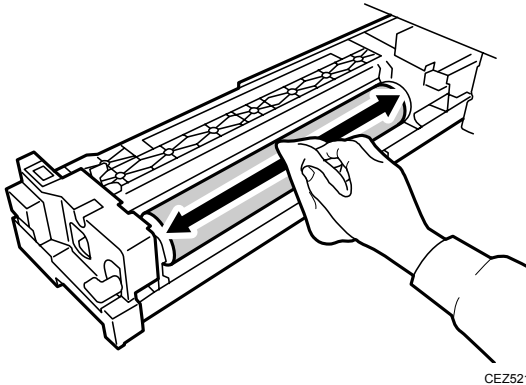- The drum unit surface is scratched.

**Solution:**

1.  To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of white and black, and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.

2.  Detach the charge roller of the affected colour and check its surface. Is the surface stained?

    **Yes**  Wipe the charge roller with a dry rag to remove the stain. If the stain cannot be removed, **replace the charge roller**. Go to the next step.

    **No**  Go to the next step.

3.  Detach the drum unit of the affected colour and check the drum surface. Is the surface stained or scratched?

    **Stained:**    **Replace the cleaning unit for PCU.**

    **Scratched:**   **Replace the drum unit.**

    **Neither:**    Contact your service representative.

4.  If the problem persists even if you replace the cleaning unit for PCU or drum unit, contact your service representative.

**Note:**

- For details about replacing the charge roller, cleaning unit for PCU and drum unit, see Replacement Guide.

### 3.1.4 Coloured Streaks (2)

Extended, blurred coloured streaks parallel to the paper feed direction appear. The streaks also appear randomly in the margins.



CEZ541

**Cause:**

If the temperature or humidity is low, remaining toner might be missed by the cleaning blade of the cleaning unit for intermediate transfer belt or transfer unit, causing streaks to appear sporadically.

**Solution:**

1. To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black.

2. Is the printed side affected by the problem?

   **Yes**  Proceed to Step 4.

   **No**  **Replace the transfer unit.**

3. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Go to the next step.

4. **Replace the cleaning unit for intermediate transfer belt.**

5. If the problem persists even if you replace the cleaning unit for intermediate transfer belt, contact your service representative.


**Note:**

- For details about replacing the transfer unit and cleaning unit for intermediate transfer belt, see Replacement Guide.

## 3.1.5 Coloured Streaks (3)

Coloured streaks appear in solid-filled areas.



CEZ542
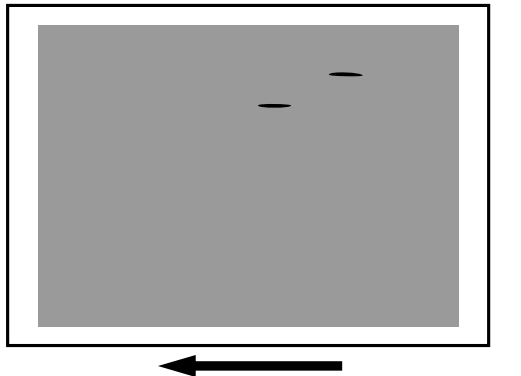
**Cause:**

If the toner contains small clumps, they disintegrate in the development unit, producing coloured streaks.

This problem may occur if the machine is left unattended for a long period or the toner bottle is kept out of its moisture-proof bag for a long period.

**Solution:**

1.  To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black. The colour affected by coloured streaks is the cause of the problem.
2.  Print 200 full-page, solid-fill A3 or DLT sheets in the affected colour.
3.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  **Replace the toner bottle for the affected colour.**
4.  Print 200 full-page, solid-fill A3 or DLT sheets in the affected colour.
5.  If the problem persists, contact your service representative.

## 3.1.6 Stained Paper Edges

**Solution:**

1.  If the paper edges are stained, carry out the procedure in 3.6.1, "Insufficient Toner Fusing".

## 3.1.7 Stained Background

Random "powdered" dots appear, creating a dirty background.

The background may be partially or completely stained.

**Completely stained background**　　**Partially stained background**
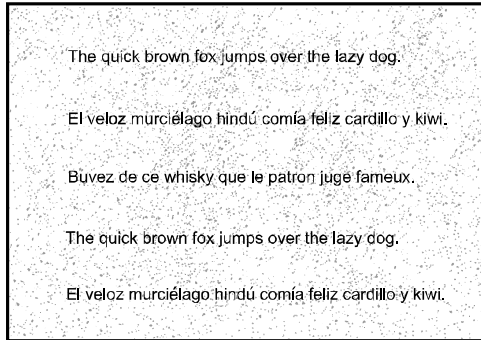


The quick brown fox jumps over the lazy dog.

El veloz murciélago hindú comía feliz cardillo y kiwi.

Buvez de ce whisky que le patron juge fameux.

The quick brown fox jumps over the lazy dog.

El veloz murciélago hindú comía feliz cardillo y kiwi.

CEZ543



The quick brown fox jumps over the lazy dog.

El veloz murciélago hindú comía feliz cardillo y kiwi.

Buvez de ce whisky que le patron juge fameux.

The quick brown fox jumps over the lazy dog.

El veloz murciélago hindú comía feliz cardillo y kiwi.

CEZ544

**Cause:**

This may occur because of wearing of the developer and drum unit or staining of the charge roller.

**Solution:**

1. If a message prompting replacement of a unit has appeared, **replace the unit**.

2. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].

3. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** In the [Adjustment Settings for Skilled Operators] menu, execute [0302: Execute Process Initial Setting].

4. If the problem persists, contact your service representative.

## 3.2 Toner Scatter

### 3.2.1 Area Scatter

Toner is scattered around a solid-fill print.
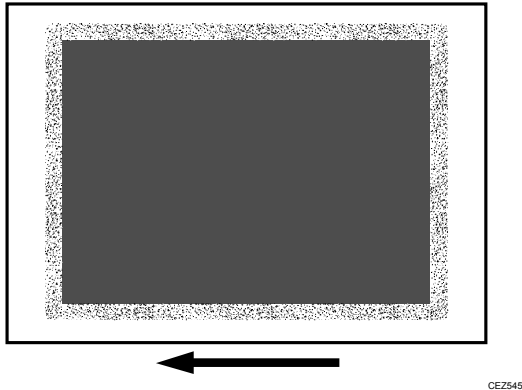


CEZ545

**Cause:**

This may occur if printed at low temperature or humidity.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

1. Check both sides of the paper for the problem. If it appears only on the side 2 of the paper, skip to Step 3.

2. Adjust the setting for the side 1 of the paper. Configure the following settings in [Advanced Settings] for the custom paper in use.

   **<Printing in black and white>**

   Increase the absolute value of the negative current by 5% in [31: Paper Transfer Current: B&W].

   Example: If the present current is −40 μA, change it to −42 μA.

   **<Printing in full colour>**

   Increase the absolute value of the negative current by 5% in [32: Paper Transfer Current: FC].

   Example: If the present current is −70 μA, change it to −73 μA.

**3.** Adjust the setting for the side 2 of the paper. Configure the following settings in [Advanced Settings] for the custom paper in use.

**<Printing in black and white>**

Increase the scaling factor by 5 percentage points in [33: Paper Transfer Current; Side 2: B&W].

Example: If the present value is 100%, change it to 105%

**<Printing in full colour>**

Increase the scaling factor by 5 percentage points in [34: Paper Transfer Current; Side 2: FC].

Example: If the present value is 100%, change it to 105%

**4.** Print the image. Is the problem resolved?

**Yes** Finished!

**No** Repeat Steps 1 to 3. If the problem persists, contact your service representative.

## 3.2.2 Line Scatter

Parts of a line exhibit splatter. This may occur in a line 5 mm or less from the leading edge, or in a line 1.5 to 5 mm from an image element on the side of the element facing the trailing edge.

5 mm (0.2 in.)                    1.5 - 5 mm (0.06 - 0.2 in.)
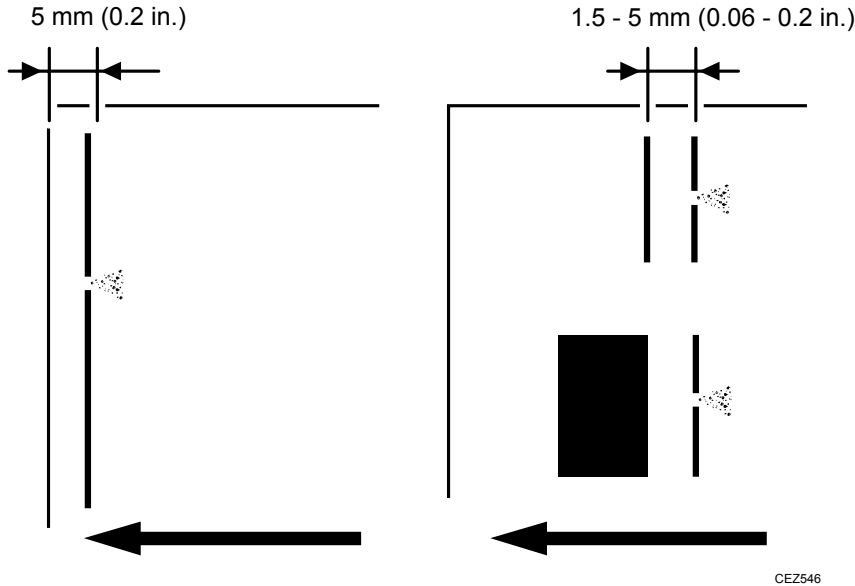
CEZ546

**Cause:**

This may occur when printing lines on coated or other slippery paper.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

The solution depends on the area in which the line splatter occurs. If the splatter occurs 5 mm (0.2 inches) or less from the leading edge, follow Procedure (a) on the following page; otherwise, follow Procedure (b) on the following page.

**a) Line splatter that is 5 mm (0.2 inches) or less from the leading edge**

Increase the leading edge margin to more than 5 mm (0.2 inches) using one of the following procedures:

**(1) Adjusting the shift image**

In [Advanced Settings] for the custom paper in use, specify [08: Adj Image Position of Side1 With Feed] for the side 1 of the paper and [09: Adj Image Position of Side2 With Feed] for the side 2.

**(2) Adjusting the mask width at the leading edge**

In [Advanced Settings] for the custom paper in use, specify [13: Adjust Erase Margin of Leading Edge].

**(3) Adjusting the file's leading edge margin**

Increase the leading edge margin in the print settings for the image to be printed.

For details about adjusting the shift image and adjusting the mask width at the leading edge, see "Adjustment Item Menu Guide".

If you cannot increase the leading edge margin to more than 5 mm (0.2 inches), use another type of paper.

**b) Line splatter that is in an area more than 5 mm (0.2 inches) from the leading edge**

1. Configure the following settings in [Advanced Settings] for the custom paper in use.

   **<Printing in black and white>**

   Increase the absolute value of the current by 10 µA in [26: Image Transfer Current: B&W].

   **<Printing in full colour>**

   Increase the absolute value of the current by 10 µA in [27: Image Transfer Current: FC: Black].

2. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Increase the value by 10 µA.

3. Repeat Step 2. If the problem persists even though you have set the current to 70 µA (maximum), use another type of paper.

## 3.3 Colour Loss

### 3.3.1 Colourless Spots

Colourless spots appear in solid-filled areas.
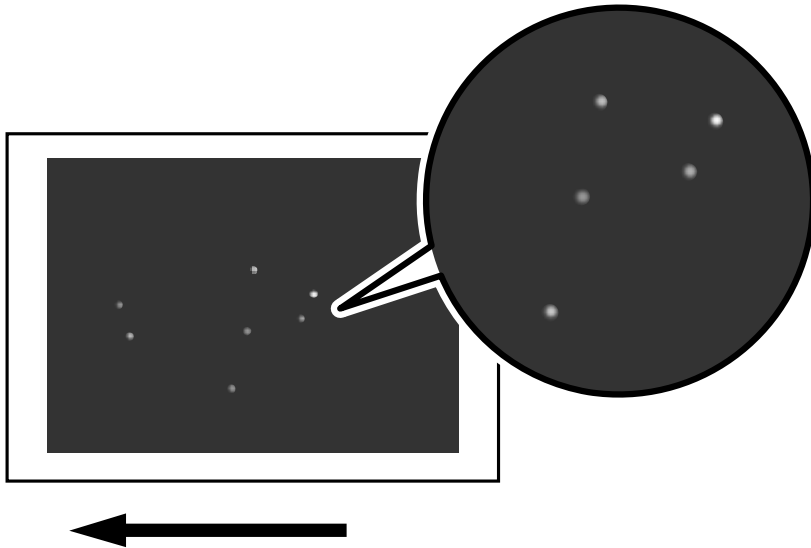


CEZ547

**Cause:**

If the toner contains small clots, they fail to be transferred, producing colourless spots.

This problem may occur if the machine is left unattended for a long period or the toner bottle is taken out of its moisture-proof bag for a long period of time.

**Solution:**

If colourless spots appear in colour printing, carry out the procedure in 3.1.5, "Coloured Streaks (3)".

## 3.3.2 White Dots/Lines

White dots or small lines appear, spaced at 189 mm (7.5 inches) intervals in the direction of the paper feed.
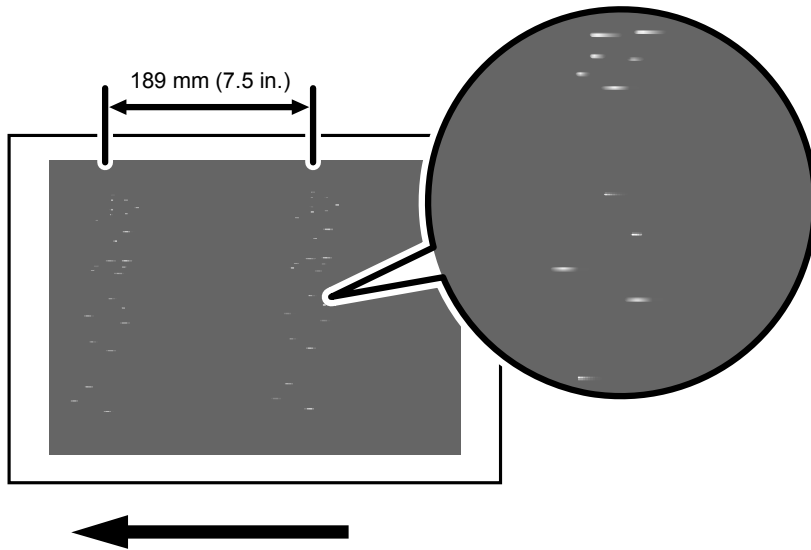


CEZ548

**Cause:** The drum unit is stained.

**Solution:**

1.  To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of cyan, magenta, black, and green.

    Because it is difficult to identify white spots on yellow, green is used instead of yellow.

2.  Detach the drum unit of the affected colour and check the drum surface. Is the surface stained?

    **Yes**   Carry out all of the following:

    (1)   Wipe the drum unit surface with a clean, dry cloth to remove the stain.

    (2)   **Replace the cleaning unit for PCU.**

    (3)   In the [Adjustment Settings for Skilled Operators] menu, set [0208: Photoconductor Special Mode] to [Special Mode].

    **No**   **Replace the drum unit.**

3.  If the problem persists, contact your service representative.

**Note:**

- For details about replacing the cleaning unit for PCU and drum unit, see Replacement Guide.

### 3.3.3 Vertical White Streaks

White streaks 1 to 8 mm long perpendicular to the paper feed direction appear.
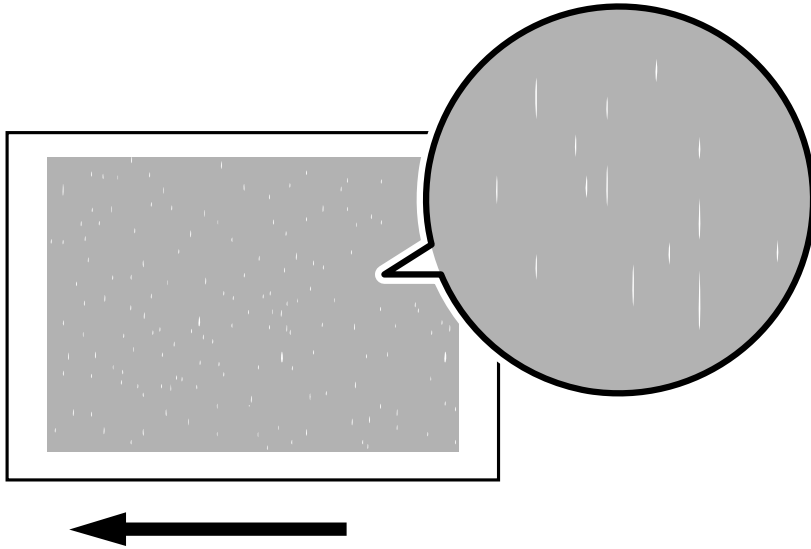


CEZ604

**Cause:**

One of the charge rollers is soiled.

**Note:**

If white streaks appear at 189- or 40-mm intervals, carry out the procedure in 3.1.2, "Coloured Spots".

**Solution:**

1. To identify the affected colour, print three full-page, halftone A3 or DLT sheets for each of cyan, magenta, yellow, and black.

2. Detach the charge roller of the affected colour, wipe its surface with a well-wrung-out damp cloth, wipe it with a dry cloth until no moisture remains, and then reattach the roller.

   **Note:**

   Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.



CEZ522
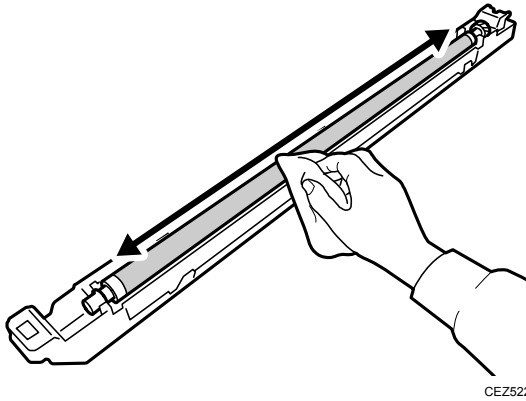
3. If the problem persists, contact your service representative.

### 3.3.4 White Spots

White spots of 0.2–0.3 mm (0.008–0.01 inches) in diameter appear.
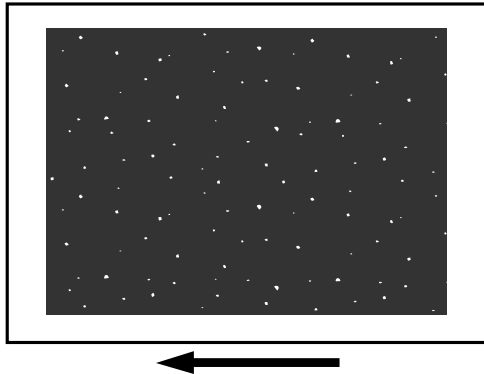


CEZ549

**Cause:**

This may occur if printed at low temperature or humidity.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- If you reduce the paper transfer current to eliminate white spots, copies may become too faint.

**Solution:**

1. Check both sides of the paper for the problem. If it appears only on the side 2 of the paper, skip to Step 3.

2. Adjust the setting for the side 1 of the paper. Configure the following settings in [Advanced Settings] for the custom paper in use.

   **<Printing in black and white>**

   Decrease the absolute value of the negative current by 5% in [31: Paper Transfer Current: B&W].

   Example: If the present current is −40 µA, change it to −38 µA.

   **<Printing in full colour>**

   Decrease the absolute value of the negative current by 5% in [32: Paper Transfer Current: FC].

   Example: If the present current is −70 µA, change it to −67 µA.

3.  Adjust the setting for the side 2 of the paper. Make the following settings in [Advanced Settings] for the custom paper in use.

