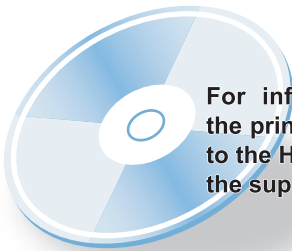
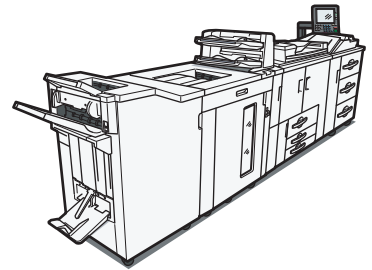


**e-STUDIO905**  
**e-STUDIO1105**  
**e-STUDIO1355**

## Operating Instructions Troubleshooting



For information not in the printed manual, refer to the HTML/PDF files on the supplied CD-ROM.

























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- 1** When the Machine Does Not Operate As Wanted
  - 2** Troubleshooting When Using the Copy/Document Server Function
  - 3** Troubleshooting When Using the Printer Function
  - 4** Troubleshooting When Using the Scanner Function
  - 5** Clearing Misfeeds
  - 6** Appendix



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Printer Reference .....	
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Changing the default settings of the system, and related information .....	
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# Manuals for This Machine

Read this manual carefully before you use this machine.

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

## Important

- Media differ according to manual.
- The printed and electronic versions of a manual have the same contents.
- Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- A Web browser must be installed in order to view the html manuals.

## About This Machine

Before using the machine, be sure to read the section of this manual entitled Safety Information.

This manual introduces the machine's various functions. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided, and how to replace paper, toner, staples, and other consumables.

## Troubleshooting

Provides a guide for resolving common usage-related problems.

## Copy and Document Server Reference

Explains Copier and Document Server functions and operations. Also refer to this manual for explanations on how to place originals.

## Printer Reference

Explains Printer functions and operations.

## Scanner Reference

Explains Scanner functions and operations.

## Network and System Settings Guide

Explains how to connect the machine to a network, configure and operate the machine in a network environment, and use the software provided. Also explains how to change User Tools settings and how to register information in the Address Book.

## Security Reference

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

- Install the Device Certificate.
- Enable SSL (Secure Sockets Layer) Encryption.
- Change the user name and password of the administrator using Web Image Monitor.

For details, see "Setting Up the Machine", Security Reference.

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

### PostScript 3 Supplement

Explains how to set up and use PostScript 3.

### Other manuals

- Quick Reference Copy Guide
- Quick Reference Printer Guide
- Quick Reference Scanner Guide
- Manuals for DeskTopBinder Lite
  - DeskTopBinder Lite Setup Guide
  - DeskTopBinder Introduction Guide
  - Auto Document Link Guide

#### Note

- Manuals provided are specific to machine types.
- The following software products are referred to using general names:

Product name	General name
DeskTopBinder Lite	DeskTopBinder

- The Help files for Web Image Monitor are stored on the supplied CD-ROM. Access them from the CD-ROM. You cannot download the Help files from our Web site.

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# Notice

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## Important

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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.

For good copy quality, the supplier recommends that you use genuine toner from the supplier.

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

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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:

 **Important**

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

 **Note**

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

 **Reference**

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[ ]

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

[ ]

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



Indicates instructions in book form.



Indicates instructions in sheet form.



Indicates instructions stored in a file on a provided CD-ROM.

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## Names of Major Items

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Major items of this machine are referred to as follows in this manual:

- Auto Document Feeder → ADF
- High Capacity Stacker SK5010 → Stacker
- Large capacity tray → LCT
- Wide large capacity tray → Wide LCT
- Multi-Folding Unit FD5000 → Folding Unit

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## **Notes**

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

Two kinds of size notation are employed in this manual. With this machine refer to the inch version.

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.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.



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# Laws and Regulations

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## Legal Prohibition

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

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

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

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


















# 1. When the Machine Does Not Operate As Wanted

This chapter describes basic troubleshooting procedures.

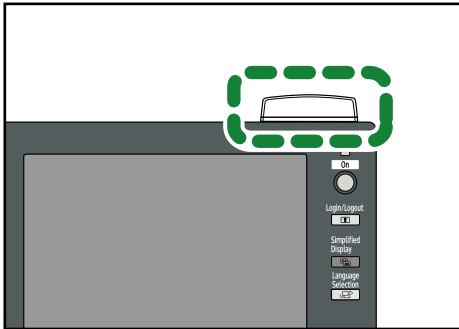
## Indicators

This section describes indicators that appear on the display panel.

### Display Panel Indicator

Indicator	Status
 : Misfeed indicator	Appears when a misfeed occurs. See p.91 "Removing Jammed Paper".
 : Load Paper indicator	Appears when paper runs out. See "Loading Paper", About This Machine   .
 : Add Toner indicator	Appears when toner runs out. See "Adding Toner", About This Machine   .
 : Add Staple indicator	Appears when staples run out. See "Adding Staples", About This Machine   .
 : Waste Toner Full indicator	Appears when the waste toner bottle is full. Contact your service representative.
 : Empty Hole Punch Receptacle indicator	Appears when the hole punch receptacle is full. See p.123 "Removing Punch Waste".
 : Empty Waste Staple Receptacle indicator	Appears when the waste staple receptacle is full. See p.125 "Removing Staple Waste".
 : Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.
 : Open Cover indicator	Appears when one or more covers of the machine is open.

## Status Indicator



BQL066S

Indicator	Status
Off	The operation switch is turned off. Copies or prints can still be made.
Flashing green	Scanning originals.
Lit green	Copying (ready to scan originals).
Flashing red	A warning message is displayed.
Lit red	An error, such as a paper jam, has occurred. See p.91 "Removing Jammed Paper".

### Reference


- p.91 "Removing Jammed Paper"
- p.118 "Removing Jammed Staples"

# Panel Tone

This section describes the different types of beep patterns.