    **<Printing in black and white>**

    Decrease the scaling factor by 5 percentage points in [33: Paper Transfer Current; Side 2: B&W].

    Example: If the present value is 100%, change it to 95%

    **<Printing in full colour>**

    Decrease the scaling factor by 5 percentage points in [34: Paper Transfer Current; Side 2: FC].

    Example: If the present value is 100%, change it to 95%

4.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Repeat Steps 1 to 4. If the problem persists, contact your service representative.

### 3.3.5  Blister-like White Spots

White spots 0.3–0.5 mm in diameter surrounded by denser spots (blister-like white spots) appear.
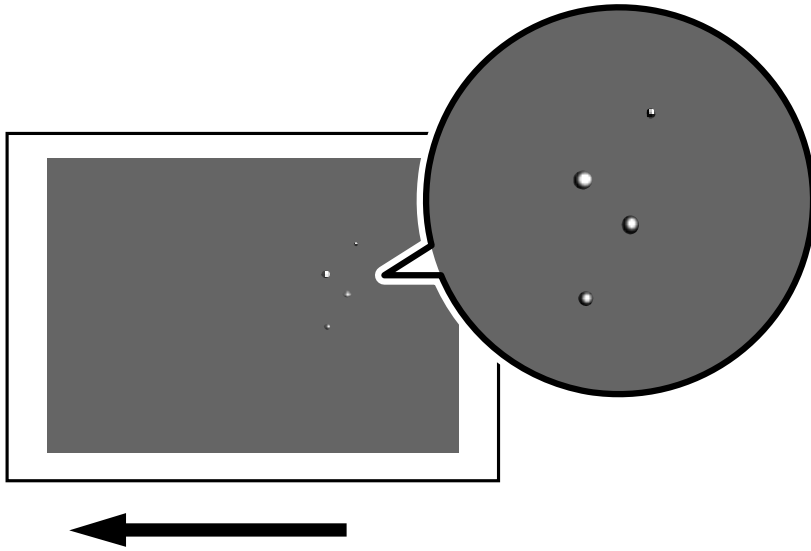


CEZ602

**Cause:**

This may occur if a solid image is printed on coated paper, if a solid image is printed during duplex printing, or if printing is done at low temperature.

**Solution:**

If blister-like white spots appear, carry out the procedure in 3.6.1, "Insufficient Toner Fusing".

### 3.3.6 Mottling

Mottling occurs in solid-filled areas.

Normal
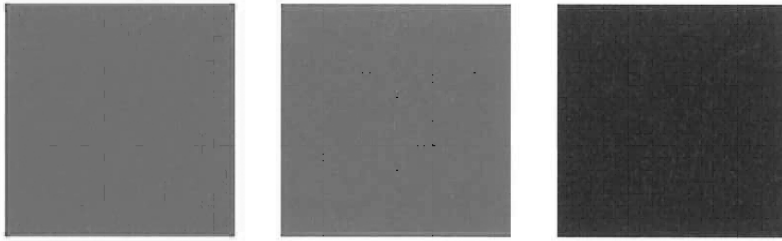


Mottled
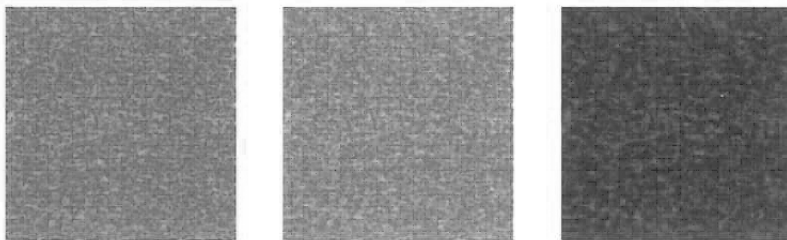


**Cause:**

This may occur if:
- Using paper with a rough surface
- Continuously printing solid fills covering small areas
- Printing in a low humidity environment
- Printing in a high humidity environment

**Note:**
- If the problem occurs only if black is used when printing in full-colour mode, carry out the procedure in 3.4.7, "Colour (1): Black Faint During Full Colour Printing".

**Solution:**

1. To identify the affected colour, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black.

2. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].

3. Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Print 100 full-page, solid-fill A3 or DLT sheets in the affected colour.

4. Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Reload with new paper.

5. Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Replace the paper with smoother paper.

6. If the problem persists, contact your service representative.

# 3.4 Density Problems

## 3.4.1 Uneven Image Density
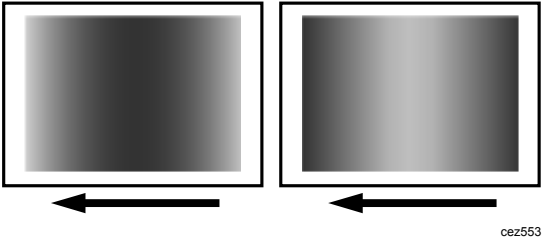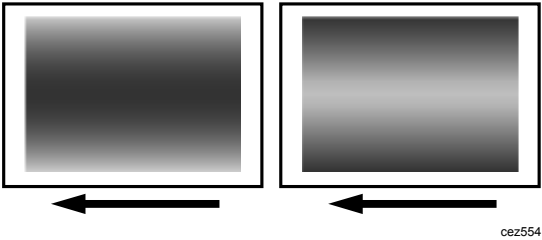
The density is uneven.

**Solution:**
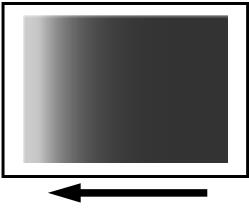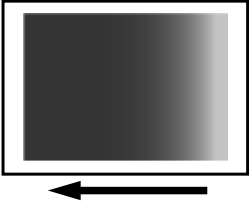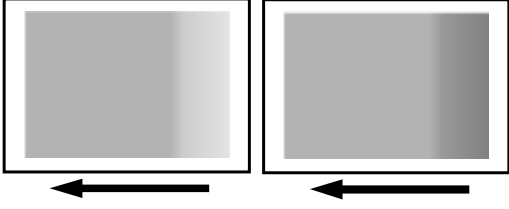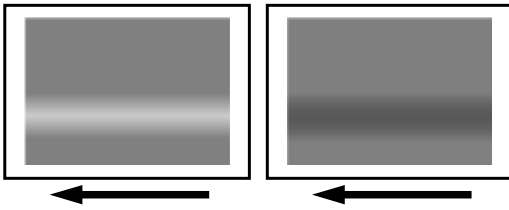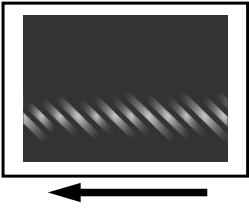
The solution depends on the type of unevenness.

Carry out the appropriate procedure from those in the following table:
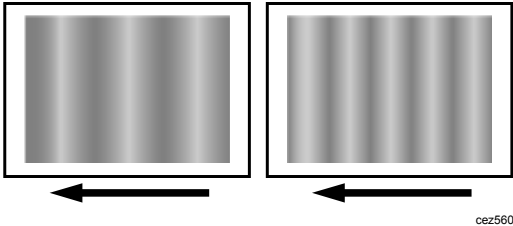
**(A) The density is uneven across the entire image.**

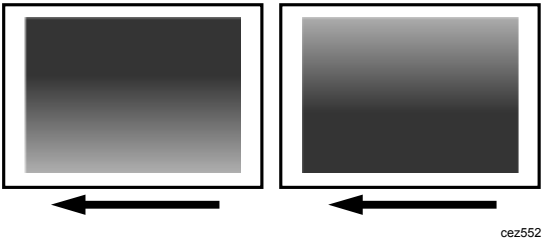| Affected area | | Solution |
|---|---|---|
| The density from top to bottom is uneven. | <br>cez552 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, see p.37, "Uneven Density from Top to Bottom". |
| The sides are fainter or denser. | <br>cez553 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, contact your service representative. |
| The top and bottom are fainter or denser. | <br>cez554 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, contact your service representative. |

## (B) The density is uneven in a part of the image.

| Affected area | | Solution |
|---|---|---|
| The leading edge is fainter. | cez555 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, see p.38, "Fainter Leading Edge". |
| The trailing edge is fainter. | cez556 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, see p.40, "Fainter Trailing Edge". |
| The area within 90 mm (3.5 inches) of the trailing edge is fainter or denser. | cez557 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, see p.42, "Uneven Density within 90 mm (3.5 in.) of the Trailing Edge". |
| The centre is fainter or denser | cez558 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, contact your service representative. |
| Wavy unevenness | cez559 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, contact your service representative. |

## (C) The vertical density fluctuates periodically

| Affected area | | Solution |
|---|---|---|
| Periodic vertical density fluctuation |  cez560 | 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].<br><br>2. If the problem persists, see p.44, "Periodic Density Fluctuation". |

## 3.4.2 Uneven Density from Top to Bottom

The density is uneven from top to bottom.
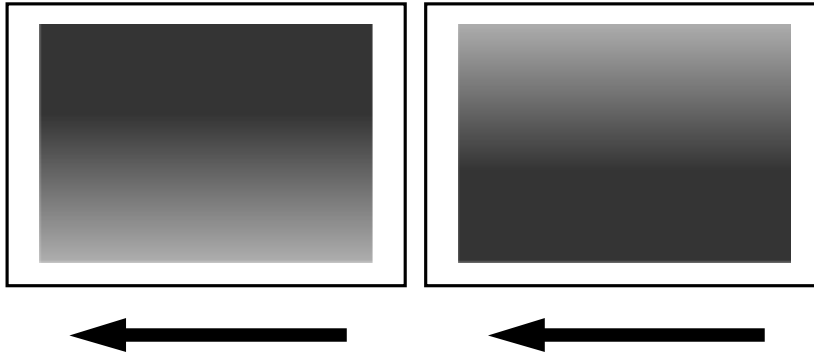


CEZ561

**Important:**

You can adjust the density of halftone images, but not that of solid fills.

**Cause:**

This may occur at high temperature or humidity.

**Solution:**

1.  To identify the affected colour, print three full-page, halftone A3 or DLT sheets for each of cyan, yellow, magenta, and black.

2.  In the [Adjustment Settings for Skilled Operators] menu, select [0205: Adjust Density Difference Across Feed Direction].

    Increasing the value for the affected colour makes the area above the centre denser and that below fainter.

    Decreasing the value for the affected colour makes the area above the centre fainter and that below denser.

3.  Turn off the power and the main power switch, and then turn the main power switch back on.

    The setting specified in step 2 takes effect.

4.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  <u>**Replace the charge roller and drum unit of the affected colour.**</u>

5.  If unit replacement does not resolve the problem, contact your service representative.

**Note:**

*   For details about replacing the charge roller and drum unit, see Replacement Guide.

### 3.4.3 Fainter Leading Edge

The leading edge is fainter.
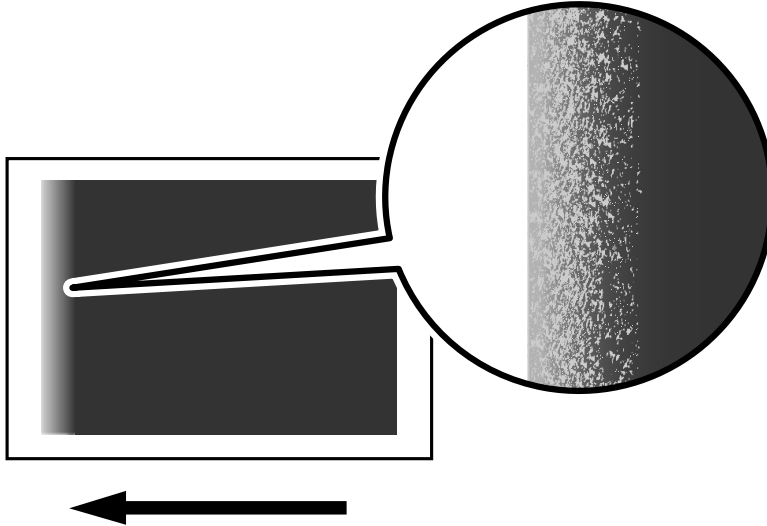


CEZ562

**Cause:**

At low temperature or when using thin coated paper, this may occur if the paper transfer current is insufficient.

At high temperature, this may occur if the paper transfer current is excessive.

**Important:**

This solution only works when the thickness of the paper is equivalent to Paper Weight 4 or above. Do not try this as a solution when using paper with a thickness equivalent to Paper Weight 3 or below, as it may cause paper misfeeding.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

1.  Make a note of the present value in the following setting in [Advanced Settings] for the custom paper in use.

    **<Printing in black and white>**

    [35: Paper Transfer Current; Lead Edge: B&W]

    **<Printing in full colour>**

    [36: Paper Transfer Current; Lead Edge: FC]

2.  Increase the scaling factor in the above setting by 10 percentage points.

3.  Print the image. Is the problem resolved?

    **Yes**   Finished!

    **No**    Increase the scaling factor by 10 percentage points.

4.  Repeat Step 3. If the problem persists even though you have increased the scaling factor by 50 percentage points, restore the value noted in Step 1 and go to the next step.

5.  Decrease the scaling factor in the above setting by 10 percentage points.

6.  Print the image. Is the problem resolved?

    **Yes**   Finished!

    **No**    Decrease the scaling factor by 10 percentage points.

7.  Repeat Step 6. If the problem persists even though you have decreased the scaling factor by 50 percentage points, restore the value noted in Step 1 and contact your service representative.

### 3.4.4 Fainter Trailing Edge

The trailing edge is fainter.
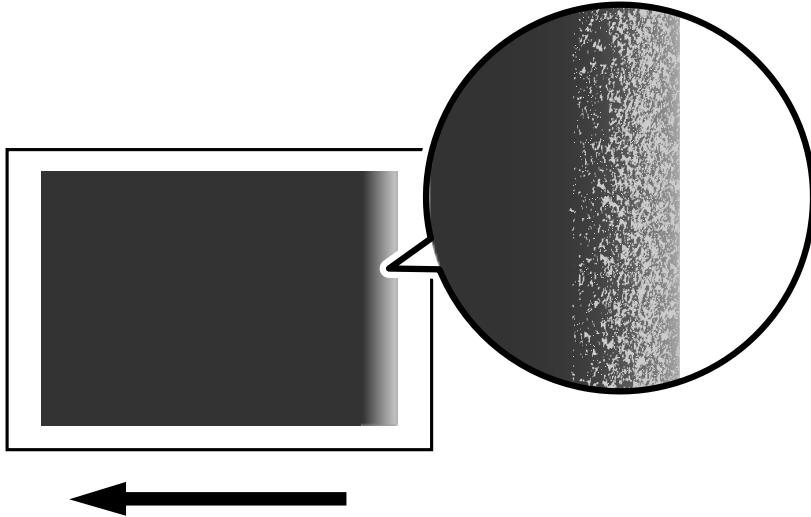


CEZ563

**Cause:**

This may occur because of insufficient or excessive paper transfer current when using paper weighing approximately 160 g/m$^2$ (60 lb. Cover) or heavier at low temperature.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

1. Measure in millimeters how far the fainter area extends from the trailing edge.

2. Configure the following settings in [Advanced Settings] for the custom paper in use.

   **<Printing in black and white>**

   In [41: Ppr Transfer Current Trail Edg Dist: BW], enter the value you

   measured in Step 1 plus an additional 10 mm.

   **<Printing in full colour>**

   In [42: Ppr Transfer Current Trail Edg Dist: FC], enter the value you measured in Step 1 plus an additional 10 mm.

3. Make a note of the present value in the following setting in [Advanced Settings] for the custom paper in use.

   **<Printing in black and white>**

   [39: Paper Transfer Current; Trail Edge: B&W]

   **<Printing in full colour>**

   [40: Paper Transfer Current; Trail Edge: FC]

4. Increase the scaling factor in the above setting by 5 percentage points.

5. Print the image. Is the problem resolved?

   **Yes** Finished!

   **No** Increase the scaling factor by 5 percentage points.

6. Repeat Step 5. If the problem persists even though you have increased the scaling factor by 50 percentage points, restore the value noted in Step 3 and go to the next step.

7. Decrease the scaling factor in the above setting by 5 percentage points.

8. Print the image. Is the problem resolved?

   **Yes** Finished!

   **No** Decrease the scaling factor by 5 percentage points.

9. Repeat Step 8. If the problem persists even though you have decreased the scaling factor by 50 percentage points, restore the value noted in Step 3 and contact your service representative.

### 3.4.5 Uneven Density within 90 mm (3.5 in.) of the Trailing Edge

Printing in the area extending approximately 90 mm (3.5 inches) from the trailing edge is fainter or denser when the temperature or humidity is low.
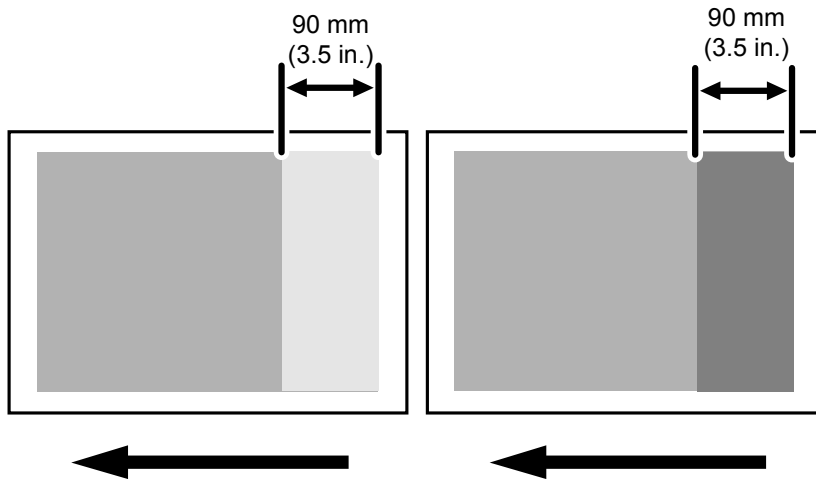


CEZ564

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

The solution depends on whether the area within 90 mm (3.5 inches) of the trailing edge is denser or fainter.

**<If the area within 90 mm (3.5 inches) of the trailing edge is fainter>**

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj].

2. Check the present value. Is it higher than +0.5%?

   **Yes** Use another type of paper.

   **No** Increase the value by 0.1 percentage point.

3. Print the image. Is the problem resolved?

   **Yes** Finished!

   **No** Repeat Steps 1 to 3. If the problem persists even if you increase the value to +0.5%, contact your service representative.

**<If the area within 90 mm (3.5 inches) of the trailing edge is denser>**

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj].

2. Check the present value. Is it lower than -0.5%?

   **Yes**   Use another type of paper.

   **No**   Decrease the value by 0.1 percentage point.

3. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**   Repeat Steps 1 to 3. If the problem persists even if you decrease the value to -0.5%, contact your service representative.

### 3.4.6 Periodic Density Fluctuation

The vertical density fluctuates periodically.
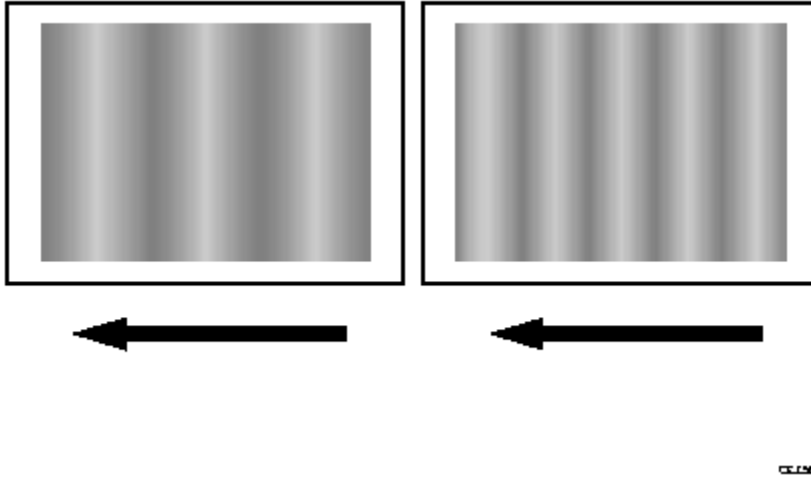


**Solution:**

The solution depends on the interval.

| Interval | Solution |
|---|---|
| Approximately 12-18 mm (0.5-0.7 inches) | Contact your service representative. |
| Approximately 50 mm (2 inches) | **Replace the charge roller.** If the problem persists, contact your service representative. |
| Approximately 60 mm (2.4 inches) | **Replace the transfer unit.** If the problem persists, contact your service representative. |
| Approximately 95 mm (3.7 inches) | Contact your service representative. |
| Approximately 190 mm (7.5 inches) | **Replace the drum unit.** If the problem persists, contact your service representative. |

**Note:**

- For details about replacing the charge roller, transfer unit, and drum unit, see Replacement Guide.

## 3.4.7 Colour (1): Black Faint During Full Colour Printing

Black is fainter than normal during full colour printing.

Normal
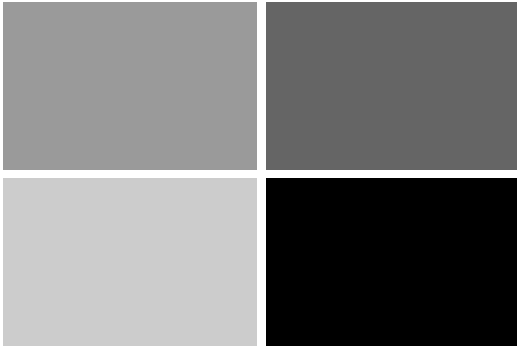


CEZ566

Black is fainter
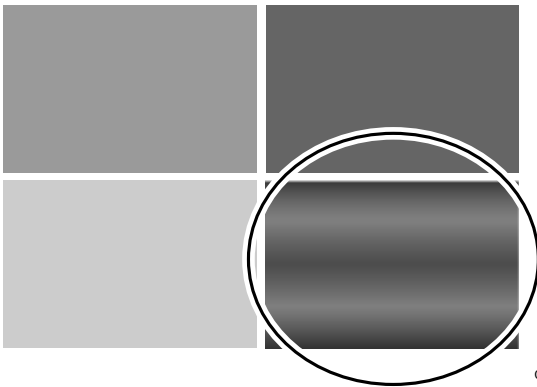


CEZ584

**Cause:**

If black is used when printing in full colour mode with black toner only, the printing may become faint.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

**Procedure 1: Increasing the image transfer current for black in full colour mode**

1. In [Advanced Settings] for the custom paper in use, select [27: Image Transfer Current: FC: Black].

2. Increase the value by 10 µA.

3. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**   Increase the value by 5 µA.

4. Repeat Step 3. If doing this adversely affects colours other than black, reduce the value by 5 µA and carry out Procedure 2, "Executing image processing".


**Procedure 2: Executing image processing**

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.

2. Click the "Color" tab.

3. In "Color mode", select "Expert Settings...".

4. If "CMYK/Grayscale" is set to "Colorwise OFF", change it to an appropriate image process.

5. If an appropriate image process has already been selected but the problem persists, carry out Procedure 3, "Printing black using four colours (YMCK) in full-colour mode".


**Procedure 3: Printing black using four colours (YMCK) in full-colour mode**

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.

2. Click the "Color" tab.

3. In "Color mode", select "Expert Settings...".

4. Click the "Gray & Black processing" tab.

5. Set "Black text graphics" to "Normal".

   Black is printed with 4 colours (YMCK).

   **Note:**

   - If "Black text graphics" is set to "Pure Black On", black is printed with only black toner.

6. If the problem persists, contact your service representative.

## 3.4.8 Colour (2): Entire Image Faint

The entire image is fainter than normal.
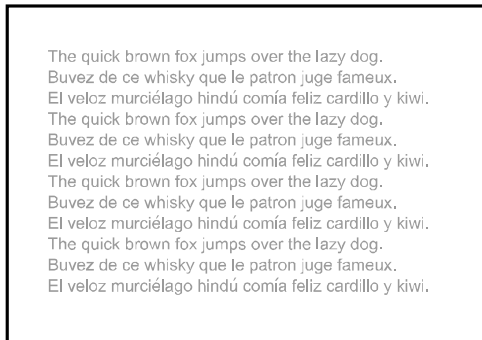


CEZ585

**Cause:**

This may occur if:

- Continuously printing an image that consumes little toner
- The machine has not been used for a long time
- The machine is located somewhere very humid and has not been used for a while

**Solution:**

1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].

2. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Go to the next step.

3. Increase the value by 1 for all colours in [0203: Adjust Maximum Image Density].

4. Execute [0201: Adjust Image Density].

5. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Repeat Steps 3 to 5. If the problem persists even if you increase the value to 5, contact your service representative.

### 3.4.9 Colour Is Too Dense

The entire image is denser than normal.



```
The quick brown fox jumps over the lazy dog.
Buvez de ce whisky que le patron juge fameux.
El veloz murciélago hindú comía feliz cardillo y kiwi.
The quick brown fox jumps over the lazy dog.
Buvez de ce whisky que le patron juge fameux.
El veloz murciélago hindú comía feliz cardillo y kiwi.
The quick brown fox jumps over the lazy dog.
Buvez de ce whisky que le patron juge fameux.
El veloz murciélago hindú comía feliz cardillo y kiwi.
The quick brown fox jumps over the lazy dog.
Buvez de ce whisky que le patron juge fameux.
El veloz murciélago hindú comía feliz cardillo y kiwi.
```

CEZ568

**Cause:**

This may occur if:

- Continuously printing an image that consumes much toner
- The machine has not been used for a long time
- The machine is located somewhere very humid and has not been used for a while

**Solution:**

1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].

2. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Go to the next step.

3. Decrease the value by 1 for all colours in [0203: Adjust Maximum Image Density].

4. Execute [0201: Adjust Image Density].

5. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Repeat Steps 3 to 5. If the problem persists even if you decrease the value to -5, contact your service representative.

## 3.4.10 Broken Thin Lines

Thin lines (1 dot lines in 1200 dpi images) break.
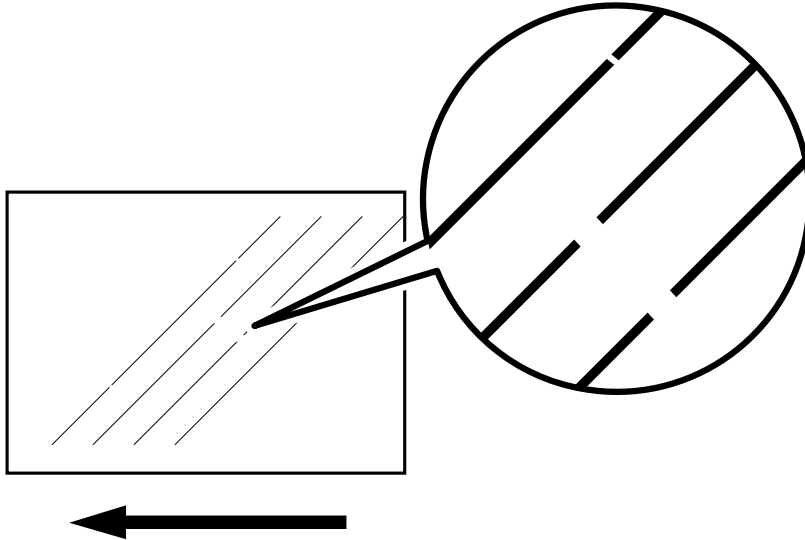
CEZ569

**Cause:**

Oblique (approximately 45°) thin lines or thin lines printed in faint colours are likely to contain breaks.

**Solution:**

1.  In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].

2.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Go to the next step.

3.  Increase the value by 1 for all colours in [0204: Adjust Line Width].

4.  Execute [0201: Adjust Image Density].

5.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Repeat Steps 3 to 5. If the problem persists even if you increase the value to 5, contact your service representative.

## 3.5  Gloss Problems

### 3.5.1  Glossy Lines

Glossy lines appear every 20 or 26.5 mm (0.8 or 1.0 inches).

20 mm or 26.5 mm
(0.8 or 1.0 in.)

CEZ570
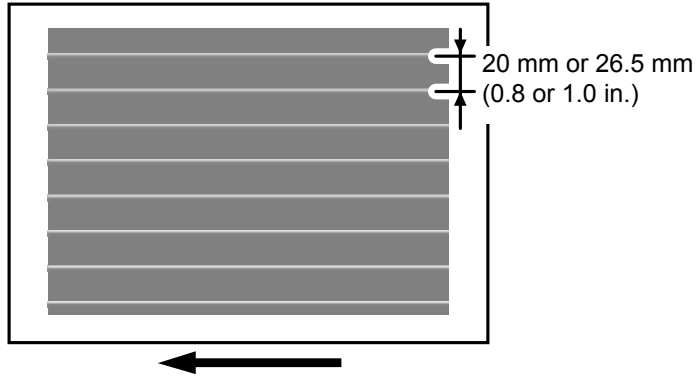
**Cause:**

This may occur if coated or thin paper is used.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- If the glossy lines appear at irregular intervals, you cannot resolve the problem with this procedure. Contact your service representative.
- Decreasing the temperature may cause unsatisfactory fusing.

**Solution:**

1.  In [Advanced Settings] for the custom paper in use, select [44: Fusing Heat Roller Temperature Adj].

2.  Decrease the value by 10 °C. If the gloss of the entire image drops by this, decrease the value only by 5 °C instead of 10 °C.

3.  If the problem persists, contact your service representative.

## 3.5.2 Vertical Glossy Lines

Glossy lines perpendicular to the paper feed direction appear.
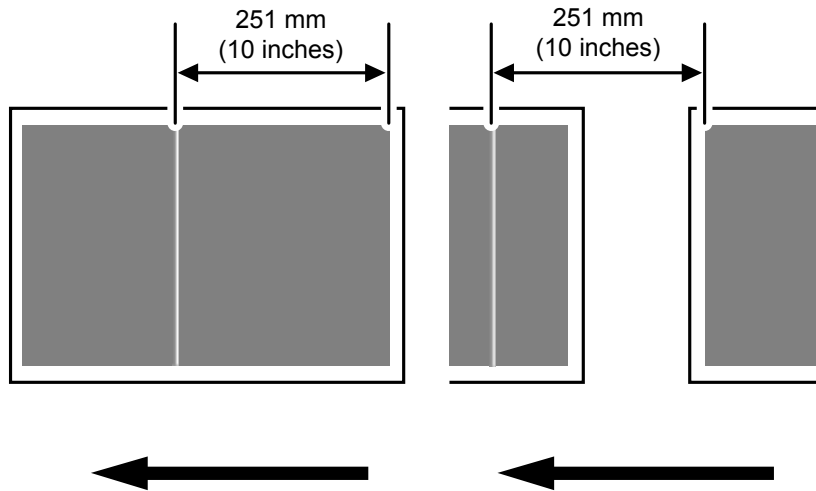


CEZ603

**Cause:**

Glossy lines perpendicular to the paper feed direction may appear 251 mm from the boundary of the margin and solid image (in the direction opposite to the paper feed direction).

**Solution:**

If vertical glossy lines appear, carry out the procedure in 3.5.1, "Glossy Lines".

## 3.5.3 Insufficient Gloss

The image is not glossy enough.

**Solution:**

If the gloss of the image is not glossy enough, carry out the procedures in 3.6.1 Procedure 1, "Changing the fusing temperature" and 3.6.1 Procedure 4, "Changing the process speed".

# 3.6 Fusing Problems

## 3.6.1 Insufficient Toner Fusing

This section explains how to resolve the problem of insufficient toner fusing on printed copies.

**Note:**

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

**Solution:**

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

**Procedure 1: Changing the fusing temperature**

1. In [Advanced Settings] for the custom paper in use, select [44: Fusing Heat Roller Temperature Adj], and then make a note of the currently selected temperature.

2. Increase the temperature by 5 °C.

3. Print the image and check toner fusion. Is the problem resolved?

   **Yes**   Finished!

   **No**   Increase the temperature another 5 °C.

4. Repeat Step 3.

   If the problem persists even if you increase the temperature to 180 °C, return the temperature to the one you noted in Step 1, and then carry out Procedure 2, "Image processing 1".

**Procedure 2: Image processing 1**

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.

2. Click the "Color" tab.

3. In "Color mode", select "Expert Settings...".

4. If "CMYK/Grayscale" is set to "Colorwise OFF", change it to an appropriate image process.

5. If an appropriate image process has already been selected but the problem persists, carry out Procedure 3, "Image processing 2".

**Procedure 3: Image processing 2**

1.  Are the images printed in one or two colours?

    **Yes**  Carry out Procedure 4, "Changing the process speed".

    **No**  (three-colour printing or unknown): In the printer driver setting, select toner reduction mode.

2.  Print the image and check toner fusion. Is the problem resolved?

    **Yes**  Finished!

    **No**  Carry out Procedure 4, "Changing the process speed".


**Procedure 4: Changing the process speed**

This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced.

Example when printing on A4/LT paper:

**<Pro C651EX>**

If the process speed is changed from [High] to [Middle]: 65 cpm ➔ 45 cpm

If the process speed is changed from [Middle] to [Low]: 45 cpm ➔ 32 cpm

**<Pro C751EX/ProC751>**

If the process speed is changed from [High] to [Middle]: 75 cpm ➔ 52 cpm

If the process speed is changed from [Middle] to [Low]: 52 cpm ➔ 37 cpm

1.  In [Advanced Settings] for the custom paper in use, select [19: Process Speed Setting].

2.  Decrease the value by one level.

    If the present value is [High], select [Middle]. If it is [Middle], select [Low].

3.  Print the image and check toner fusion. Is the problem resolved?

    **Yes**  Finished!

    **No**  If the problem persists, the machine may be faulty or the paper unsupported. Contact your service representative.

# 4. Troubleshooting Paper Delivery Problems

## 4.1 Frequent Paper Misfeeds

### ◆Coated or another type of unsupported paper is loaded in the machine's tray.

Load paper not supported by the machine's paper tray (Trays 1 and 2) in the wide LCT (Trays 3-5) or another paper tray supporting the paper.

For details about the size and type of paper that can be loaded in the paper trays, see "Recommended Paper Sizes and Types", About This Machine.

### ◆The side fences in the paper tray are too close together.

If the distance between the side fences is less than the paper width, it may interfere with paper transfer and so cause paper misfeeds.

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper", About This Machine.

### ◆The side fences in the paper tray are too far apart.

If the side fences are too far apart, paper misfeeds may occur due to wrong paper size detection.

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper ", About This Machine.

### ◆The paper size/orientation is not specified correctly.

In tray paper settings, specify the size and orientation of the paper in use.

For details about tray paper settings, see "Changing Tray Paper Settings", Paper Settings Reference.

### ◆Too many sheets of paper are loaded in the paper tray.

When loading paper, do not exceed the limit.

For details about how many sheets can be loaded in the paper trays, see "Recommended Paper Sizes and Types",

### ◆The edges of the sheets are rough.

Turn the sheets the other way up or smooth the edges before loading.

## ◆Sheets are curled or wavy.

- Flatten curls and waviness before loading paper.
- Turn the sheets the other way up or smooth the edges before loading.

## ◆Sheets absorbed moisture and became limp.

Sheets that will not be used for a long time should be protected from moisture by, for example, storing them in a sealed bag.

If you switch the anti-humidity heater on, the heater is inside the paper tray will operate to prevent sheets from absorbing moisture even when the main power is off.

For details about operating the anti-humidity heater, see "Anti-humidity Heater Switch", About This Machine.

## ◆When using thick paper or slippery paper.

Enable the Pickup Assist setting.

### <If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, set [03: Pickup Assist Setting] to [On].

### <If custom paper is not used>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0115: Pickup Assist Setting] to [On].

## ◆The paper feed sensor is stained with paper dust.

Clean the part of the paper feed sensor where the paper misfeed is detected.

For details about cleaning the paper feed sensor, see the Replacement Guide.

## ◆The paper feed performance is less sufficient because the paper transport roller is soiled with toner.

Clean the part of the paper transport roller where the paper misfeed is detected.

For details about cleaning the paper transport roller, see the Replacement Guide.
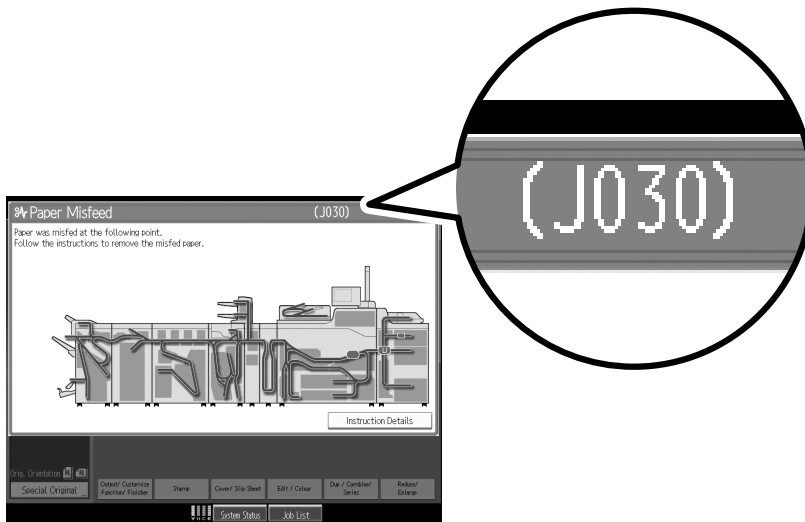
## 4.2 Messages Reporting Paper Misfeeds

Paper misfeeds are reported by messages prefixed with problem codes.

Resolve the problem according to the code.

This section only lists the codes for problems that can be resolved by the user.

If a problem code not listed in this section appears, contact your service representative.



CEZ598

## 4.2.1 If (J032) Appears

**Cause:**

The edge of a sheet is jammed in the intermediate transfer belt or paper transfer roller.

Floppy paper is likely to cause paper misfeeding because it tends to stick to the intermediate transfer belt and paper transfer roller.

**Solution:**

**<Colour printing>**

1. In [Advanced Settings] for the custom paper in use, set [36: Paper Transfer Current; Lead Edge: FC] to "100%".

2. Print 25 sheets of the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Go to the next step.

3. Set [36: Paper Transfer Current; Lead Edge: FC] to "80%".

4. Print 25 sheets of the image.
   - If paper misfeeding no longer occurs, the problem has been solved.
   - If the leading edge of the printed image becomes faint as a result of this, go to the next step.
   - If the paper misfeeding persists, skip to step 7.

5. Set [38: Ppr Transfer Current Lead Edg Dist: FC] to "5 mm".

6. Print 25 sheets of the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Contact your service representative.

7. Increase the leading edge margin in the print settings for the image to be printed.

8. Set [36: Paper Transfer Current; Lead Edge: FC] to "0%".

9. Print 25 sheets of the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Contact your service representative.

**<Black-and-white printing>**

1. In [Advanced Settings] for the custom paper in use, set [35: Paper Transfer Current; Lead Edge: B&W] to "100%".

2. Print 25 sheets of the image. Is the problem resolved?

   **Yes**    Finished!

   **No**    Go to the next step.

3. Set [35: Paper Transfer Current; Lead Edge: B&W] to "80%".

4. Print 25 sheets of the image.
   - If paper misfeeding no longer occurs, the problem has been solved.
   - If the leading edge of the printed image becomes faint as a result of this, go to the next step.
   - If the paper misfeeding persists, skip to step 7.