Beep pattern	Meaning	Cause
Single short beep.	Panel/screen input accepted.	A key on the control or display panels was pressed.
Short, then long beep.	Panel/screen input rejected.	An invalid key was pressed key on the control or display panels, or the entered password was incorrect.
Single long beep.	Job completed successfully.	A Copier/Document Server job has finished.
Two long beeps.	Machine is ready for use.	The machine has fully warmed up or has revived from Energy Saver mode and is ready for use.
Five long beeps.	Soft alert.	The initial screen returns when the machine goes into Energy Saver mode.
Five long beeps repeated four times.	Soft alert.	A paper tray is empty.
Five short beeps repeated five times.	Strong alert.	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

## ↓ Note

- You cannot stop the beeping. If covers are opened and closed repeatedly when clearing paper jams or adding toner, beeping might continue even after the machine has returned to normal status.
- You can specify to enable or disable panel tone. For details, see Panel Key Sound in "System Settings", Network and System Settings Guide .

# Checking Machine Status and Settings

This section describes how to check the machine's system status.

1

## Maintenance Info

You can check the following items under [Maintenance Info]:

- [Remaining Toner]  
Displays the amount of remaining toner.
- [No Staples]  
Displays whether there are staples remaining.
- [No Binding Ring Combs]  
Displays whether there are binding ring combs remaining.
- [No Binding Glue]  
Displays whether there is binding glue remaining.
- [Punch Receptacle Full]  
Displays whether the hole punch receptacle is full.
- [Waste Staple Receptacle Full]  
Displays whether the waste staple receptacle is full.
- [Comb Punch Receptcl Full]  
Displays whether the comb punch waste receptacle is full.
- [Waste Paper Receptcl Full]  
Displays whether the waste paper receptacle is full.
- [Paper Tray]  
Displays the paper type and size loaded in the paper trays.
- [Output Tray Full]  
Displays whether the output tray is overloaded.
- [Original Misfeed]  
Displays the status of jammed originals and how to resolve the jam.
- [Paper Misfeed]  
Displays state of and solutions for paper jams.
- [Cover Open]  
Indicates the cover that is open.

## Data Storage

You can check the following items under [Data Storage]:

- [HDD Remaining Memory]  
Displays the amount of available hard disk drive memory.
- [HDD File(s)]  
Displays the total number of jobs stored in the hard disk drive.
- [Memory Erase Status]  
Displays the state of the memory data.

### Machine Address Info

You can check the following items under [Machine Address Info]:

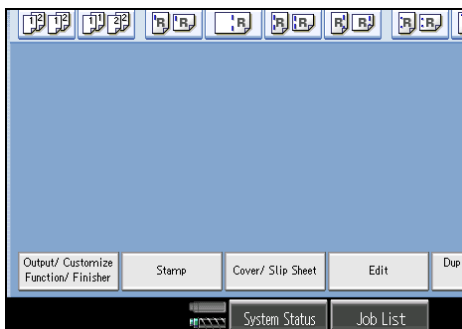
- [Machine IPv4 Address]  
Displays the machine's IPv4 address.
- [Machine IPv6 Address]  
Displays the machine's IPv6 address.  
[Manual Configuration Address] displays the IPv6 address configured manually.

### Inquiry

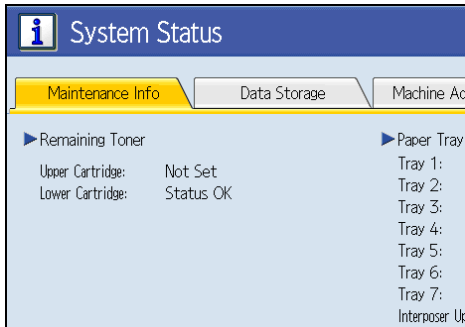
You can check the following items under [Inquiry]:

- [Machine Repairs]  
Displays the machine number and contact number that are required for service.
- [Sales Representative]  
Displays the sales representative's telephone number.
- [Supply Order]  
Displays the contact number for placing orders for supplies.
- [Supply Details]  
Displays the types of toner, staples, and other supplies for this machine.

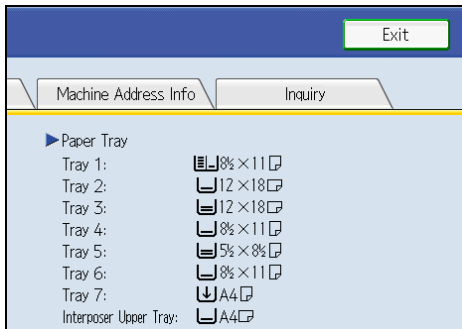
#### 1. On the control panel, press [System Status].



2. Press each tab and check the contents.



3. After checking the information, press [Exit]. The previous screen returns.



**Note**

- The following appear on the [Maintenance Info] tab only when these errors occur: [No Staples], [No Binding Ring Combs], [No Binding Glue], [Punch Receptacle Full], [Waste Staple Receptacle Full], [Comb Punch Receptcl Full], [Waste Paper Receptcl Full], [Output Tray Full], [Original Misfeed], [Paper Misfeed], and [Cover Open].
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

**Reference**

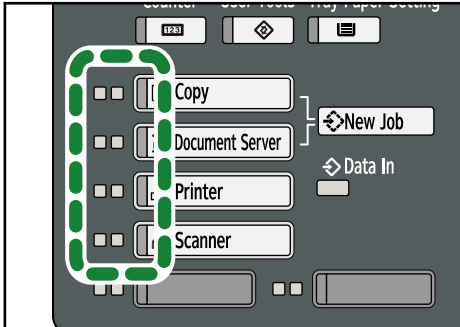
- p.91 "Removing Jammed Paper"



# If the Indicator to the Left of a Function Key Is Lit Red

1



If the indicator to the left of a function key is lit red, press the corresponding function key. Then, follow the instructions displayed on the control panel.




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If a function error occurs, check the message that appears on the control panel, and then refer to “Messages Displayed” for the relevant function.

To resolve problems, refer to the following:

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See “Loading Paper”, About This Machine   .
An error has occurred.	The function is not working properly.	Record the code number shown on the display and contact your service representative. See “Messages Displayed” of each chapter.  You can use the other functions as normal.