5. Set [37: Ppr Transfer Current Lead Edg Dist: BW] to "5 mm".

6. Print the image. Is the problem resolved?

   **Yes**    Finished!

   **No**    Contact your service representative.

7. Increase the leading edge margin in the print settings for the image to be printed.

8. Set [35: Paper Transfer Current; Lead Edge: B&W] to "0%".

9. Print 25 sheets of the image. Is the problem resolved?

   **Yes**    Finished!

   **No**    Contact your service representative.


**Note:**

- If you cannot change the leading edge margin, paper misfeeding may be eliminated by reorienting the loaded paper according to its grain. For details about paper grain and orientation, see "Loading Paper", About This Machine.

## 4.2.2 If (J080) Appears

**Cause:**

The correct paper feed speed is not being maintained.

When using slippery paper, traction may be lost, reducing paper feed speed.

**Solution:**

1. In [Advanced Settings] for the custom paper in use, set [07: Regist Jam Detection with Feed Dir] to [Off].

   When you set this to [Off], the printed image may become misaligned at the leading edge.

2. Print the image. Is the problem resolved?

   **Yes** Finished!

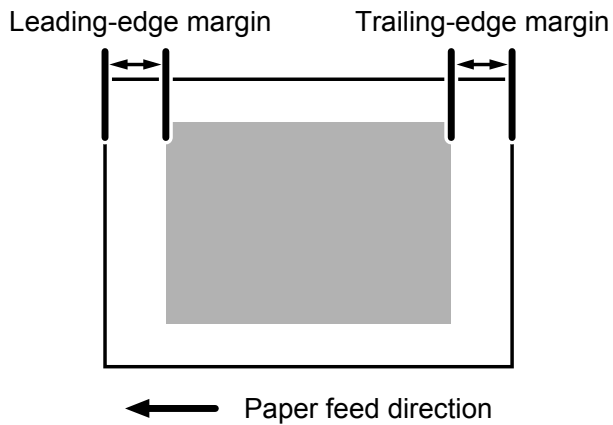   **No** Contact your service representative.

## 4.2.3  If (J083) Appears

**Cause:**

Paper is jammed in the fusing belt stripper plate.

This is likely to occur if:

- Thin or coated paper is used
- A solid image that consumes a lot of toner is printed at the leading edge
- The leading/trailing edge margin is too narrow

Leading-edge margin          Trailing-edge margin

Paper feed direction

CEZ586

**Solution:**

Increase the leading/trailing edge margin.

By increasing the margin, paper can separate more easily from the fusing belt stripper plate.

## *When printing on one side only*

### <If it is acceptable for the image to be incompletely printed at its edge>

Trim the image at its leading edge to increase the margin.

1. In [Advanced Settings] for the custom paper in use, select [13: Adjust Erase Margin of Leading Edge] and increase the value by 0.5 mm.

2. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Keep increasing the value by 0.5 mm until the problem is resolved.

   If the problem persists even though the setting has reached its maximum value, contact your service representative.


### <If it is not acceptable for the image to be incompletely printed at its edge>

1. In [Advanced Settings] for the custom paper in use, select [08: Adj Image Position of Side1 With Feed] and increase the value by 0.5 mm.

2. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  Keep increasing the value by 0.5 mm until the problem is resolved.

   If the problem persists even though the setting has reached its maximum value, contact your service representative.

## *When printing on both sides*

### <If it is acceptable for the image to be incompletely printed at its edge>

1.  In [Advanced Settings] for the custom paper in use, select [14: Adjust Erase Margin of Trailing Edge] and increase the value by 0.5 mm.

2.  Print the image. Is the problem resolved?

    **Yes**   Finished!

    **No**   Keep increasing the value by 0.5 mm until the problem is resolved.

    If the problem persists even though the setting has reached its maximum value, contact your service representative.

### <If it is not acceptable for the image to be incompletely printed at its edge>

1.  In [Advanced Settings] for the custom paper in use, select [08: Adj Image Position of Side1 With Feed] and increase the value by 0.5 mm.

2.  Select [09: Adj Image Position of Side2 With Feed] and decrease the value by 0.5 mm.

3.  Print the image. Is the problem resolved?

    **Yes**   Finished!

    **No**   Keep increasing/decreasing the value by 0.5 mm until the problem is resolved.

    If the problem persists even though the setting has reached its maximum/minimum value, contact your service representative.

## 4.2.4 If (J097) Appears

**Cause:**

Paper is skewed.

**Solution:**

Depending on the cause of the problem, do one the following:

◆**The side fences in the paper trays are not positioned correctly.**

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper", About This Machine.

◆**The paper size/orientation/type is not specified correctly.**

In tray paper settings, specify the size, orientation, and type of the paper in use.

For details about tray paper settings, see "Changing Tray Paper Settings", Paper Settings Reference.

◆**Sheets of mixed type, thickness, or colour are loaded in the paper tray.**

Load identical sheets in the paper tray.

When printing from a tray containing sheets of mixed colour, you can prevent paper misfeeding by specifying the following settings:

1. In the [Adjustment Settings for Skilled Operators] menu, set [0107: Deactivate Image Position Adjustment Across Feed Dir] to [On].

2. Set [0108: Skew Detection] to [Off].

◆**An envelope is used.**

If an envelope with a beveled flap is fed with the flap open, the machine may detect it as a skew.

Disable the skew detection function.

**<If custom paper is used>**

1. In [Advanced Settings] for the custom paper in use, set [05: Skew Detection] to [Off].

**<If custom paper is not used>**

1. In the [Adjustment Settings for Skilled Operators] menu, set [0108: Skew Detection] to [Off].

◆**The skew detection level is too high.**

The skew detection level may be too high.

Decrease the skew detection level.

1.  In the [Adjustment Settings for Skilled Operators] menu, increase the value in [0109: Skew Detection Level].

    Increase the value to reduce the detection level.

    If the problem persists even though the setting has reached its maximum value, contact your service representative.

2.  Set [0108: Skew Detection] to [Off].

**Note:**

*   If the skew detection level is reduced or the skew detection function is disabled, no misfeed report will be displayed. However, this may result in paper skew feeding. If you do not want this result, contact your service representative.
*   If the machine wrongly detects skew, see p.68 "Wrong Detection of Skew".

## 4.2.5 If (J098) Appears

**Cause:**

Sheets cannot be positioned properly by image position adjustment.

**Solution:**

Depending on the cause of the problem, do one of the following:

◆**The side fences in the paper trays are not positioned correctly.**

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper", About This Machine.

◆**The paper size/orientation/type is not specified correctly.**

In tray paper settings, specify the size, orientation, and type of the paper in use.

For details about tray paper settings, see "Changing Tray Paper Settings", Paper Settings Reference.

◆**Sheets of mixed type, thickness, or colour are loaded in the paper tray.**

Load identical sheets in the paper tray.

When printing from a tray containing sheets of mixed colour, you can prevent paper misfeeding by specifying the following settings:

1. In the [Adjustment Settings for Skilled Operators] menu, set [0107: Deactivate Image Position Adjustment Across Feed Dir] to [On].

2. Set [0108: Skew Detection] to [Off].


◆**Coloured paper or transparencies are loaded in the paper tray.**

Paper edges may not have been detected correctly.

Adjust the colour paper edge detection.

1. Make a note of the present value in [06: Colour Paper Edge Detection Adjustment] in [Advanced Settings] for the custom paper in use.

2. Increase the value in [06: Colour Paper Edge Detection Adjustment].

3. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Keep increasing the value until the problem is resolved.

    If the problem persists even though the setting has reached its maximum value, restore the value noted in step 1 and go to the next step.

4. Decrease the value in [06: Colour Paper Edge Detection Adjustment].

5. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Keep decreasing the value until the problem is resolved.

    If the problem persists even though the setting has reached its minimum value, restore the value noted in step 1 and go to the next step.

6. Set [12: Deactivate Image Position Adjustment] to [Activate].

7. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Contact your service representative.

## 4.2.6 If (J099) Appears

**Cause:**

Double feeding has occurred.

**Solution:**

Depending on the cause of the problem, do one of the following:

◆**Coated or another type of unsupported paper is loaded in the machine's tray.**

Load paper not supported by the machine's paper tray (Trays 1 and 2) in the wide LCT (Trays 3–5) or another paper tray that supports the paper.

For details about the size and type of paper that can be loaded in the paper trays, see "Recommended Paper Sizes and Types", About This Machine.

◆**Sheets are stuck to each other.**

Fan the paper before loading it to loosen the sheets.

For details about fanning the paper, see "Fanning the Paper", About This Machine.

◆**The edges of the sheets are rough.**

Turn the sheets the other way up or smooth the edges before loading the paper.

◆**Wrong detection of double feeding**

The machine may have wrongly detected a double feed.

For details, see p.71 "Wrong Detection of Double Feeding".

## 4.3 Paper Skew

◆**The side fences in the paper tray are too far apart.**

If the side fences are too far apart, the paper may misfeed.

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper", About This Machine.

◆**A scrap of paper or some other small fragment is jammed in the paper feed path.**

Remove the fragment.

For details about cleaning the paper feed path, see the Replacement Guide.

◆**The correct degree of paper arching has not been specified.**

Adjust the degree of paper arching at the registration gate.

**<If using paper of Paper Weight 1 to 4>**

**1.** In the [Adjustment Settings for Skilled Operators] menu, change the value in [0103: Adjust Registration Paper Buckle].

**<If using paper of Paper Weight 5 to 7>**

**1.** In the [Adjustment Settings for Skilled Operators] menu, change the value in [0104: Adjust Registration Paper Buckle (Thick Paper)].

Increase the value for the paper tray in use, and then print the image. If the problem persists even though the setting has reached its maximum value, try decreasing the setting.

If the problem persists even though you have tried the complete range of settings from minimum to maximum, contact your service representative.

◆**The skew detection level is too low.**

Increase the skew detection level.

**1.** In [Adjustment Settings for Skilled Operators], select [0109: Skew Detection Level] and reduce the value.

Reduce the value to increase the detection level.

This will allow the machine to report a paper misfeed and stop printing even for a slight skew.

However, if you set the detection level too high, a paper misfeeding message (J097) will be appear frequently.

## 4.4 Wrong Detection of Skew

◆**An envelope is used.**

If an envelope with its flap's edges cut at a bevel is fed, the machine may detect it as a skew.

Disable skew detection function.

**1.** In the [Adjustment Settings for Skilled Operators] menu, set [0108: Skew Detection] to [Off].

**Note:**

- Disabling the skew detection function will allow skewed printing. If this is not acceptable, contact your service representative.

## 4.5  Double Feeding

◆**Is the paper feed roller covered with paper dust?**

Paper dust may decrease the traction of the paper feed roller and result in double feeding due to paper slippage or insufficient separation.

Cleaning the paper feed roller will restore traction and so prevent double feeding.

For details about cleaning the paper feed roller of each of the machine's trays (Trays 1 and 2) see the Replacement Guide.

For details about cleaning the paper feed roller of the multi bypass tray (Tray 6), see p.93 "Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)".

For details about cleaning the paper feed roller of the interposer, see p.96 "Cleaning the Paper Feed Rollers and Paper Feed Belt in the Interposer".

◆**Have you ruffled the paper sufficiently?**

Double feeding may result if the paper is not ruffled properly.

Remove the paper, ruffle it, and reload it.

For details about ruffling the paper, see "Fanning the Paper", About This Machine.

◆**Is the paper feed roller covered with paper dust?**

Paper dust or the surface of coated paper may decrease the traction of the paper feed roller and result in double feeding due to paper slippage or insufficient separation.

Cleaning the paper feed roller will restore traction and prevent double feeding.

For details about cleaning the paper feed roller of each of the machine's trays (Trays 1 and 2) see the Replacement Guide.

For details about cleaning the paper feed roller of the wide LCT (Trays 3-5), see p.91 "Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)".

For details about cleaning the paper feed roller of the multi bypass tray (Tray 6), see p.93 "Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)".

For details about cleaning the paper feed roller of the interposer, see p.96 "Cleaning the Paper Feed Rollers and Paper Feed Belt in the Interposer".

◆**Is the Pickup Assist setting enabled?**

If the Pickup Assist function operates too much, it may cause double feeding with coated paper.

By disabling the Pickup Assist setting, you can prevent double feeding.

**<If custom paper is used>**

1. In [Advanced Settings] for the custom paper in use, set [03: Pickup Assist Setting] to [Off].

**<If custom paper is not used>**

1. In the [Adjustment Settings for Skilled Operators] menu, set [0115: Pickup Assist Setting] to [Off].

◆**Special or coated paper is used.**

- Is the airflow strong enough?

  The factory-set airflow of the wide LCT may not be strong enough to separate the sheets. Increase the airflow.

  **<If custom paper is used>**

  1. In [Advanced Settings] for the custom paper in use, increase the value in [02: Adjust Wide LCT Fan Level].

  **<If custom paper is not used>**

  1. In the [Adjustment Settings for Skilled Operators] menu, increase the value in [0113: Adjust Wide LCT Fan Level].

- Is the tab sheet holder attached?

  By attaching the tab sheet holder, you can prevent air from leaking at the trailing edge of the paper and improve separation.

  For details about attaching the tab sheet holder, see p.88 "Attaching the Tab Sheet Holder".

## 4.6 Wrong Detection of Double Feeding

◆**Preprinted paper is used.**

If the sensor detects the printed part of preprinted paper, it may wrongly detect it as double feeding.

Disable the double feeding detection function.

**<If custom paper is used>**

1. In the [Adjustment Settings for Skilled Operators] menu, set [0105: Double Feed Detect] to [Off].

**<If custom paper is not used>**

1. In [Advanced Settings] for the custom paper in use, set [04: Double Feed Detect] to [Off].

◆**An envelope is being used.**

The seams of envelopes may cause double feeds to be erroneously detected.

Disable the double feed detection.

**<If custom paper is used>**

1. In the [Adjustment Settings for Skilled Operators] menu, set [0105: Double Feed Detect] to [Off].

**<If custom paper is not used>**

1. In [Advanced Settings] for the custom paper in use, set [04: Double Feed Detect] to [Off].

◆**The double feed detection sensor is soiled.**

If the double feed detection sensor is soiled with paper dust or other fragments, it may wrongly detect double feeding.

Clean the double feed detection sensor.

For details about cleaning the double feed detection sensor, see the Replacement Guide.

**Note:**

- Disabling double feed detection may reduce print image quality or cause blank sheets to be delivered.

# 4.7  Paper Misfeeding

◆**Have you ruffled the paper properly?**

Not ruffling the paper properly may cause paper misfeeding.

Remove the paper, ruffle it, and reload it.

For details about ruffling paper, see "Fanning the Paper", About This Machine.

◆**The side fences in the paper tray are too close together.**

If the distance between the side fences is less than the paper width, it may interfere with paper transfer and so cause paper misfeeds.

Adjust the paper guides to match the paper width.

For details about loading paper, see "Loading Paper", About This Machine.

◆**Special or coated paper is used.**

- Is the airflow powerful enough?

  The factory-set airflow of the wide LCT may not be strong enough to separate the sheets. Increase the airflow.

  **<If custom paper is used>**

  1. In [Advanced Settings] for the custom paper in use, increase the value in [02: Adjust Wide LCT Fan Level].

  **<If custom paper is not used>**

  1. In the [Adjustment Settings for Skilled Operators] menu, increase the value in [0113: Adjust Wide LCT Fan Level].

- Is the tab sheet holder attached?

  By attaching the tab sheet holder, you can prevent air from escaping at the trailing edge of the paper and so improve separation.

  For details about attaching the tab sheet holder, see p.88 "Attaching the Tab Sheet Holder".

- Is the paper feed roller covered with paper dust?

  Paper dust or the surface of coated paper may reduce the traction of the paper feed roller and cause paper misfeeding due to paper slippage or insufficient separation.

  By cleaning the paper feed roller, the frictional force can be restored so that double feeding will not occur.

  For details about cleaning the paper feed roller of the wide LCT (Trays 3-5), see p.91 "Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)".

## ◆An envelope is used.

Depending on the type of envelope, air trapped inside may be squeezed out when the paper feed roller picks up the envelope and cause slippage leading to a misfeed.

- Is the wide LCT fan disabled?

  In [Advanced Settings] for the custom paper in use, set [01: Wide LCT Fan Setting] to [Off].
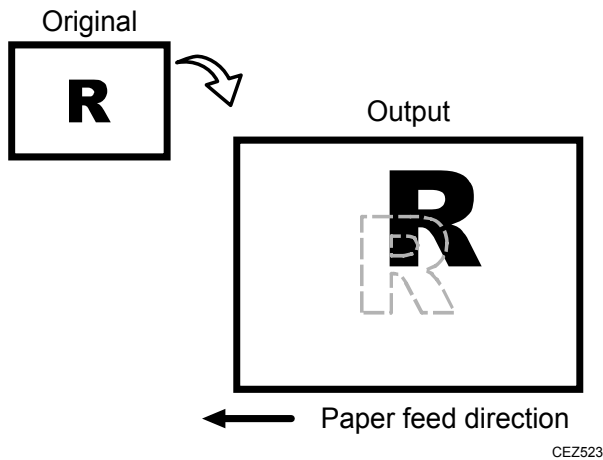
- Have you flattened the envelope?

  Flatten the envelope and all its edges to eliminate air before loading. If the envelope is curled, decurl it before loading.
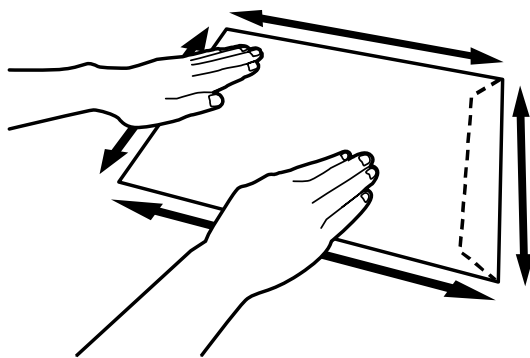


CEZ500

## 4.8 Paper Feed Problems Affecting Image Quality

### 4.8.1 The Image Is Positioned Incorrectly

Original

Output

Paper feed direction

CEZ523

**Cause:**

Depending on the paper thickness, floppiness, edge roughness, and curl, the image may become mispositioned.

**Solution:**

Adjust the image position.

**<If custom paper is used>**

1. In [Advanced Settings] for the custom paper in use, adjust the image position.
   - The side 1 of paper
     - To adjust the position horizontally, change the value in [08: Adj Image Position of Side1 With Feed].
     - To adjust the position vertically, change the value in [10: Adj Image Position of Side1 Across Feed].
   - The side 2 of paper
     - To adjust the position horizontally, change the value in [09: Adj Image Position of Side2 With Feed].
     - To adjust the position vertically, change the value in [11: Adj Image Position of Side2 Across Feed].

**<If custom paper is not used>**

1. In the [Adjustment Settings for Skilled Operators] menu, adjust the image position.
   - The side 1 and side 2 of paper
     - To adjust the position horizontally, change the value in [0101: Adjust Image Position With Feed Direction].
     - To adjust the position vertically, change the value in [0102: Adjust Image Position Across Feed Direction].

If the problem persists even though you have adjusted the setting to its maximum and minimum values, contact your service representative.

**Note:**

- For details about specifying settings in the [Adjustment Settings for Skilled Operators] menu, see the Adjustment Item Menu Guide.