Problem	Cause	Solution
<p>The machine is unable to connect to the network.</p>	<p>A network error has occurred.</p>	<ul style="list-style-type: none"> <li>• Check the displayed message and take the appropriate action. See “Messages Displayed” of each chapter.</li> <li>• Check the machine is correctly connected to the network and that its network settings are correctly configured. For details about how to connect the machine to the network, see “Connecting the Machine”, Network and System Settings Guide .</li> <li>• Contact your network administrator.</li> <li>• If the indicator continues to flash, contact your service representative.</li> </ul>

 **Reference**

- p.27 "Messages Displayed When Using the Copy/Document Server Function"
- p.51 "Messages Displayed When Using the Printer Function"
- p.83 "Messages Displayed When Using the Scanner Function"

# When You Have Problems Operating the Machine



This section describes common problems and messages.





If other messages appear, follow the instructions displayed.



## ★ Important

- Check the contact address and Serial No. of Machine shown in the call service message, and then contact your service representative.



Problem	Cause	Solution
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: <ul style="list-style-type: none"> <li>• The ADF is open.</li> <li>• The machine is communicating with external equipment.</li> <li>• The hard disk is active.</li> <li>• The machine is cooling down.</li> </ul>	Check if the machine is communicating with external equipment.
The display is off.	The machine is in Energy Saver mode.	Press the [Energy Saver] key to cancel Energy Saver mode.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in 2 minutes, contact your service representative.

Problem	Cause	Solution
"Please wait." appears.	This message appears when the machine is warning up.	<ul style="list-style-type: none"> <li>• Wait for a while. If the machine does not get ready in 10 minutes, contact your service representative.</li> <li>• Wait until the message disappears. Do not turn off the main power switch while the message is showing.</li> </ul>
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in 2 minutes, contact your service representative.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored in the hard disk.	<ul style="list-style-type: none"> <li>• Press [Store File] to store pages that have been scanned. Delete unnecessary files with [Delete File].</li> <li>• Press [No] if you are not storing pages that have been scanned. Delete unnecessary files with [Delete File].</li> </ul>
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	Enter the user code (up to eight digits), and then press [OK].
The Authentication screen appears.	Basic Authentication, Windows Authentication, or LDAP Authentication is set.	Enter your login user name and user password. For details, see "When the Authentication Screen is Displayed", About This Machine   .
"Authentication has failed." appears.	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed." appears.	The machine cannot perform authentication.	Contact the administrator.
"You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user name.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Problem	Cause	Solution
An error message remains, even if misfed paper is removed.	<ul style="list-style-type: none"> <li>When a misfeed message appears, it remains until you open and close the cover as required.</li> <li>Paper is still jammed in the tray.</li> </ul>	Remove misfed paper, and then open and close the cover. For details, see p.91 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Place paper in the paper tray with the print side down. Load paper into the Wide LCT or bypass tray with the print side up.
Misfeeds occur frequently.	The side or end fences of the paper trays may not be set properly.	<ul style="list-style-type: none"> <li>Remove the misfed paper. For details, see p.91 "Removing Jammed Paper".</li> <li>Check the side or end fences are set properly. Also, check the side fences are locked. For details, see "Changing the Paper Size", About This Machine  .</li> </ul>
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	<ul style="list-style-type: none"> <li>Remove the misfed paper. For details, see p.91 "Removing Jammed Paper".</li> <li>If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel. For details, see "Changing the Paper Size", About This Machine  .</li> </ul>
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	<ul style="list-style-type: none"> <li>Remove the misfed paper. For details, see p.91 "Removing Jammed Paper".</li> <li>Do not place anything on the finisher tray. It may cause a paper jam.</li> </ul>

Problem	Cause	Solution
Misfeeds occur frequently.	The staple cartridge is not set correctly.	Set the staple cartridge properly. The Booklet Finisher requires the saddle stitch staple cartridge. For details about how to add staples, see "Adding Staples", About This Machine   .
Z-Folded paper is not properly aligned.	The auxiliary tray is not set.	Set the auxiliary tray for the Finisher Shift Tray or Folding Unit Tray. For details about how to add the auxiliary tray, see p.130 "When Z-folded Paper Is Not Properly Aligned".
Cannot print in duplex mode.	[Apply Duplex] is set to [No] for "Tray 1-7".	In [Tray Paper Settings], under "Tray 1-7", set [Apply Duplex] to [Yes].
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Tab Stock], [Translucent Paper], [OHP], or [Label Paper].	In [Tray Paper Settings], under "Tray 2-7", select a paper type other than [Tab Stock], [Translucent Paper], [OHP], or [Label Paper].
Paper is bent.	Paper may be bent when is ejected from the Finisher Upper Tray.	Change the output tray to the Finisher Shift Tray.

### Note

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See "Recommended Paper Sizes and Types", About This Machine  .
- Curled paper causes misfeeds, soiled paper edges, or slipped positions while performing staple or stack printing. When using curled paper, first straighten the curl with your hands or by placing the paper upside down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

### Reference

- p.91 "Removing Jammed Paper"
- p.130 "When Z-folded Paper Is Not Properly Aligned"

# When a Job Is Not Performed

If the machine is busy processing another job, it will not be able to print your job.

If the machine is busy, wait until it completes the job in progress before trying to print your job again.

In certain cases, if the job that is already in progress uses a different function, you might be able to begin your job without interrupting the current job. Performing multiple functions simultaneously like this is called "Multi-accessing".

Combination Chart

## Function Compatibility



- △: Simultaneous operations are possible.
- : Operation is enabled when the relevant function key is pressed and remote switching (of the scanner/external extension) is done.
- : Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.
- ▲: Operation is performed automatically once the preceding operation ends.
- ×: Operation becomes possible after the preceding operation ends. (Simultaneous operations are not possible.)