## 4.8.2 Image Scaling Error on the Side 1 of Paper



Original

Output

Paper feed direction

CEZ524
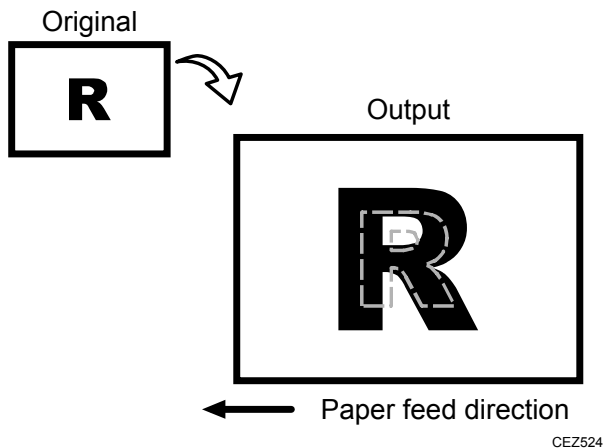
**Cause:**

An image scaling error may occur because of expansion or contraction of the paper.

**Solution:**

Adjust the image scaling.

1. In [Advanced Settings] for the custom paper in use, adjust the image scaling.
   - To adjust the horizontal scaling, change the value in [15: Adj Magnification of Side1 Across Feed].
   - To adjust the vertical scaling, change the value in [16: Adj Magnification of Side1 With Feed].

   Press [+] to increase the scaling and [-] to decrease it.

2. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**   Contact your service representative.

### 4.8.3 Image Scaling Error on the Side 2 of Paper

Original

R

Output

R        R
front     back

← Paper feed direction

cez525
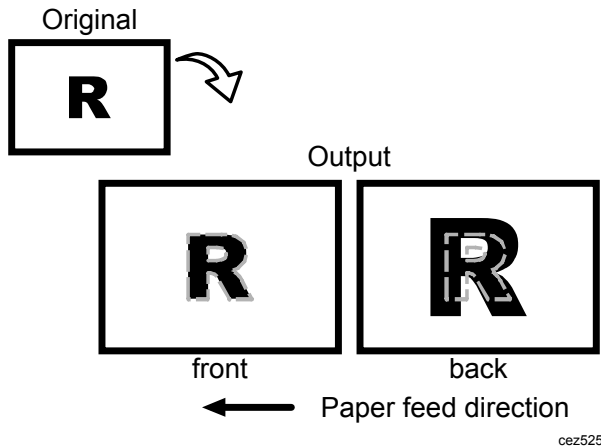
**Cause:**

An image scaling error on the side 2 of the paper may occur because the paper expands or contracts after the image on the side 1 of the paper has been fused.

**Solution:**

Adjust the scaling for the side 2 of the paper and minimize the difference in print size between the side 1 and the side 2.

1.  In [Advanced Settings] for the custom paper in use, adjust the image scaling.
    - To adjust the horizontal scaling, change the value in [17: Adj Magnification of Side2 Across Feed].
    - To adjust the vertical scaling, change the value in [18: Adj Magnification of Side2 With Feed].

    Press [+] to increase and [−] to decrease the scaling.

2.  Print the image. Is the problem resolved?

    **Yes**    Finished!

    **No**    Contact your service representative.

## 4.8.4 Image Skewing

Original



Paper feed direction

CEZ526
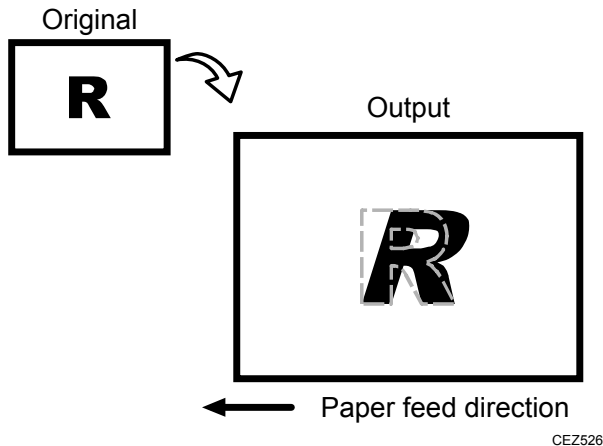
**Cause:**

Depending on the machine's operating environment (levelness and temperature), the printed image may become vertically skewed.

**Solution:**

Adjust image skew.

1. Print the image in black and white.

2. Check the direction of the skew.

3. In the [Adjustment Settings for Skilled Operators] menu, adjust the value in [0117: Perpendicularity Adjustment].

   You can adjust the skew in steps of 16.5 μm.

   Press [+] to skew the image counterclockwise or [-] to skew it clockwise.

4. Print the image in black and white.

   Gradually increase the value and check the printed image.

   - If the problem is resolved, go to the next step.
   - If the problem persists even though the setting has reached its maximum value, contact your service representative.

5. Execute colour registration.

   In executing colour registration, the black adjustment will also be applied to cyan, magenta, and yellow.

   For details about colour registration, see "Adjusting the Colour Registration" in the Troubleshooting guide supplied with the machine.

**Note:**

- You cannot skew paper with [0117: Perpendicularity Adjustment]. For details about adjusting paper skew, see p.67 "Paper Skew".

## 4.8.5 White Spots



← Paper feed direction
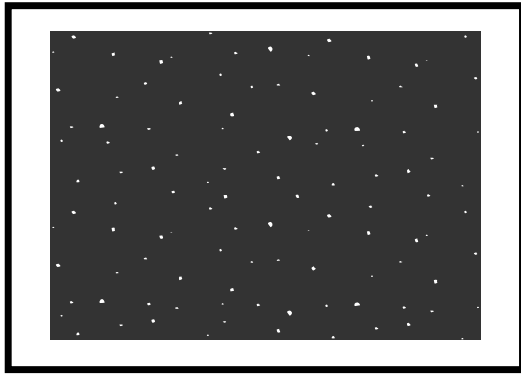
CEZ527

**Cause:**

Paper dust on the guide board and transfer timing roller may stick to the paper and produce white spots.

Some types of paper, such as recycled paper, roughly cut paper, and high-friction coated paper produce a lot of paper dust, which will likely stick to the paper.

**Solution:**

Clean the paper feed path (dust catcher, transfer timing roller, guide board, and paper feed roller) between the paper tray in use and the transfer unit's nip (where the images are transferred from the intermediate transfer belt to the paper).

The paper feed paths between each paper tray and the nip are as follows:
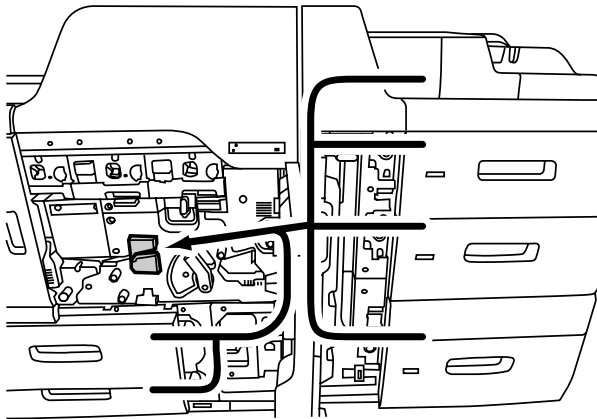


CEZ501

- For details about cleaning the dust catcher, transfer timing roller, and the machine's paper trays (Trays 1 and 2), see the Replacement Guide.
- For details about cleaning the paper feed roller of the wide LCT (Trays 3-5), see p.91 "Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)".
- For details about cleaning the paper feed roller of the multi bypass tray (Tray 6), see p.93 "Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)".
- For details about periodic cleaning of the machine, see the Replacement Guide.

## 4.8.6 Paper Edges Are Soiled

**Cause:**

The paper feed rollers or anti-static brushes are soiled.

**Solution:**

Depending on the cause of the problem, do one of the following:

◆**The paper transport rollers are soiled.**

Clean the paper transport rollers in the machine's left drawer.

For details about cleaning the paper transport roller, see the Replacement Guide.

◆**The anti-static brushes are soiled.**

Clean the anti-static brushes in the exit transport and inverter transport of the machine's left drawer.

Clean the anti-static brushes with a blower brush.

• The anti-static brush in the exit transport
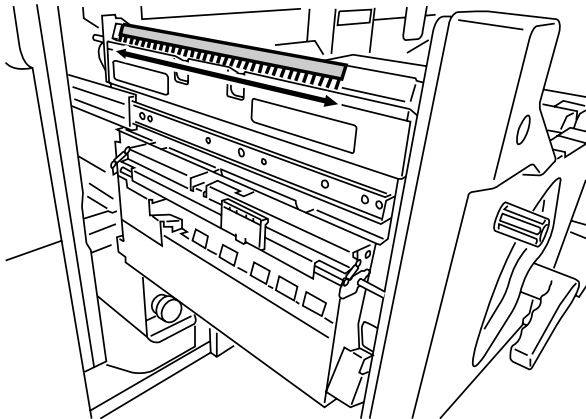


CEZ256

• The anti-static brush in the inverter transport
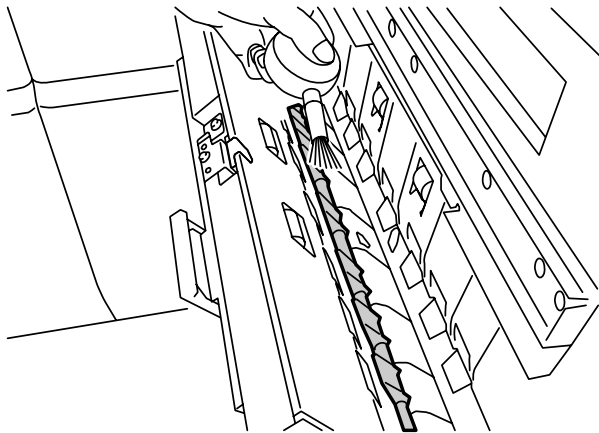


CEZ516

## 4.8.7 Expansion and Contraction (1)

The leading edge margin is too narrow and the image has shrunk lengthwise.

Original

Output

← Paper feed direction
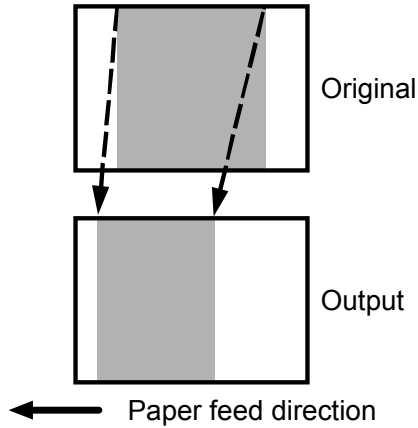
CEZ528

The paper has creased and no print appears where the crease has occurred.

Original

Output

← Paper feed direction
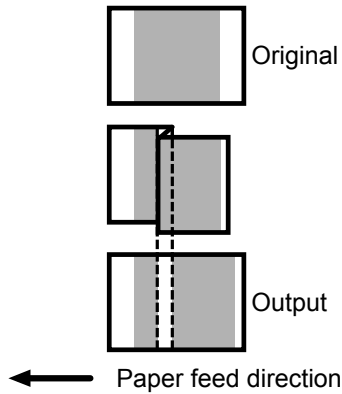
CEZ529

**Cause:**

The paper feed speed of the transfer timing roller is too high.

**Solution:**

Decrease the feed speed of the transfer timing roller.

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj] and reduce the value by 0.1%.

2. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**    Keep decreasing the value by 0.1% until the problem is resolved.

            If the problem persists even though you have decreased the value by 1.0%, contact your service representative.

## 4.8.8 Expansion and Contraction (2)

The leading edge margin is too wide and the image has stretched lengthwise.

Original

Output

← Paper feed direction
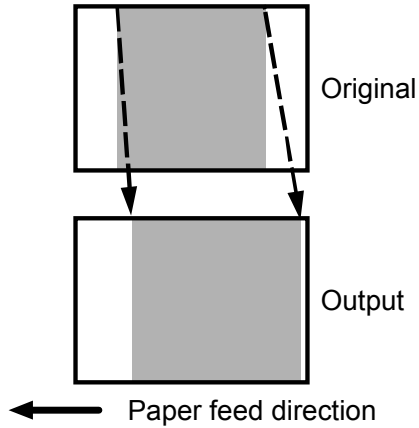
CEZ530

**Cause:**

The paper feed speed of the transfer timing roller is too high.

**Solution:**

Increase the feed speed of the transfer timing roller.

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj] and increase the value by 0.1%.

2. Print the image. Is the problem resolved?

   **Yes** Finished!

   **No** Keep increasing the value by 0.1% until the problem is resolved.

   If the problem persists even though you have increased the value by 1.0%, contact your service representative.

## 4.8.9  Scratches, Streaks, or Vertical Creases Appear on the Image

**Cause:**

The paper feed speed of the exit motor, switchback entrance, or switchback exit is too high or too low.

**Solution:**

**<If scratches or streaks appear on the side 2 of the paper>**

You can lessen the problem by decreasing the paper feed speed.

1.  In [Advanced Settings] for the custom paper in use, adjust the paper feed speed for delivery.

    Depending on the type of printing, specify one of the following:
    - For one-sided printing, reduce the value in [23: Exit Motor Feed Speed Adjustment] by 0.1%.
    - For duplex printing, reduce the value in [24: Switchback Entrance Feed Speed Adj] by 0.1%.
    - For one-sided printing (delivery of inverted paper), reduce the value in [25: Switchback Exit Feed Speed Adj] by 0.1%.

2.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Keep decreasing the value by 0.1% until the problem is resolved.

    If the problem persists even though you have decreased the value by 1.0%, contact your service representative.

**<If scratches or streaks appear on the side 1 of the paper>**

You can lessen the problem by increasing the paper feed speed.

1.  In [Advanced Settings] for the custom paper in use, adjust the paper feed speed for delivery.

    Depending on the type of printing, specify one of the following:
    - For one-sided printing, increase the value in [23: Exit Motor Feed Speed Adjustment] by 0.1%.
    - For duplex printing, increase the value in [24: Switchback Entrance Feed Speed Adj] by 0.1%.
    - For one-sided printing (delivery of inverted paper), decrease the value in [25: Switchback Exit Feed Speed Adj] by 0.1%.

2.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Keep increasing the value by 0.1% until the problem is resolved.

    If the problem persists even though you have increased the value by 1.0%, contact your service representative.

## 4.8.10 Decurling Results in Scratches, Streaks, or Creases

**Cause:**

The paper feed speed of the decurler unit is too high or too low.

**Solution:**

**<If scratches or streaks appear on the side 2 of the paper or continuous noise results>**

You can lessen the problem by decreasing the paper feed speed of the decurler unit.

1. In the [Adjustment Settings for Skilled Operators] menu, check the present degree of decurling (Off, Weak, or Strong) in [0116: Adjust Paper Curl].

2. In [Advanced Settings] for the custom paper in use, adjust the paper feed speed of the decurler unit.
   - If the degree of decurling is set to "Off", reduce the value in [51: Decurler Feed Speed Adj: Curl Adj Off] by 0.5%.
   - If the degree of decurling is set to "Weak", reduce the value in [52: Decurler Feed Speed Adj: Curl Adj Weak] by 0.5%.
   - If the degree of decurling is set to "Strong", reduce the value in [53: Decurler Feed Speed Adj: Curl Adj Strg] by 0.5%.

3. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**   Keep decreasing the value by 0.5% until the problem is resolved.

   If the problem persists even though the setting has reached its minimum value, contact your service representative.

**<If scratches, streaks, or creases appear on the side 1 of the paper>**

You can lessen the problem by increasing the paper feed speed of the decurler unit.

1.  In the [Adjustment Settings for Skilled Operators] menu, check the present degree of decurling (Off, Weak, or Strong) in [0116: Adjust Paper Curl].

2.  In [Advanced Settings] for the custom paper in use, adjust the paper feed speed of the decurler unit.
    *   If the degree of decurling is set to "Off", increase the value in [51: Decurler Feed Speed Adj: Curl Adj Off] by 0.5%.
    *   If the degree of decurling is set to "Weak", increase the value in [52: Decurler Feed Speed Adj: Curl Adj Weak] by 0.5%.
    *   If the degree of decurling is set to "Strong", increase the value in [53: Decurler Feed Speed Adj: Curl Adj Strg] by 0.5%.

3.  Print the image. Is the problem resolved?

    **Yes**  Finished!

    **No**   Keep increasing the value by 0.5 mm until the problem is resolved.

         If the problem persists even though the value has reached its maximum value, contact your service representative.

## 4.8.11 The Leading/Trailing Edge Margin Is Long

**Cause:**

In some custom paper presets, the leading/trailing edge margins are set very long to prevent paper jamming.

Leading-edge margin        Trailing-edge margin

Paper feed direction
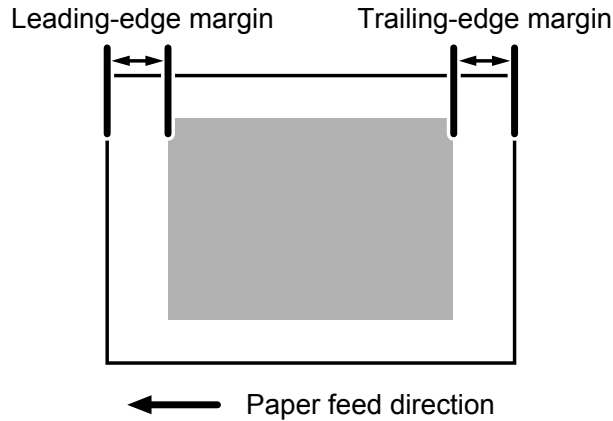
CEZ586

**Solution:**

Adjust the leading/trailing edge margins.

1.  In [Advanced Settings] for the custom paper in use, decrease the value by 0.5 mm in [13: Adjust Erase Margin of Leading Edge].

    This will decrease the leading edge margin by 0.5 mm.

2.  Decrease the value by 0.5 mm in [14: Adjust Erase Margin of Trailing Edge].

    This will decrease the trailing edge margin by 0.5 mm.

3.  Print the image. Is the problem resolved?

    **Yes**   Finished!

    **No**    If this causes a paper jam in duplex printing, restore the previous setting.

**Note:**
- The adjusted margin cannot be applied to masked images that are solid-filled or contain ruled lines at the leading/trailing edges.
- Decreasing the leading/trailing edge margin may cause paper to jam in the fusing belt stripper plate.

### 4.8.12  Curling

To reduce curling without using the decurler unit, reduce the heat roller temperature.

Decreasing the temperature can cause the following side effects:

- Unsatisfactory fusing
- Reduced glossiness
- A tendency for halftone images on uncoated paper to smear


1. In [Advanced Settings] for the custom paper in use, select [44: Fusing Heat Roller Temperature Adj] and decrease the value by 5°C.

2. Print a full-page solid-fill image. Is the problem resolved?

    **Yes**  Finished!

    **No**  Keep decreasing the value by 5°C until the problem is solved.

    If the problem persists, contact your service representative.

**Note:**

- Decreasing the temperature may cause unsatisfactory fusing.
- To use the decurler unit, specify [0116: Adjust Paper Curl] in the [Adjustment Settings for Skilled Operators] menu.

## 4.9  Attaching the Tab Sheet Holder

By attaching the tab sheet holder, you can prevent air from escaping at the trailing edge of the paper and so improve separation.

This will prevent double feeding and misfeeding of special or coated paper loaded in the wide LCT (Trays 3–5).