Mode after you select		Copy			Interrupt Copying		Printer			Scanner			TWAIN	Document Server			Web Document Server
		Operations for Copying	Stapling	Sort	Operations for Copying	Copying	Data Reception	Print		Operations for Scanning	Scanning	Scanning	Operations for Document Server	Scanning a Document to Store in Document Server	Printing from Document Server	Printing	
								Printing	Stapling								
Mode before you select																	
Copy	Operations for Copying	x	x	x	○	○	△	△	△	●	●	●	●	●	●	●	
	Stapling	△*1	▲*1	▲*1	○	○*4	△	△	▲	●	●*2	●*2	●	●*2	△*3	△*3	
	Sort	△*1	▲*1	▲*1	○	○	△	△	△	●	●*2	●*2	●	●*2	△	△	
Interrupt Copying	Operations for Copying	○	○	○	x	x	△	△	△	x	x	x	x	x	x	x	
	Copying	○	○	○	x	x	△	▲	▲	x	x	x	x	x	x	x	
Printer	Data Reception	△	△	△	△	△	▲	▲	▲	△	△	△	△	△	△	△	
	Print	Printing	△	△	△	○	○	△	▲	▲	△	△	△	△	△	△	
		Stapling	△	▲	△	○	○*4	△	▲	▲	△	△	△	△	△	△*3	△*3
Scanner	Operations for Scanning	●	●	●	○	○	△	△	△	x	x	●	●	●	●	△	
	Scanning	●	●*2	●*2	○*2	○*2	△	△	△	x	x	x	●	●	●	△	
TWAIN	Scanning	x	x	x	x	x	△	△	△	x	x	x	x	x	x	△	
Document Server	Operations for Document Server	●	●	●	○	○	△	△	△	●	●	●	x	x	x	△	
	Scanning a Document to Store in Document Server	●	x	x	○	○	△	△	△	●	x	x	x	x	x	△	
	Printing from Document Server	●	△*3	△	○	○	△	△	△	△	△	△	△*5	△*5	△*5	△	
Web Document Server	Printing	△	△*3	△	△	△	△	△	△	△	△	△	△	△	△	△	

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- \*1 Simultaneous operations are possible only if the preceding job documents are all scanned and [New Job] appears.
- \*2 You can scan a document after the preceding job documents are all scanned.
- \*3 During stapling, printing automatically starts after the current job.
- \*4 Stapling is not available.
- \*5 Simultaneous operation becomes possible after you press [New Job].

**Note**

- Stapling cannot be used at the same time for multiple functions.
- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". This setting is factory-preset to "Display Mode". For details about Print Priority, see "System Settings", Network and System Settings Guide .
- If the Finisher or Booklet Finisher is installed on the machine, you can specify which output tray your documents are delivered to. For details about Output Tray Settings, see "System Settings", Network and System Settings Guide .
- While printing is in progress, scanning a document using another function may take longer.





# 2. Troubleshooting When Using the Copy/Document Server Function

This chapter describes likely causes of and possible solutions for Copier and Document Server function problems.

## Messages Displayed When Using the Copy/Document Server Function

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









**★ Important**

- If you cannot make copies as you want because of the paper type, paper size or paper capacity problems, use recommended paper. See "Recommended Paper Sizes and Types", About This Machine  .
- For messages that are not listed here, see "When You Have Problems Operating the Machine".

**📖 Reference**

- p.21 "When You Have Problems Operating the Machine"

Message	Cause	Solution
"Adjusting the temperature of the binding glue."	The binding glue is being heated.	Wait until the glue has reached the correct temperature for binding.
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator for the correct login user name and password.
"Authentication has failed."	The machine cannot perform authentication.	Contact your administrator.


Message	Cause	Solution
"Cannot detect original size."	The size of the original cannot be detected.	<ul style="list-style-type: none"> <li>Place the original on the exposure glass again. Place the original scan side down.</li> <li>If the machine cannot detect the size of the original, specify the size manually - do not use Auto Paper Select mode or the Auto Reduce / Enlarge function. See "Specifying Original Sizes", Copy and Document Server Reference  .</li> </ul>
"Cannot detect original size."	The original is not placed.	Place your originals.
"Cannot punch this paper size."	The Punch function cannot be used with paper size selected.	Select a supported paper size. See "Specifications for Punch Unit (SR5000 (Optional))" or "Specifications for Punch Unit PU5020 (Optional)", About This Machine   .
"Cannot staple paper of this size."	The Staple function cannot be used with paper size selected.	Select a supported paper size. See "Specifications for Finisher SR5000 (Optional)" or "Specifications for Booklet Finisher SR5020 (Optional)", About This Machine   .
"Check original orientation."	The orientation of the original is not correct.	Change the orientation of the original.
"Check paper size."	An irregular paper size is set.	If you press the [Start] key, copy will start onto the selected paper.
"Duplex is not available with this paper size."	A paper size that is not supported by duplex mode has been selected.	Select a supported paper size. See "Duplex Copying", Copy and Document Server Reference   .
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The original has too many pages to be saved as a single file.	To store scanned pages as a single file, press [Store File]. Scanned data is stored as a file in the Document Server. If you do not want to store scanned files, press [No]. Scanned data is deleted.

Message	Cause	Solution
"Exceeded the maximum number of multi-sheet fold."	A print job was canceled because more than the maximum number of multi-sheet folds was specified.	Specify fewer sheets for the multi-sheet fold function.  Multi-sheet folding can be applied to a maximum of three sheets at once.
"Exceeded the maximum number of sheets possible for Ring Binding with the currently set binding ring combs. Printing will be stopped."	The number of sheets is too large to be bound by the ring combs that are currently loaded in the ring binder.	Load ring combs that are big enough to bind the required number of sheets.
"File being stored exceeded max. number of pages per file. Copying will be stopped."	The scanned originals have too many pages as one document.	Press [Exit], and then store again with an appropriate number of pages.
"Magazine or Booklet mode is not available due to mixed image mode."	You selected the "Magazine" or "Booklet" function for the original scanned using different functions, such as copy and printer.	Make sure the original for the "Magazine" or "Booklet" function is scanned using the same function.
"Maximum number of sets is n." (A figure is placed at n.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity using the [Max. Copy Quantity] setting in [General Features] under [Copier / Document Server Features].
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	The Copier function is not available.	Cancel the job. Press [Exit], and then press the [Document Server] key. Next, press the [Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Perfect Binding is not available for different paper sizes."	Mixed Sizes mode is specified.	Cancel Mixed Sizes mode, or specify the Auto Reduce / Enlarge function.

Message	Cause	Solution
"Perfect Binding is not available with the settings."	Perfect binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when perfect binding is specified, see "Perfect Binding", Copy and Document Server Reference   .
"Perfect Binding is not available with this finishing size."	Perfect binding cannot be used with the finishing size that you have specified.	Select a supported finishing size. See "Recommended Paper Sizes and Types", About This Machine   .
"Perfect Binding is not available with this number of sheets. Printing will be stopped."	Perfect binding is not possible with the number of sheets that you have specified.	Perfect binding is not possible with the number of sheets that you have specified. See "Recommended Paper Sizes and Types", About This Machine   .
"Perfect Binding is not available with this paper size."	Perfect binding cannot be used with the finishing size that you have specified.	Select a supported paper size. See "Specifications for Perfect Binder GB5000 (Optional)", About This Machine   .
"Ring Binding is not available for different paper sizes."	Mixed Sizes mode is specified.	Cancel Mixed Sizes mode, or specify the Auto Reduce / Enlarge function.
"Ring Binding is not available with the selected position."	Ring binding cannot be applied in the position that you have specified.	Select a supported binding position. See "Ring Binding", Copy and Document Server Reference   .
"Ring Binding is not available with the settings."	Ring binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when ring binding is specified, see "Ring Binding", Copy and Document Server Reference   .
"Ring Binding is not available with this paper size."	The ring binding function cannot be used with the specified paper size.	Select a supported paper size. See "Specifications for Ring Binder (Optional)", About This Machine   .
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You do not have permission to delete the selected file(s).	Contact the file creator and request him/her to carry out the deletion.

Message	Cause	Solution
"You do not have the privileges to use this function."	The logged in user does not have permission to use the selected function.	Contact the administrator about the permission for the required function.











### Connect Copy











Message	Cause	Solution
"Cannot connect to the sub-machine. Check the status of the sub-machine."	<ul style="list-style-type: none"> <li>The  indicator is lit.</li> <li>The hard disk of the sub-machine is malfunctioning.</li> </ul>	Press [Exit] on the main machine and follow the instructions on the display.
"Cannot print from the sub-machine. Check the status of the sub-machine."	A paper misfeed has occurred on the sub-machine, or toner or other supplies need to be replenished.	Follow the instructions displayed. If the sub-machine's display indicates that a cover is open, follow the instructions displayed.
"Cannot print from the sub-machine. Check the status of the sub-machine."	The sub-machine's User Tools menu is open.	Press the [User Tools] key to close the User Tools menu.
"Sub-machine is in Interrupt mode."	The sub-machine is in Interrupt mode.	Press the [Interrupt] key on the sub-machine to cancel Interrupt mode.
"Sub-machine does not have the same paper setting(s)."	Paper type or tray settings on the two machines do not match.	Make the same settings on both machines.
"The Cover Sheet setting(s) of the sub-machine is different from the main machine."	Cover settings on the two machines do not match.	Make the same settings on both machines.
"The Slip Sheet setting(s) of the sub-machine is different from the main machine."	Slip Sheet settings on the two machines do not match.	Make the same settings on both machines.
"The Designation Sheet setting(s) of sub-machine is different from main machine."	Designation Sheet settings on the two machines do not match.	Make the same settings on both machines.

Message	Cause	Solution
"Sub-machine paper settings must be the same to use this tray."	Paper tray settings on the two machines do not match.	Make the same settings on both machines.
"No stamp data in the sub-machine."	Stamp data on the submachine has been deleted.	Reprogram the stamp on the sub-machine.
"Cannot print from the sub-machine. Sub-machine will be disconnected."	The sub-machine has stopped due to power failure or communication error.	Continue copying using the main machine.
"Fold is available only when Sort mode is selected in Connect Copy."	Sort has not been selected with fold.	Select the Sort function.










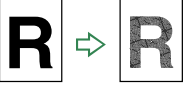
# When You Cannot Make Clear Copies

This section describes likely causes of and possible solutions for unclear copies.

Problem	Cause	Solution
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference   .
Copies are dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of the original shows through on copies.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference   .
The reverse side of the original shows through on copies.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of the original shows through on copies.	You are copying a thin original, and its reverse side is showing through.	On the control panel, select [Auto Density]; or, adjust the density setting manually. For details, see "Adjusting Copy Image Density", Copy and Document Server Reference   .
Shadow appears on copies of pasted originals.	Image density is too high.	<ul style="list-style-type: none"> <li>Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference  .</li> <li>Change the orientation of the original.</li> <li>Use clear tape to fix down pasted parts of the original.</li> </ul>
Identical blemishes appear in the same place on every copy.	The exposure glass or ADF is dirty.	Clean the exposure glass and/or ADF. See "Maintaining Your Machine", About This Machine   .

Problem	Cause	Solution
Identical blemishes appear in the same place on every copy.	<ul style="list-style-type: none"> <li>The printed original is scanned again.</li> <li>Original Type Select is set to [Text / Photo], but the original features text and photographs that the machine cannot distinguish between.</li> </ul>	On the control panel, select [Generation], and then begin copying.
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference   .
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine   .
Copies are too light.	Toner cartridge is almost empty.	Add toner. See "Adding Toner", About This Machine   .
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy and Document Server Reference   .
Parts of images are not copied.	The correct paper size is not selected.	Select the correct paper size.
Parts of images are not copied.	Even if you place originals in the ADF correctly, margin of a few millimeters on all four sides of the original might not be copied.	Use "Create Margin" function to reduce the image of its original size. For details about missing image area, see "Missing Image Area", Copy and Document Server Reference   .







Problem	Cause	Solution
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see "Paper Storage", About This Machine   .
Black lines appear.	The exposure glass is dirty.	Clean the exposure glass. See "Maintaining Your Machine", About This Machine   .
White lines appear.	The exposure glass is dirty.	Clean the exposure glass. See "Maintaining Your Machine", About This Machine   .
White lines appear.	When  is flashing, toner is beginning to run out.	Add toner. See "Adding Toner", About This Machine   .
Copies are blank.	The original is not set correctly.	When placing originals on the exposure glass, make sure the side to be scanned is facing down. When placing originals in the ADF, make sure the side to be scanned is facing up.
A moiré pattern appears. 	Your original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: <ul style="list-style-type: none"> <li>Place an OHP transparency on the exposure glass, and then place the photograph on the OHP transparency.</li> <li>Place the photograph on the exposure glass, then place two or three sheets of white paper over it. Leave the ADF open when copying.</li> </ul>













# When You Cannot Make Copies As Wanted

This section describes likely causes of and possible solutions for unsatisfactory copy results.