**1.** Unlock the end fence, and then slide it away from the paper.
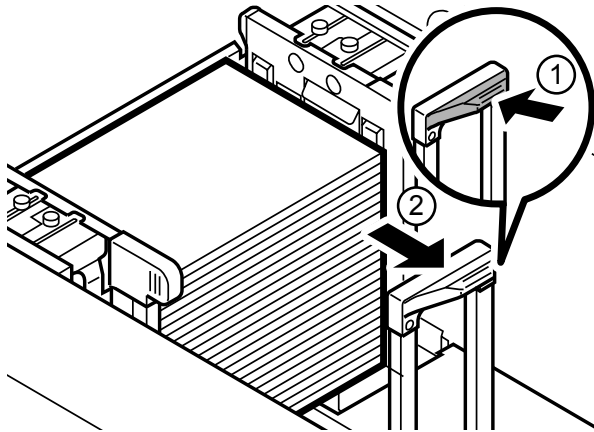


CEZ588

**2.** Place the tab sheet holder on the paper.
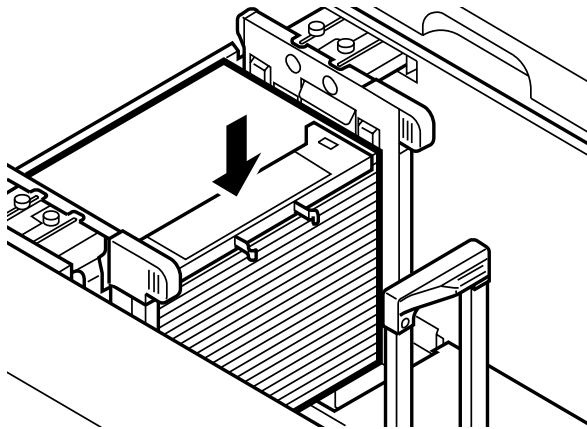


CEZ589

**3.** Slide the end fence against the paper so that the tab sheet holder's clips pass through the fence and click into place.
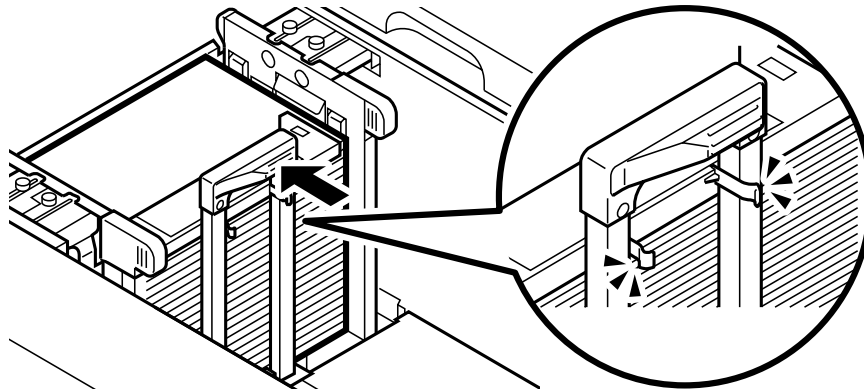


CEZ590

**Note:**

You can use the tab sheet holder for paper of the following sizes:

- Paper with a width of 288.0–330.2 mm (11.34–13.00 inches) and a length of 182.0–487.7 mm (7.17–19.20 inches).
- Paper with a width of 139.7–287.9 mm (5.50–11.33 inches) and a length of 335.5–487.7 mm (13.21–19.20 inches).

## 4.10 Cleaning the Paper Feed Path

Clean the paper feed path if white spots appear because of paper dust sticking to the paper, or if paper misfeeding or double feeding occurs.

◆**Guide Board**

Wipe the guide board with a well-wrung-out damp cloth. To reach the inmost recesses, the cloth should be the size of your palm.

◆**Paper Feed Roller**

Wipe the entire surface of the paper feed roller lengthwise with a well-wrung-out damp cloth, and then with a dry, unused, lint-free cloth until no moisture remains.
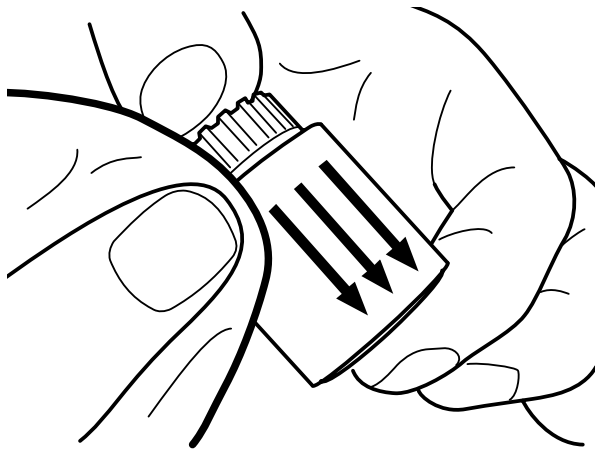
CEZ306

## 4.10.1 Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)

Clean the guide board and paper feed rollers in the wide LCT.

The procedure is explained using Tray 3 as an example.

The procedure is the same for Trays 4 and 5.

1. Open the wide LCT front cover.
2. Pull open the top tray (Tray 3) until it stops. If there is any paper in the tray, remove it.
3. Clean the side fences and front guide.

CEZ502
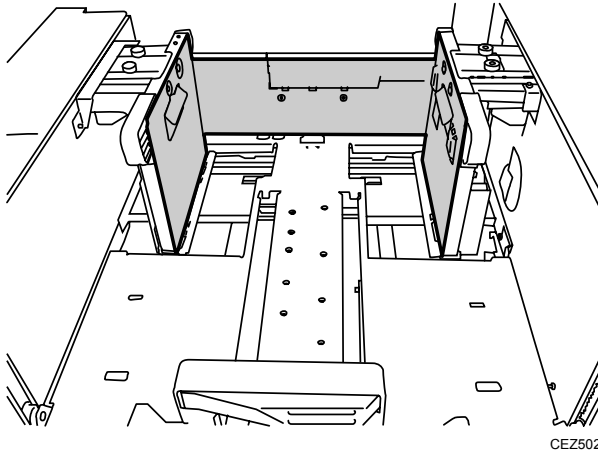
4. Remove the two black screws on the side plate, and then remove the plate.
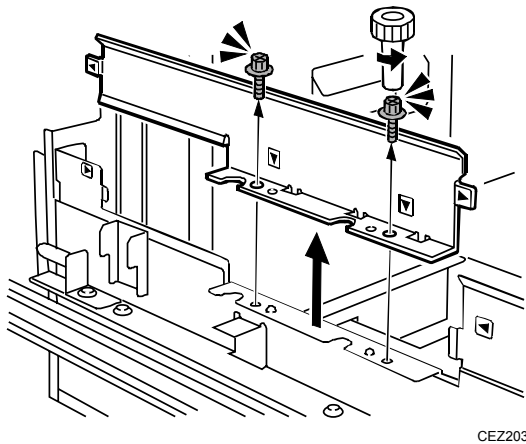
CEZ203

**5.** Remove the two black screws on the paper feed unit U2, and then pull out the paper feed unit U2 until it stops.
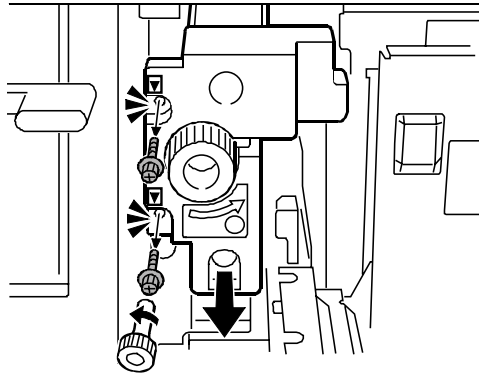
CEZ204

**6.** Clean the paper feed rollers.

For details about detaching and reattaching the paper feed rollers, see the Replacement Guide.

**7.** Clean the guide board of the paper feed unit.
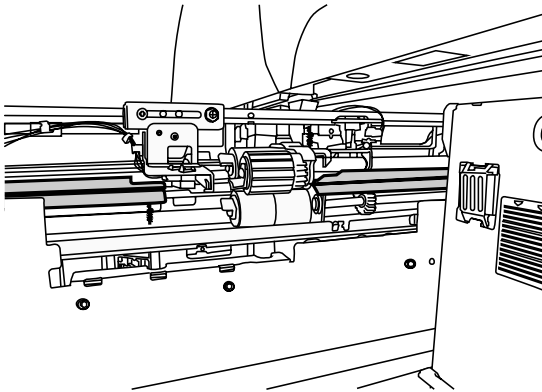
CEZ503

**8.** Open the guide board (U1), (U3), and (U5), and then clean the guide board interior.
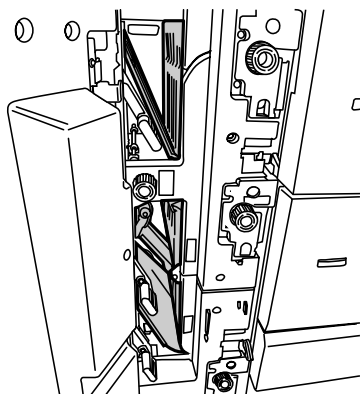
CEZ504

**9.** After cleaning, restore the machine to its operational state.

**Note:**

- For details about the general and periodic cleaning of the machine, see the Replacement Guide.

### 4.10.2  Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)

Clean the guide board and paper feed rollers in the multi bypass tray (Tray 6).

Wipe the guide board with a well-wrung-out damp cloth. To reach the inmost recesses, the cloth should be the size of your palm.

**1.** Remove the loaded paper.

**2.** Clean the side fences and front guide.
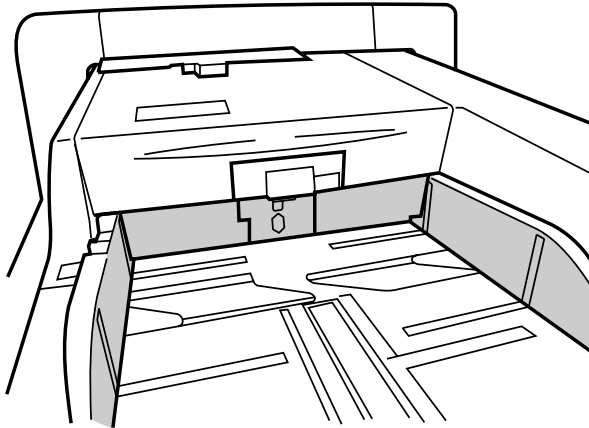


CEZ587

**3.** Pull off the snap-off cover.
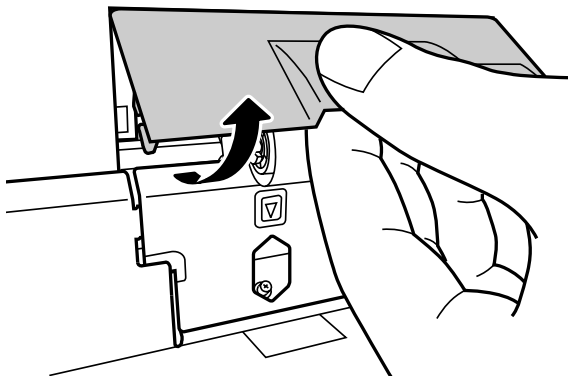


CEZ168

**4.** Remove black screw.
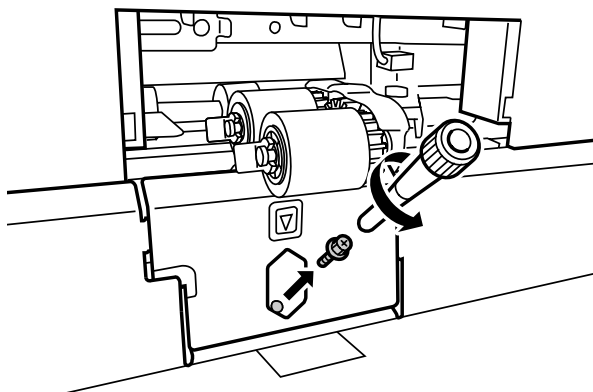


CEZ169

**5.** Remove the plate.
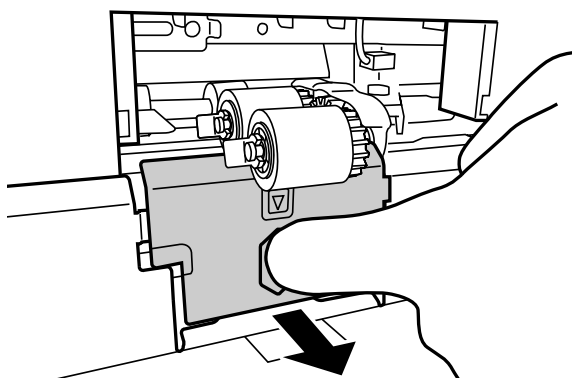


CEZ170

**6.** Remove the black screw on the sensor positioning plate.
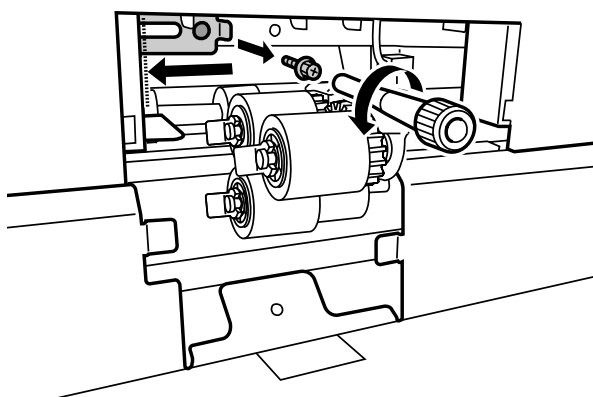


CEZ171

**7.** Push the sensor positioning plate to the left.

If this plate is not pushed to the left you will not be able to remove the feed roller.
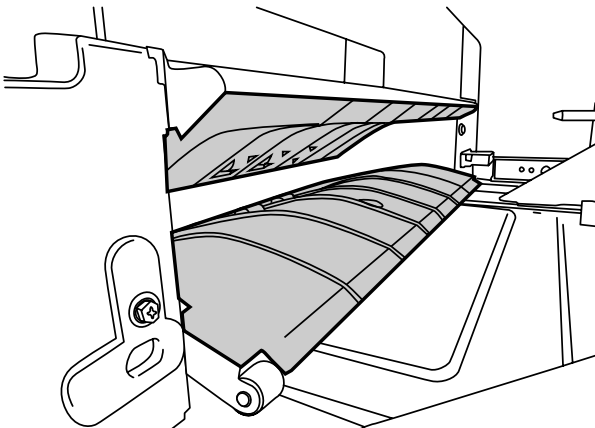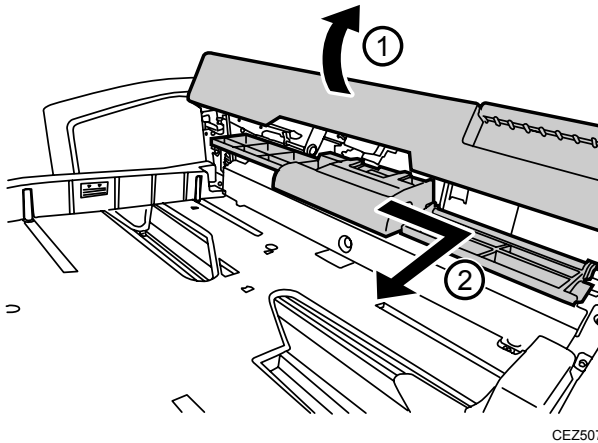
**8.** Clean the paper feed rollers.

For details about detaching and reattaching the paper feed rollers, see the Replacement Guide.

**9.** Slide the paper tray to the right.
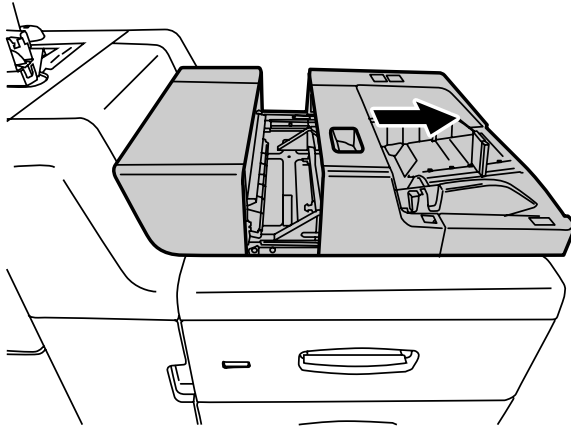


CEZ505

**10.** Clean the guide board.



CEZ506

**11.** After cleaning, restore the machine to its operational state.

**Note:**

- For details about the general and periodic cleaning of the machine, see the Replacement Guide.

### 4.10.3 Cleaning the Paper Feed Rollers and Paper Feed Belt in the Interposer

Clean the paper feed belt and paper feed rollers in the interposer.

The procedure is explained using the interposer upper tray. The procedure is the same for the lower tray.

1. Remove the loaded paper.

2. Open the upper cover, and then detach the paper feed unit.
   Pull it out slightly, release the metal shaft, and then detach it.



CEZ507

3. Clean the paper feed belt and paper feed rollers in the detached paper feed unit.
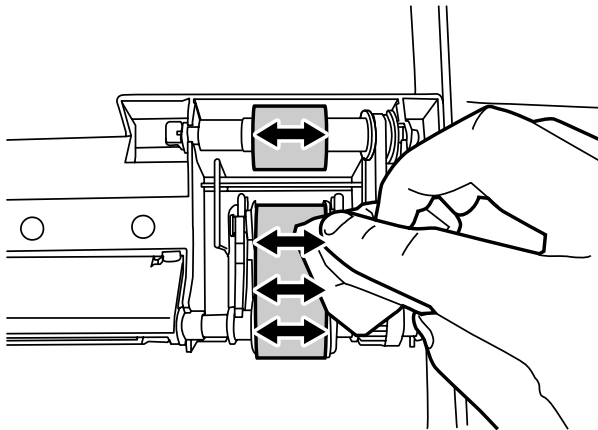


CEZ508

4. After cleaning, restore the machine to its operational state.

# 5. Troubleshooting Concerning Options for Post-processing

## 5.1 Finisher SR5030/Booklet Finisher SR5040

### 5.1.1 Delivered Sheets Are Not Stacked Properly

**Solution:**

Depending on the cause of the problem, do one of the following:

◆**Coated paper is being used.**

If coated paper is being used, attach the auxiliary tray for thin coated paper.

For details about attaching the auxiliary tray for thin coated paper, see "When Coated Paper Is Not Properly Aligned" in the Troubleshooting supplied with the machine.

◆**There is a draft in the room.**

Minimize drafts. For instance, turn the air conditioner off.

◆**Printed sheets are curled.**

**<If the decurler unit is attached>**

1. In the [Adjustment Settings for Skilled Operators] menu, adjust the degree of decurling in [0116: Adjust Paper Curl].

   To correct curls facing up, specify "Adjust ⌣ Curl".

   To correct curls facing down, specify "Adjust ⌢ Curl".

   Select "Strong" or "Weak" as the degree of decurling as required.

**<If the decurler unit is not attached>**

1. Load the sheets the other way up.

◆**There are too many stacked sheets.**

To keep the number of stacked sheets within reason, pause printing once in a while, remove the sheets and resume printing.

For details about pausing printing, see "Pausing Print When Using Finisher SR5030 or Booklet Finisher SR5040" in the Troubleshooting supplied with the machine.

## 5.1.2 Large Delivered Sheets Are Not Stacked Properly

**Cause:**

When using large-size or coated paper that produces considerable inter-sheet friction, problems such as one sheet pushing out another or a sheet becoming kinked occur.

This is likely to occur if:

- B4□, 8" x 14"□, or larger paper is used.
- Paper that produces considerable inter-sheet friction is used.
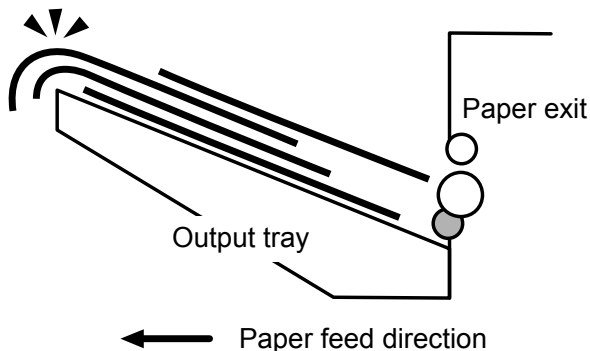- The temperature or humidity is high.

◆**Sheet bending**

The leading edge of the delivered sheet bends upward and back.
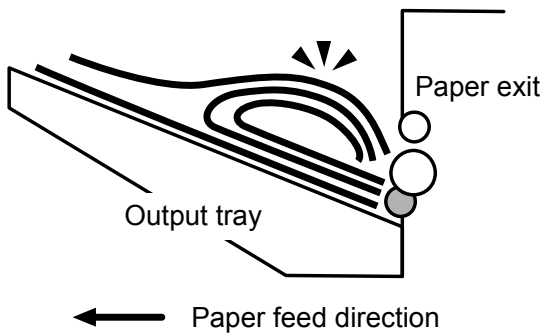


CEZ594

◆**One sheet pushing out another**

The sheet being delivered gets stuck to the top sheet of the stack and pushes the top sheet out.



CEZ595

## ◆Sheet becoming kinked

The sheet being delivered gets stuck to the top of the stack by its leading edge, arches up, and becomes kinked.



Paper exit

Output tray

Paper feed direction
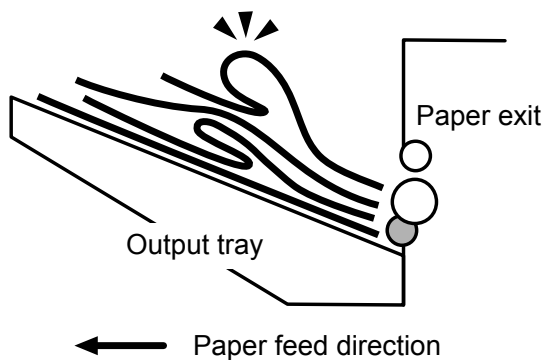
CEZ596

**Solution:**

Depending on the cause of the problem, do one of the following:

**<Sheet bending>**

## ◆The auxiliary tray is not attached.

* If using paper of Paper Weight 3 or below, attach the auxiliary tray for thin coated paper.

  For details about attaching the auxiliary tray for thin coated paper, see "Using Thin Coated Paper" in the Troubleshooting supplied with the machine.

* If using paper of Paper Weight 4 or above, attach the auxiliary paper tray.

  For details about attaching the auxiliary paper tray, see "Using Thick Coated Paper" in the Troubleshooting supplied with the machine.

## ◆There is a draft in the room.

Minimize drafts. For instance, turn the air conditioner off.

## ◆Sheets are curled upward.

<If the decurler unit is attached>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to "Adjust U Curl".

   As the degree of decurling, select "Weak" if the present setting is "Off" or "Strong" if the present value is "Weak".

<If the decurler unit is not attached>

1. Load the sheets the other way up.

**&lt;One sheet pushing out another or a sheet becoming kinked&gt;**

**◆The auxiliary tray is not attached.**

- If using paper of Paper Weight 3 or below, attach the auxiliary tray for thin coated paper.

  For details about attaching the auxiliary tray for thin coated paper, see "Using Thin Coated Paper" in the Troubleshooting supplied with the machine.

- If using paper of Paper Weight 4 or above, attach the auxiliary paper tray.

  For details about attaching the auxiliary paper tray, see "Using Thick Coated Paper" in the Troubleshooting supplied with the machine.

**◆Sheets are curled downward.**

&lt;If the decurler unit is attached&gt;

1. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to "Adjust⌢Curl".

   As the degree of decurling, select "Weak" if the present setting is "Off" or "Strong" if the present value is "Weak".

&lt;If the decurler unit is not attached&gt;

1. Load the sheets the other way up.

**Note:**
- If the sheets cannot be stacked properly even by the abovementioned solution, the problem may be reduced by attaching the auxiliary tray for thin coated paper when using paper of Paper Weight 4 or above and attaching the auxiliary paper tray when using paper of Paper Weight 3 or below.
- If the auxiliary tray is attached, the number of sheets that can be stacked is reduced.
- If the auxiliary tray for thin coated paper is attached, the misalignment of the last sheet of each print job may exceed ±2 mm when using the Shift Collate function.

## 5.1.3 Trailing edge of stapled sheets too near paper exit

**Cause:**

If there is a tight curl on a delivered set of stapled sheets or if the sheets are limp, the trailing edge of the set may be left too near the paper exit when the set is stacked.

If this happens, the next set of stapled sheets to be delivered may collide with the stacked set, resulting in paper bending or misfeeding.

This is likely to occur if:

- There is a tight curl on a delivered set of stapled sheets.
- Limp paper, such as thin or recycled paper, is used.



CEZ593
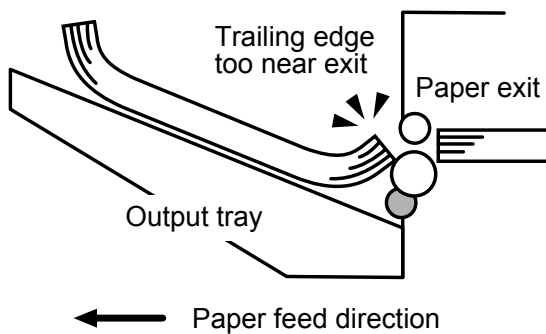
**Solution:**

1. Attach the Z-fold support tray.

2. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Go to the next step.

    To carry out the following steps, the decurler unit must be attached.

3. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to "⌣ Curl".

    Select "Strong" or "Weak" as the degree of decurling as required.

4. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Contact your service representative.

**Note:**

- For details about attaching the Z-fold support tray, see "When Z-folded Paper Is Not Properly Aligned" in the Troubleshooting supplied with the machine.
- If the Z-fold support tray is attached, the problem of the trailing edge being too near the paper exit can be reduced, but the stapled sheets may not be stacked properly.

## 5.1.4 Sheets cannot be stapled properly

**Cause:**

When the sheets are fed to the staple unit inside the finisher, they may be overlaid, resulting in their becoming misaligned by ±5 mm relative to each other after stapling.

When using coated or other paper producing considerable inter-sheet friction, the paper edge stop may fail to ensure correct positioning, resulting in misaligned stapling.

This is likely to occur if:

- Coated or other paper producing considerable inter-sheet friction is used.
- Thin or other limp paper is used.


**Solution:**

Reduce the number of sheets sent in bulk to the staple unit.

1. In the [Adjustment Settings for Skilled Operators] menu, select [0416: Number of Sheet Align for Stapling] and reduce the number of sheets from the present value.

2. Print the image. Is the problem resolved?

   **Yes**  Finished!

   **No**  If the problem persists even though the setting has reached its minimum value, contact your service representative.


**Note:**

- Reducing the number of sheets causes the machine to take longer for sheet alignment, reducing throughput.

## 5.2 Multi-Folding Unit

### 5.2.1 Out-of-True Folding (Folding Deviation)

**Cause:**

Depending on how floppy the paper is, folds may shift out of true. This is referred to as folding deviation.

**Solution:**

Adjust the folding position by adjusting the position of the paper edge stopper for folding.

- For multi-sheet folding, adjust the folding position by means of the following settings:

  0601: Half Fold Position (Multi-sheet Fold)

  0602: Letter Fold-out Position 1 (Multi-sheet Fold)

  0603: Letter Fold-out Position 2 (Multi-sheet Fold)

  0604: Letter Fold-in Position 1 (Multi-sheet Fold)

  0605: Letter Fold-in Position 2 (Multi-sheet Fold)

- For single-sheet folding, adjust the folding position by means of the following settings:

  54: Adjust Z-fold Position 1

  55: Adjust Z-fold Position 2

  56: Half Fold Position: Single-sheet Fold

  57: Letter Fold-out Posn 1: Single-sheet Fld

  58: Letter Fold-out Posn 2: Single-sheet Fld

  59: Letter Fold-in Position 1: Single-sheet Fold

  60: Letter Fold-in Position 2: Single-sheet Fold

  61: Double Parallel Fold Position 1

  62: Double Parallel Fold Position 2

  63: Adjust Gate Fold Position 1

  64: Adjust Gate Fold Position 2

  65: Adjust Gate Fold Position 3

**Note:**

- For details about specifying settings in the [Adjustment Settings for Skilled Operators] menu, see the Adjustment Item Menu Guide.
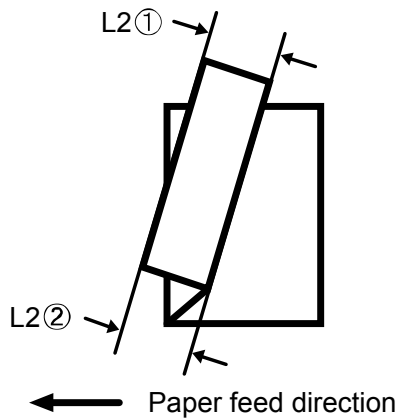
## 5.2.2 Folding Deviation

**Cause:**

Depending on the paper floppiness, folding deviation (skewed folding) may occur.

Deviation refers to the difference in edge dimension of the parts between folds.

For example, in the following illustration, the dimensional difference between the top (L2[2]) and bottom (L2[1]) edges is the deviation.
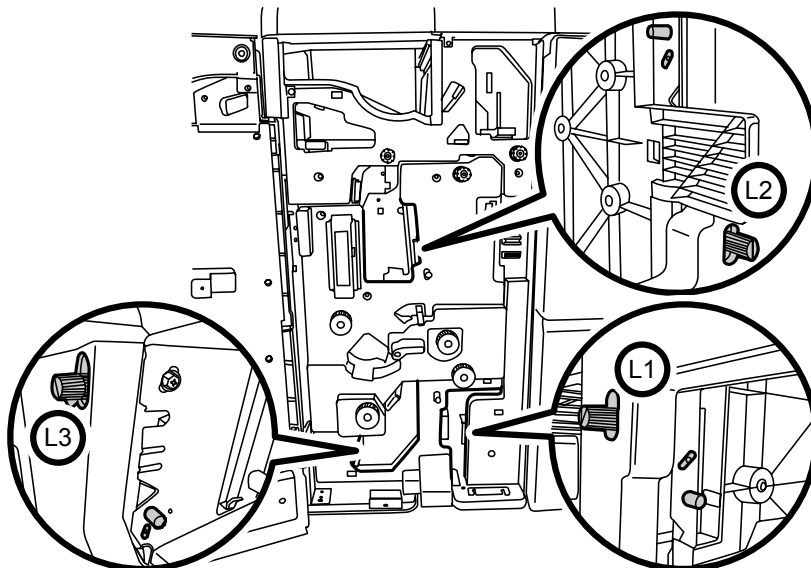
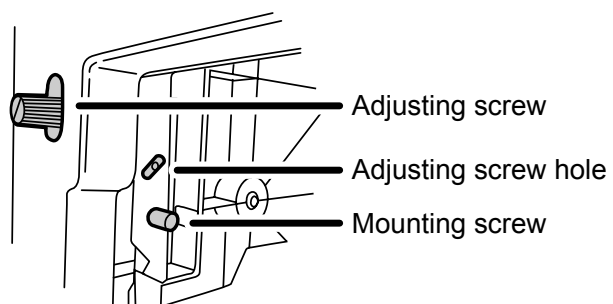**<Folding deviation sample of L2 for Z-fold>**

L2①

L2②

← Paper feed direction

CEZ531

**Solution:**

Adjust the deviation.

The multi-folding unit has three adjusting screws (L1, L2, and L3) with which to adjust deviation.

L2

L1

L3

CEZ509

104

**◆L1**

Adjusting screw

Adjusting screw hole

Mounting screw

CEZ599

**◆L2**

Mounting screw

Adjusting screw hole

Adjusting screw

CEZ600

**◆L3**

Adjusting screw

Mounting screw

Adjusting screw hole
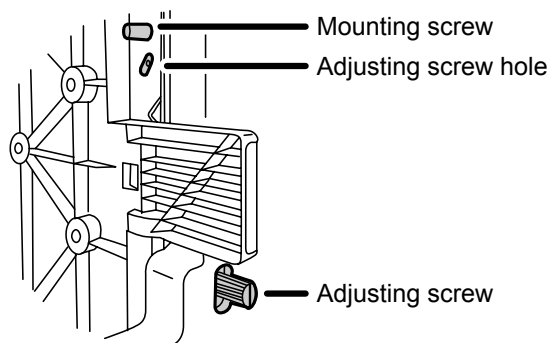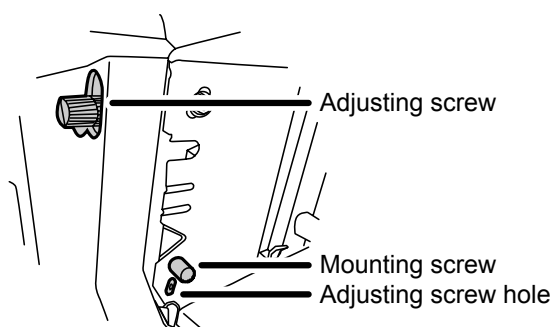
CEZ601

**The screws adjust the deviation of the following parts:**

◆**Z-fold**



Paper feed direction

CEZ532
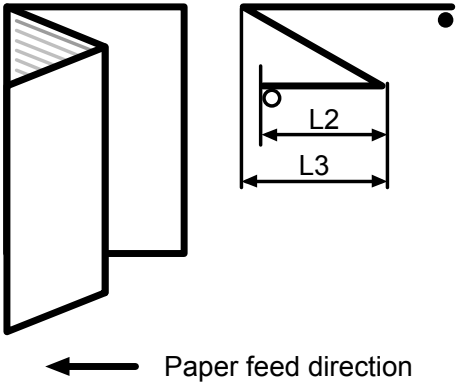
◆**Half Fold**



Paper feed direction
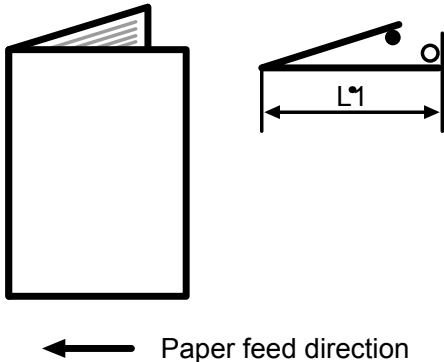
CEZ533

◆**Letter Fold-in**



Paper feed direction

CEZ535

## ◆Letter Fold-out



L1

L2

Paper feed direction

CEZ534

## ◆Double Parallel



L2

L1

Paper feed direction

CEZ536

## ◆Gate Fold



L2

L3

L1
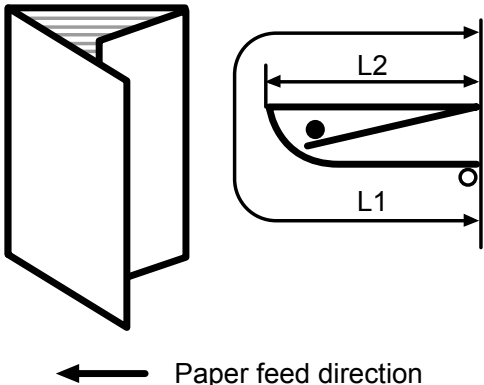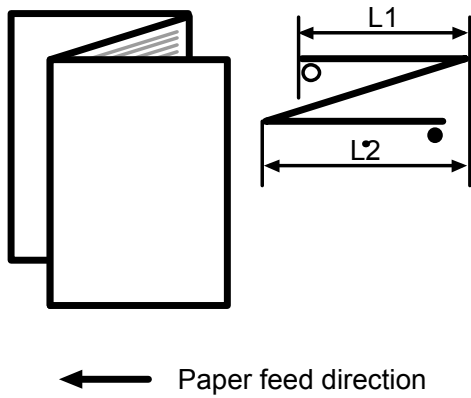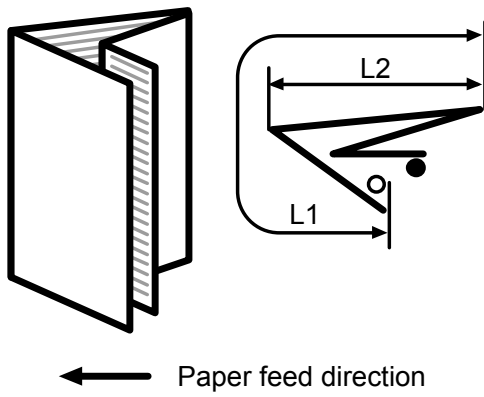
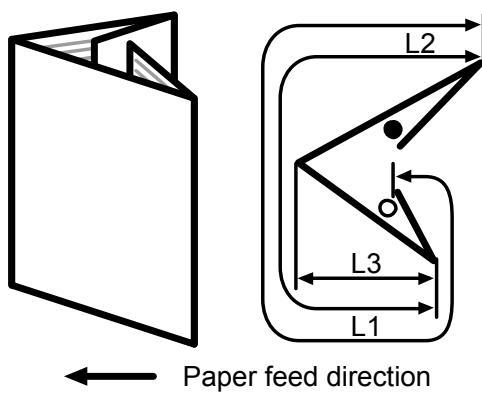Paper feed direction

CEZ537

The ○ mark indicates the leading edge (relative to the paper feed direction), and the ● mark indicates the trailing edge.

**<How to adjust the folding deviation>**

This procedure is the same for L1, L2, and L3.

1.  Open the front cover of the multi-folding unit.

2.  Remove the mounting screw.
    If the mounting screw is attached to the adjusting screw hole, unfasten it.

3.  Turn the adjusting screw to adjust the deviation.
    *   To increase the length at the bottom part of paper, turn the screw clockwise.
    *   To decrease the length at the bottom part of paper, turn the screw counterclockwise.
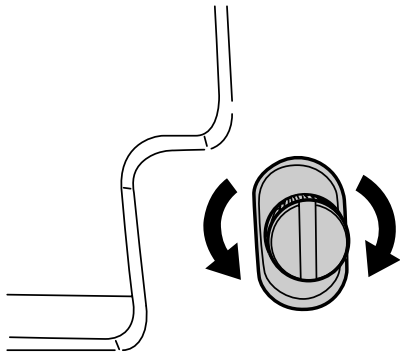
CEZ510

4.  Attach the mounting screw to fasten the adjusting screw.
    If the mounting screw is attached to the adjusting screw hole, fasten it.

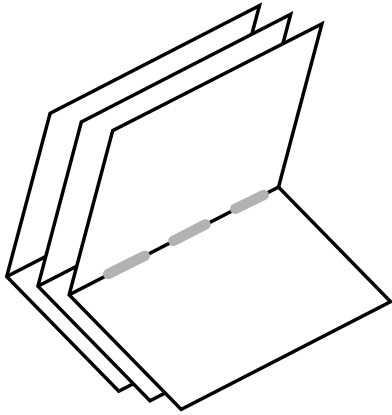5.  Close the front cover of the multi-folding unit.

**Note:**
*   For multi-sheet folding, the folding deviation of the sheet in the center is adjusted.
*   If the deviation is large, the paper may be skewed. In that case, see p.67 "Paper Skew".