## Basic









2



Problem	Cause	Solution
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences slightly outward, and then reset it. Also, we recommend you set at least 20 sheets of thick paper.
Misfeeds occur frequently.	The paper is damp.	Store paper in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine   .
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .
Misfeeds occur frequently.	Printed paper is being used.	Do not use paper that has been already copied or printed.
Copies are not stapled.	There are jammed staples in the stapler.	Remove jammed staples. See p. 118 "Removing Jammed Staples".
Copies are not stapled.	Copy paper is curled.	<ul style="list-style-type: none"> <li>• Turn the copy paper over in the tray.</li> <li>• Under [System Settings] - [General Features], adjust the [Paper Curl Correction Level] setting to between [Level 1 (Weak)] and [Level 5 (Strong)].</li> <li>• If curling increases despite your adjusting the [Paper Curl Correction Level] setting, turn the decurler's roller unit the other way round, and then adjust the [Paper Curl Correction Level] setting again. For details about how to turn around the decurler's roller unit, see p. 136 "If the Sheets Delivered to the Stacker Are Not Aligned".</li> </ul>

Problem	Cause	Solution
Copies are not stapled.	There are too many copies for the stapler to staple as a single batch.	Check the stapler capacity. See "Specifications for Finisher SR5000 (Optional)", or "Specifications for Booklet Finisher SR5020 (Optional)" About This Machine   .
Staples are wrongly positioned.	Originals are not set correctly.	Check the correct position to place the originals. For details about how to place originals with stapling, see "Staple", Copy and Document Server Reference   .
Saddle-stitched documents come apart and do not stack properly.	Certain types of paper cannot be used for folding and open out after being folded and stitched.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .
You cannot combine certain functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Function Compatibility", Copy and Document Server Reference   .
When sorting, the pages are divided into two blocks.	The memory became full in during sorting and pages were delivered in two blocks.	In [Copier / Document Server Features], under [Input / Output], set [Memory Full Auto Scan Restart] to [Off].
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", About This Machine   .
Images are skewed.	The paper is feeding in at an angle.	Load the paper correctly. See "Loading Paper", About This Machine   .



Problem	Cause	Solution
Copies are not properly aligned.	Copy paper is curled.	<ul style="list-style-type: none"> <li>• Turn the copy paper over in the tray.</li> <li>• Under [System Settings] - [General Features], adjust the [Paper Curl Correction Level] setting to between [Level 1 (Weak)] and [Level 5 (Strong)].</li> <li>• If curling increases despite your adjusting the [Paper Curl Correction Level] setting, turn the decurler's roller unit the other way round, and then adjust the [Paper Curl Correction Level] setting again. For details about how to turn around the decurler's roller unit, see p. 136 "If the Sheets Delivered to the Stacker Are Not Aligned".</li> </ul>

**Edit**

Problem	Cause	Solution
In Double Copies mode, parts of the original image are not copied.	Combination of original and copy paper is not correct.	Specify the paper size again. For example, select A3  for A4  (11" x 17"  for 8 1/2" x 11"  originals. See "Double Copies", Copy and Document Server Reference   .
In Erase Border, Erase Center, or Erase Center / Border mode, parts of the original image are not copied.	You have specified a wide erase margin.	Reduce the width of the erase margin. For details, see "Erase Center / Border", Copy and Document Server Reference   .
In Erase Border, Erase Center, or Erase Center / Border mode, parts of the original image are not copied.	Originals are not scanned correctly.	Place the originals correctly.



Problem	Cause	Solution
In Margin Adjustment mode, parts of the original image are not copied.  There is a lack of margin space on the opposite side of the binding position.	You have specified a wide erase margin.	Reduce the width of the margin. For details, see "Margin Adjustment", Copy and Document Server Reference   .
In Image Repeat mode, the original image is not copied repeatedly.	The size of the selected copy paper is the same as the originals, or you did not select the correct reproduction ratio.	Select copy paper larger than the original or select the correct reproduction ratio.

**Stamp**



Problem	Cause	Solution
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when copying in Duplex mode.	The back side stamp position is incorrect for the paper size.	Reset the back side stamp position. For details about Duplex Back Page Stamping Position, see "Copier/ Document Server Features", Copy and Document Server Reference   .

**Combine**


Problem	Cause	Solution
Copies made with the Booklet or Magazine function cannot be folded into a book correctly.	You selected a setting that does not match the orientation of the original.	In [Copier / Document Server Features], under [Edit], set [Orientation: Booklet, Magazine] correctly.

Problem	Cause	Solution
When using Combine, parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using Manual Paper Select mode, make sure the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using Combine mode. See "One-Sided Combine", "Two-Sided Combine", or "Auto Reduce/Enlarge", Copy and Document Server Reference   .
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom.  If you place the original on the exposure glass, start with the first page to be copied.

**Duplex**

Problem	Cause	Solution
Cannot copy in Duplex mode.	[Apply Duplex] is set to [No] for "Tray 1-7".	In [Tray Paper Settings], under "Tray 1-7", set [Apply Duplex] to [Yes].
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom.  If you place an original on the exposure glass, start with the first page to be copied.
When using Duplex, copy is made top to bottom even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Duplex Copying", Copy and Document Server Reference   .

**Document Server**


Problem	Cause	Solution
Cannot access file.	The file is password protected.	Contact the administrator.  To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "System Settings", Network and System Settings Guide  .
You cannot identify the contents of a file.	You cannot check the contents of the file simply from the file name.	You can switch the Select File screen between [List] and [Thumbnail] display to check the contents of the file. <ul style="list-style-type: none"> <li>List display The file name, date of storage, and user name are shown.</li> <li>Thumbnails display An image of the stored file appears.</li> </ul>
Memory frequently becomes full.	The document server memory is full.	Delete unnecessary files. On the file selection display, select unnecessary files, and then press [Delete File]. If this does not increase available memory, do the following: <ul style="list-style-type: none"> <li>Switch to the scanner screen and delete unnecessary files.</li> </ul>
"Cannot display preview of this page." appears, and you can not check the thumbnail image.	Image data might have become corrupted.	Press [Exit] to display the preview screen without a thumbnail.  If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page.

**Connect Copy**

Problem	Cause	Solution
You cannot staple, punch, or fold.	The main and sub-machines do not have the same option installed.	Press [Connect Copy] to cancel Connect Copy.
You get different copy results from the main and sub-machines.	The Copy Quality setting differs on the two machines.	Make the same Copy Quality setting on the two machines.