## 5.2.3 Folds soiled by multi-sheet folding

**Cause:**

If multi-sheet folding is performed after a large number of z-folds have been performed, the tip of the blade used for the multi-sheet folding may be soiled, in turn soiling the paper.
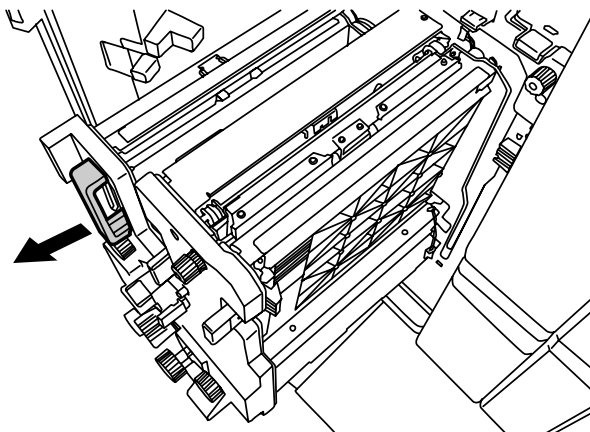
CEZ571

This will produce soiling 1-3 cm (0.4-1.2 inches) in width (equal to the width of the blade) in the fold of the center sheet.
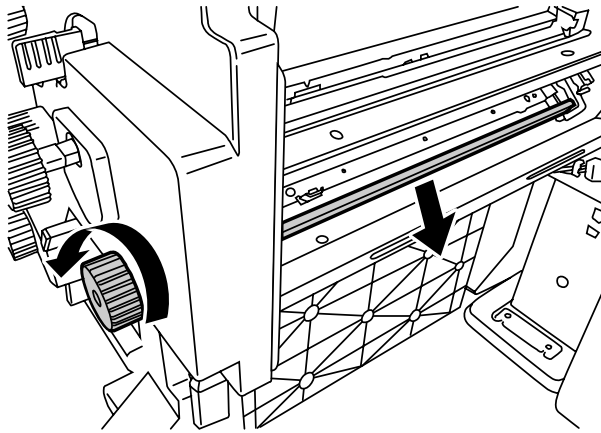
**Solution:**

Clean the blade.

1. Open the front cover of the multi-folding unit.
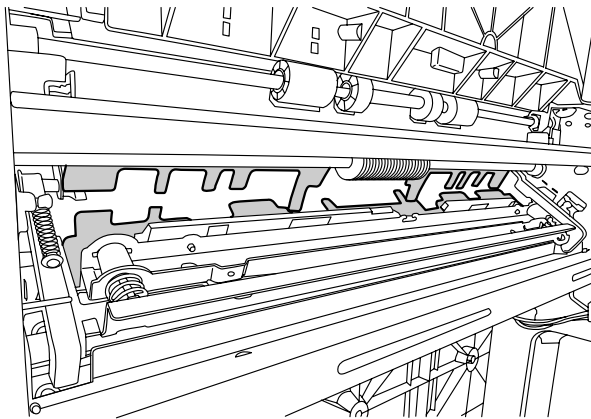2. Pull the multi-folding unit out.

CEZ511

**3.** Turn the N11 dial counterclockwise until the blade appears.

The blade is located in the right part of the multi-folding unit.



CEZ512

**4.** Wipe the tip and top of the blade with a soft dry cloth.
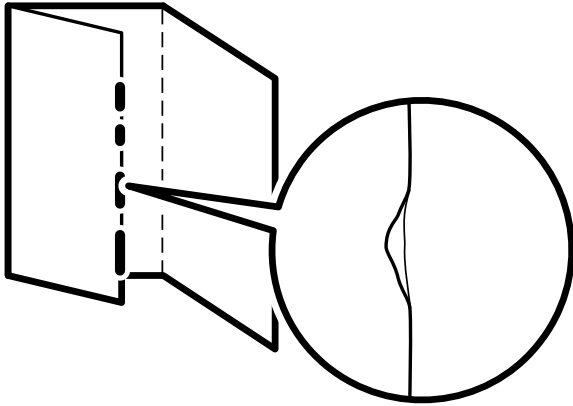
Be careful not to damage the blade.



CEZ513

**5.** After cleaning, restore the machine to its operational state.

The soiling will be removed by printing between three and five copies with multi-sheet fold.

## 5.2.4 Edge of multi-sheet letter fold bent

When letter folding multiple sheets, the edge of the inner flap may become bent.



CEZ592

**Solution:**

1. Load the paper the other side up.

2. Print the image. Is the problem resolved?

   **Yes** Finished!

   **No** Go to the next step.

3. In the [Adjustment Settings for Skilled Operators] menu, set [0604: Letter Fold-in Position 1 (Multi-sheet Fold)] to "0.0 mm".

4. In [General Features] in [System Settings], set [Letter Fold-in Position] to "7 mm".

5. Print the image. Is the problem resolved?

   **Yes** Finished!

   **No** Contact your service representative.

## 5.2.5 Z-Folding is Not Performed Properly

**Cause:**

Because the paper is curled, its leading edge catches on the guide board, leaving it in the wrong position to be folded properly.



Upward curl (radius 4 cm [1.6 in.] or less) at leading edge of delivered paper.
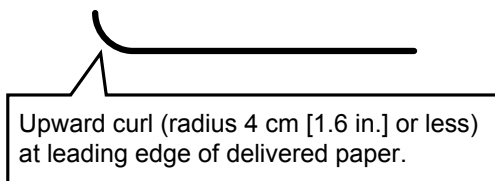
Paper feed direction

CEZ572

**Solution:**

1. Load the sheets the other way up.

2. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Move to the next step.

    To carry out the following steps, the decurler unit must be attached.

3. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to [Adjust U Curl: Weak].

4. Print the image. Is the problem resolved?

    **Yes** Finished!

    **No** Contact your service representative.

**Note:**

- This folding error will not occur when using uncurled sheets or sheets that curl downward.
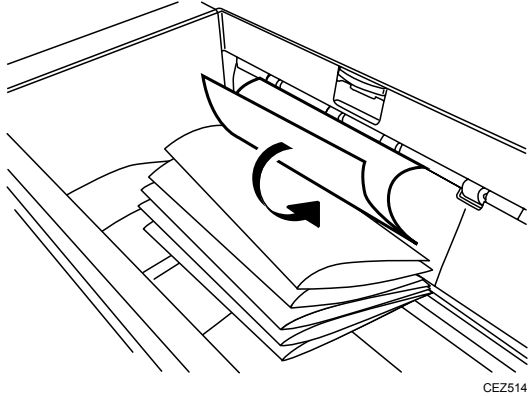
## 5.2.6 Folded Sheets Are Not Stacked Properly

**Cause:**

If a large number of half-folded multi-sheet bundles have been delivered, the spines of the delivered bundles form a bulge. If a subsequently delivered bundle catches on this bulge, it may flip over in the output tray.

This is likely to occur if:

- Thick, relatively stiff paper is used.



CEZ514

As a bundle is delivered, its folded edge droops and catches on the stacked bundles, causing the delivered bundle to flip over.

**Solution:**

Use the Z-fold support tray for multi-folding unit.

This will reduce the angle of stacked bundles and prevent bundles flipping over as they are delivered.



CEZ597
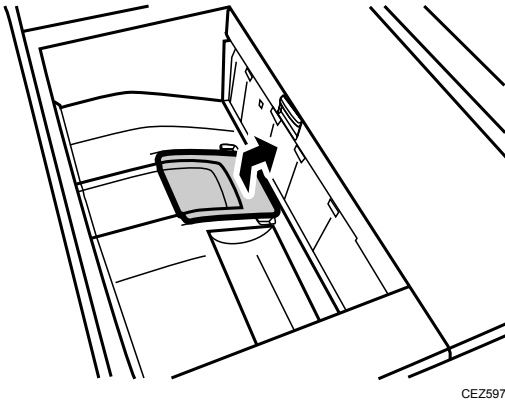
For details about attaching the Z-fold support tray for multi-folding unit, see "When Z-folded Paper Is Not Properly Aligned" in the Troubleshooting supplied with the machine.

**Note:**

- The flipping over of delivered sheets during other types of folding operations (such as letter-fold and gate-fold) cannot be prevented by the Z-fold support tray for the multi-folding unit.

## 5.3 Buffer Pass Unit

### 5.3.1 The Fan Is Noisy

You can change the buffer pass unit fan activation setting according to the type of paper and ambient temperature.

1.  In the [Adjustment Settings for Skilled Operators] menu, change the value in [0118: Buffer Pass Unit Fan Activation Setting].

**Note:**

- Depending on the setting, blocking (heat and pressure causing toner particles on stacked copies to form clumps which then detach) may occur.

# 5.4 High Capacity Stacker

## 5.4.1 Delivered Sheets Are Severely Curled

**Cause:**

Sheets with downward curls rub too much at their leading edges. This can cause a sheet to stop short with its trailing edge still in the paper exit.
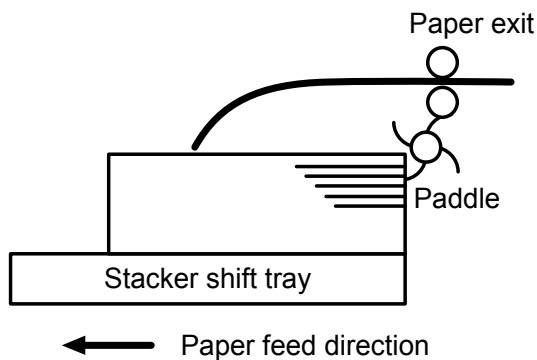
Subsequently delivered sheets may become bent as they slip under the trailing edge of the partially delivered sheet.

This is likely to occur if:

- A4 or larger coated paper weighing up to 135 g/m$^2$ (50 lb. Cover) is used.

**<How the problem occurs>**

**(1)** Downward curled paper is delivered to the stacker tray.

Paper exit

Paddle

Stacker shift tray
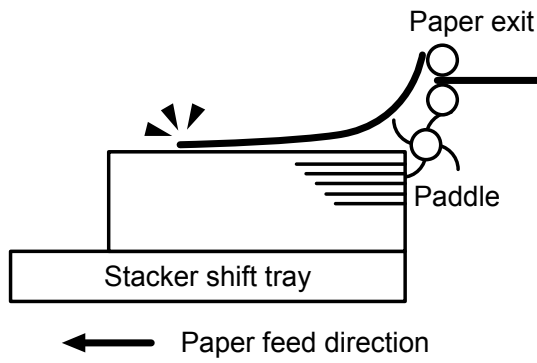
Paper feed direction

CEZ573

**(2)** The leading edge of the sheet being delivered rubs against the top sheet of the stack, there being no air gap between the sheets, and the sheet being delivered gets stuck.

Paper exit

Paddle

Stacker shift tray

Paper feed direction
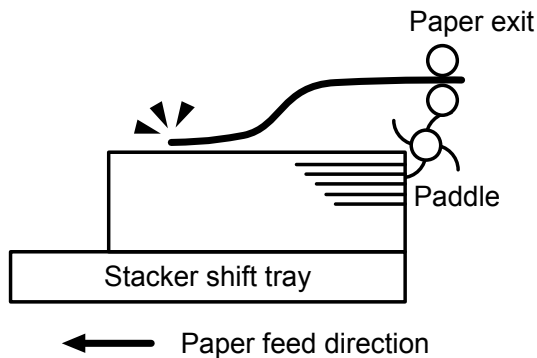
CEZ574

**(3)** The trailing edge of the sheet being delivered is left in the paper exit.

Paper exit

Paddle

Stacker shift tray

← Paper feed direction

CEZ575

**(4)** The next sheet to be delivered slips under the sheet still in the paper exit and bends back.

Paper exit

Paddle

Stacker shift tray

← Paper feed direction
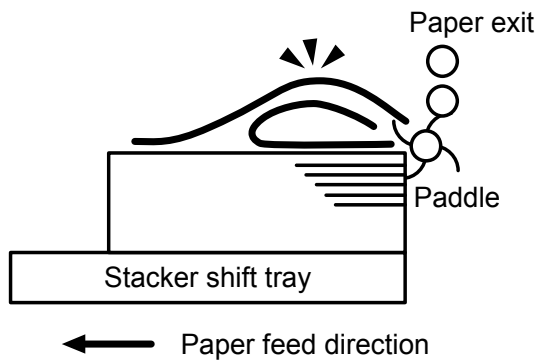
CEZ576

116

**Solution:**

Straighten out the paper by decurling it upward.

1. Load the sheets the other way up.

2. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**   Move to the next step.

   To carry out the following steps, the decurler unit must be attached.

3. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to [Adjust ⌢ Curl: Weak].

4. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**   Go to the next step.

5. Set [0116: Adjust Paper Curl] to [Adjust ⌢ Curl: Strong].

6. Print the image. Is the problem resolved?

   **Yes**   Finished!

   **No**   Contact your service representative.

## 5.4.2 Delivered Sheets Are Not Aligned

**Cause:**

When delivering sheets to the stacker tray, because of the friction between the sheets, the paddle fails to drag the trailing edge back into the front guide, resulting in misalignment.
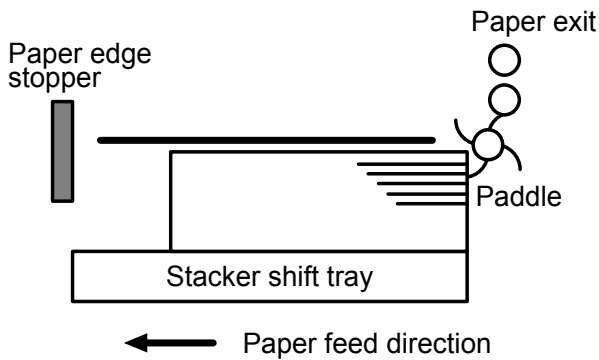
The paper edge stopper also fails to push back the protruding leading edge.

This is likely to occur if:

- Thick (280 g/m$^2$ [105 lb. Cover] or heavier), uncurled A3 or larger paper is used.
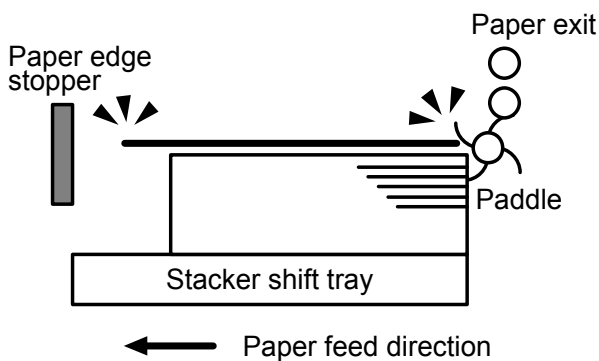
**<How the problem occurs>**

**(1)** An uncurled sheet is delivered to the stacker shift tray.



CEZ577

**(2)** The friction at the trailing edge is too great for the paddle to drag the sheet back and align the edges of the sheet with the edges of the stack.



CEZ578

**(3)** The paper edge stopper fails to push back the protruding leading edge and align the sheet that way.

Paper edge stopper

Paper exit

Paddle

Stacker shift tray

← Paper feed direction
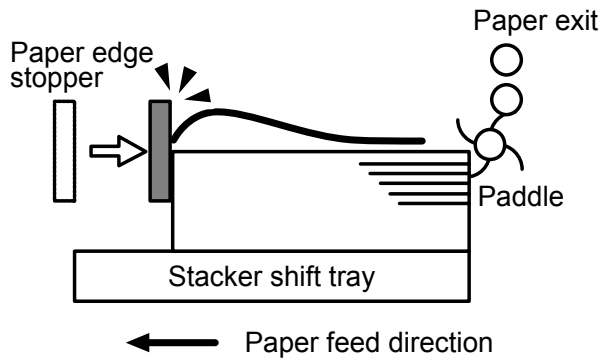
CEZ579

**(4)** Stacked sheets are not aligned properly.

Paper edge stopper

Paper exit

Paddle

Stacker shift tray

← Paper feed direction
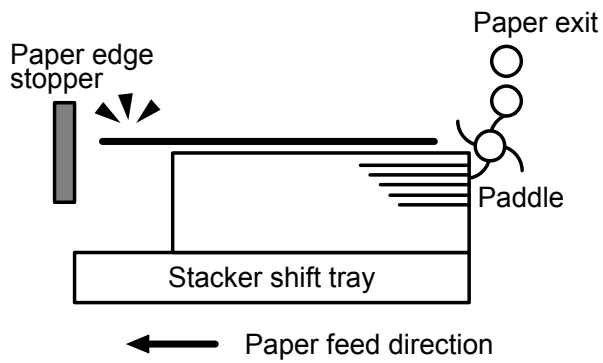
CEZ580

**Solution:**

Curl the paper upward.

To do this, the decurler unit must be attached.

1.  In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to [Adjust ⌒ Curl: Weak].

2.  Print the image. Is the problem resolved?

    **Yes**   Finished!

    **No**    Go to the next step.

3.  Set [0116: Adjust Paper Curl] to [Adjust ⌒ Curl: Strong].

4.  Print the image. Is the problem resolved?

    **Yes**   Finished! (Sheets are aligned to an accuracy of 7 mm [0.27 inches].)

    **No**    Contact your service representative.

# 6. Improving Throughput

## 6.1 Reducing the Waiting Time Prior to Printing

After receiving a print job, the machine usually stops to let the fusing temperature reach an appropriate level for printing.

The waiting time for the fusing unit to cool down may be quite long, especially before printing on thin paper. By decreasing the fusing temperature during standby, you can reduce the waiting time.

1.  In the [Adjustment Settings for Skilled Operators] menu, decrease the temperature by 10°C in [0206: Adjust Fusing Temperature on Standby].

    Decrease the value in "Temperature on Standby Mode", "Temperature on Panel Off Mode", and "Temperature Before Performing a Process" by 10°C.

**Note:**

*   When printing on paper other than thin paper, we recommend leaving the above settings unchanged.

## 6.2 Improving Throughput When Printing on Paper with a Thickness Equivalent to Paper Weight 6 or 7

When printing on paper with a thickness equivalent to Paper Weight 6 or 7, the machine's copy/print speed must be reduced to 70% of full speed (for A4 paper) so that the degree of toner fixation can be enhanced.

However, depending on the type of paper in use and printed image, you can have the machine print at full copy/print speed.

The following are requirements for improving throughput when using paper with a thickness equivalent to Paper Weight 6 or 7:

- Uncoated paper
- Printing in black-and-white mode
- Room temperature

1. In [Advanced Settings] for the custom paper in use, increase the value in [19: Process Speed Setting] by one step.
    - If it is presently set to [Low], change it to [Middle].
    - If it is presently set to [Middle], change it to [High].

2. Set [44: Fusing Heat Roller Temperature Adj] to "180°C".

3. Print the image. Does it exhibit any fusing problem?

    **Yes**    You cannot improve throughput under the present condition. Restore the previous setting.

    **No**    You can operate the machine using this setting.

**Note:**

- The following list shows the copy/print speed for each item in [19: Process Speed Setting]:

  < Pro C651EX >

  - High

    65 cpm (full speed)

  - Middle

    45 cpm (70% of full speed)

  - Low

    32 cpm (50% of full speed)

  <Pro C751EX/Pro C751>

  - High

    75 cpm (full speed)

  - Middle

    52 cpm (70% of full speed)

  - Low

    37 cpm (50% of full speed)

## 6.3 Improving Throughput when Printing Black-and-White Jobs and Colour Jobs

When printing intermixed black-and-white and colour print jobs, switching from full-colour mode to black-and-white mode takes time, causing loss of throughput each time the mode is switched.

When the machine prints a full-colour print job followed by a black-and-white job, you can improve throughput by adjusting the number of black-and-white sheets the machine prints in full-colour mode before switching to black-and-white mode.

1. In the [Adjustment Settings for Skilled Operators] menu, change the value in [0207: Auto Colour Selection Setting].

   Specify the appropriate number of sheets for your operating environment.

| Value | Machine operation |
|-------|-------------------|
| 1 (Minimum) | The machine will switch to the black-and-white mode for all black-and-white printing. This does not improve throughput, but prevents the cyan, magenta, and yellow development units from working when printing black-and-white sheets. |
| 10 (Maximum) | When the machine prints a full-colour print job followed by a black-and-white job, it will switch from full-colour to black-and-white mode after printing 10 black-and-white sheets. |

**Note:**

- If you print black-and-white sheets in full-colour mode, the cyan, magenta, and yellow development units will work during the black-and-white printing, resulting in a shorter replacement cycle for the drum unit.
- When the machine prints a black-and-white print job followed by a full-colour job, it will always switch to full-colour mode, as colour printing is impossible in black-and-white mode.

EN  GB  D074-9506