**Display During Connect Copy**

This section describes about the display during Connect Copy.

Problem	Cause	Solution
[Connect Copy] is not displayed.	The sub-machine's main power is off.	Turn on the sub-machine's main power.
[Connect Copy] is not displayed.	Functions that cannot be used with Connect Copy are selected on the main machine (such as storing or copying the first page of a document in the Document Server).	Cancel the functions selected on the main machine.
[Connect Copy] is not displayed.	The main machine is in Interrupt mode.	Press the [Interrupt] key on the sub-machine to cancel Interrupt mode.
[Connect Copy] is not displayed.	The [Connect Copy Key Display] setting is off.	Select [On] for the [Connect Copy Key Display] in [General Features] under [Copier / Document Server Features].
[Connect Copy] is not displayed.	The cable connecting the two machines is damaged.	Contact your service representative.
[Connect Copy] is not displayed.	The  is lit.	Follow the instructions displayed.
[Connect Copy] appears faded.	Functions that cannot be used with Connect Copy have been set.	Press the [Clear Modes] key to clear the settings.



## If Connect Copy is Canceled



This section describes about causes and remedies when Connect Copy is cancelled.

Problem	Cause	Solution
The machine cancels Connect Copy.	The main machine's main power is off, or the operation switch has been pressed.	Turn on the sub-machine's main power or operation switch, and then press [Connect Copy].
The machine cancels Connect Copy.	The sub-machine's main power is off.	A message instructing you to check the sub-machine appears on the display of the main machine. Press [Cancel] to clear Connect Copy. Turn on the sub-machine's main power, press [Connect Copy] and then make your settings again.
The machine cancels Connect Copy.	The Weekly Timer setting is coming into effect on the main machine.	Turn on the main machine's operation switch, and then press [Connect Copy].
An error message indicates the main machine has broken down.	The <b>!</b> is lit.	Copying is not possible. Follow the instructions displayed.

## If You Cannot Exit from Connect Copy

This section describes about causes and remedies if you cannot exit from Connect Copy.

Problem	Cause	Solution
There is no response when you press [Connect Copy].	Scanning is in progress.	Press the [Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	Copying is in progress.	Press the [Stop] key on the main machine, and then press [Stop].

Problem	Cause	Solution
There is no response when you press [Connect Copy].	A paper misfeed has occurred on either the main or sub-machine.	<ul style="list-style-type: none"> <li>Follow the instructions displayed. For details, see p.91 "Removing Jammed Paper" and p.118 "Removing Jammed Staples". If the sub-machine's display indicates that a cover is open, follow the instructions displayed.</li> <li>To cancel Connect Copy, Press the [Stop] key on the main machine, and then press [Stop].</li> </ul>
There is no response when you press [Connect Copy].	A paper misfeed has occurred on one of the machine, or toner or other supplies need to be replaced.	<ul style="list-style-type: none"> <li>Follow the instructions displayed. See p.91 "Removing Jammed Paper". See "Loading Paper" and "Adding Toner", About This Machine  .</li> <li>To cancel Connect Copy, Press the [Stop] key on the main machine, and then press [Stop].</li> </ul>
There is no response when you press [Connect Copy].	A paper misfeed has occurred during stapling.	<p>Removed the jammed paper.</p> <p>For details, see p.118 "Removing Jammed Staples".</p> <p>To cancel Connect Copy, press the [Stop] key on the main machine, and then press [Stop].</p>

## When Memory Is Full



This section describes likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
"Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals." "n" in the message represents a changeable number.	The scanned originals exceeds the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Stop] to cancel the scanning data and not copy.
"Press [Continue] to scan and copy remaining originals."	After printing scanned originals, the machine checks if there are remaining originals to be copied.	To continue copying, remove all copies, and then press [Continue]. To stop copying, press [Stop].

### Connect Copy

Message	Cause	Solution
"Sub-machine memory is full. Sub-machine will be disconnected."	The quantity of data exceeds the capacity of the sub-machine.	Continue printing on the main machine.

### ↓ Note

- Even if the machine's memory becomes full, the memory overflow message will not appear if [Memory Full Auto Scan Restart] is set to [On] in [Input / Output] under [Copier / Document Server Features]. Instead, the machine will copy scanned originals and then automatically begin copying any remaining originals. When the machine does this, the resulting pages will not be in order. For details about Memory Full Auto Scan Restart, see "Copier/Document Server Features", Copy and Document Server Reference  .



# 3. Troubleshooting When Using the Printer Function

This chapter describes likely causes of and possible solutions for printer function problems.

## Messages Displayed When Installing the Printer Driver

3

This section describes what to do if a message appears when installing the printer driver.

Message number 58 or 34 indicates that the printer driver cannot be installed using Auto Run. Install the printer driver using [Add Printer] or [Install Printer].

Message number 58 appears if there is a newer version of the printer driver already installed.

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### Windows 2000

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This section describes the procedure under Windows 2000.

1. On the [Start] menu, point to [Settings], and then click [Printers].
2. Double-click the Add Printer icon.
3. Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\ (RPCS, PCL6, PCL5E, or PS)\XP\_VISTA\ (language)\DISK1. If the installer starts, click [Cancel] to quit.

4. Specify a port.

 **Note**

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference .

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### Windows XP Professional or Windows Server 2003/2003 R2

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This section describes the procedure under Windows XP Professional or Windows Server 2003/2003 R2.


1. On the [Start] menu, click [Printers and Faxes].
2. Click [Add a printer].

**3. Follow the instructions in Add Printer Wizard.**

If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\ (RPCS, PCL6, PCL5E, or PS)\XP\_VISTA\ (language)\DISK1. If the installer starts, click [Cancel] to quit.

**4. Specify a port.**

**Note**

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference .

**3**

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## Windows XP Home Edition

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This section describes the procedure under Windows XP Home Edition.

1. On the [Start] menu, click [Control Panel].
2. Click [Printer and Other Hardware].
3. Click [Printers and Faxes].
4. Click [Add a Printer].
5. Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\ (RPCS, PCL6, PCL5E, or PS)\XP\_VISTA\ (language)\DISK1. If the installer starts, click [Cancel] to quit.

**6. Specify a port.**

**Note**

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference .

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## Windows Vista

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This section describes the procedure under Windows Vista.

1. On the [Start] menu, click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click [Add a printer].
5. Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\ (RPCS, PCL6, PCL5E, or PS)\XP\_VISTA\ (language)\DISK1. If the installer starts, click [Cancel] to quit.

**6. Specify a port.**

**Note**

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference .

## Windows 7


This section describes the procedure under Windows 7.

1. On the Start menu, click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Devices and Printers].
4. Click [Add a printer].
5. Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\{RPCS, PCL6, PCL5E, or PS}\XP\_VISTA\{language}\DISK1. If the installer starts, click [Cancel] to quit.

6. Specify a port.

**Note**

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference .

## Windows Server 2008

This section describes the procedure under Windows Server 2008.

1. On the [Start] menu, click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click [Add a printer].
5. Follow the instructions in Add Printer Wizard.

If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\{RPCS, PCL6, PCL5E, or PS}\XP\_VISTA\{language}\DISK1. If the installer starts, click [Cancel] to quit.

6. Specify a port.

## If USB Connection Fails

This section describes how to troubleshoot a problem related to USB connections.

Problem	Cause	Solution
The machine is not automatically recognized.	The USB cable is not connected properly.	Disconnect the USB cable, and then turn off the main power switch. Turn the machine on again. When the machine has fully booted up, reconnect the USB cable.
Windows has already configured the USB settings.	Check whether the computer has identified the machine as an unsupported device.	Open Windows' Device Manager, and then, under [Universal Serial Bus controllers], remove any conflicting devices. Conflicting devices have a [!] or [?] icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.

3



# Messages Displayed When Using the Printer Function

This section describes the principal messages that appear on the panel display. If a message not described here appears, act according to the message.

## Status Messages

This section describes the machine status messages.

Message	Status
"Hex Dump Mode"	In the Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn back on.
"Job Suspended..."	Printing was temporarily stopped by SmartDeviceMonitor for Client. You can resume printing via [My Job List] in SmartDeviceMonitor for Client, or via the Web Image Monitor To resume printing via Web Image Monitor, check with your system administrator first.
"Offline"	The machine is offline. To start printing, switch the machine online by pressing [↔Online].
"Please wait."	This message might appear for a second or two while the machine is preparing, performing initial adjustments, or adding toner. Wait a while.
"Ready"	This is the default ready message. The machine is ready for use. No action is required.
"Printing..."	The machine is printing. Wait a while.
"Resetting job..."	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change..."	The machine is setting changing. You cannot use the control panel while this message is displayed. Wait a while.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.

## Messages Displayed on the Control Panel When Using the Printer Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel.

### ↓ Note

- Before turning the main power off, see "Turning On/Off the Power", About This Machine  .

Message	Cause	Solution
"Adjusting the temperature of the binding glue."	The binding glue is being heated.	Wait until the glue has reached the correct temperature for binding.
"Authentication has failed."	The entered login user name or login password is not correct.	Inquire the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Exceeded the maximum number of sheets possible for Ring Binding with the currently set binding ring combs. Printing will be stopped."	The number of sheets is too large to be bound by the ring combs that are currently loaded in the ring binder.	Load ring combs that are big enough to bind the required number of sheets.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet board.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: HDD"	An error has occurred in the hard disk drive.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: USB"	An error has occurred in the USB interface.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.


Message	Cause	Solution
"Perfect Binding is not available with this number of sheets. Printing will be stopped."	Perfect binding is not possible with the number of sheets that you have specified.	Perfect binding is not possible with the number of sheets that you have specified. See "Specifications for Perfect Binder GB5000 (Optional)", About This Machine   .
"Perfect Binding is not available with this paper size."	Perfect binding cannot be used with the finishing size that you have specified.	Select a supported paper size. See "Specifications for Perfect Binder GB5000 (Optional)", About This Machine   .
"Problem: Printer Font Error"	An error has occurred in the font settings.	Contact your service representative.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
"Ring Binding is not available with the selected position."	Ring binding cannot be applied in the position that you have specified.	Select a supported binding position. See "Ring Binding", Printer Reference  .
"Ring Binding is not available with this paper size."	The Ring Binding function cannot be used with the specified paper size.	Select a supported paper size. See "Specifications for Ring Binder (Optional)", About This Machine   .
"The tray selected for other pages is the same as the one for Slip Sheets ([Designate]). Cannot print. Check the setting."	The tray selected for other pages is the same as the one for slip sheets.	Reset the job. Be sure the tray you select for slip sheets is not providing paper for other pages.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.



Message	Cause	Solution
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.



### Other Messages


3

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

Message	Cause	Solution
"84: Error"	There is no work area available for image processing.	<ul style="list-style-type: none"> <li>In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> <li>Decrease the number of files sent to the machine.</li> </ul>
"85: Error"	The specified graphics library is unavailable.	Check that the data is valid.
"86: Error"	Parameters of the control code are invalid.	Check the print settings.
"91: Error"	Printing was canceled by the auto job cancel function due to a command error.	Check that the data is valid.
"92: Error"	Printing was canceled because the [Stop] key was selected on the machine's control panel.	Perform the print operation again if necessary.
"Address Book is currently in use by another function. Authentication has failed."	The machine currently cannot perform authentication because the address book is being used by another function.	Wait a while, and then retry the operation.
"A function which cannot be used with Perfect Binding was set."	A function not available with Perfect Binding has been selected.	For details about which functions are not available with Perfect Binding, see "Perfect Binding", Printer Reference  .




Message	Cause	Solution
"A function which cannot be used with Ring Binding was set. The job was cancelled."	A function not available with Ring Binding has been selected.	For details about which functions are not available with Ring Binding, see "Ring Binding", Printer Reference  .
"Auto-registration of user information has failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the address book is full.	Contact the administrator.
"Cannot store data of this size."	The paper size exceeded the capacity of the document server.	Reduce the paper size of the file that you want to send to a size that the document server can store. Custom size files can be sent but not stored afterward.
"Classification Code is incorrect."	The classification code has not been entered, or the classification code has been entered incorrectly.	Enter the correct classification code.
"Classification Code is incorrect."	The classification code is not supported with the printer driver.	Select Optional for classification code. For details about how to specify classification code settings, see "Configuring Classification Codes", Printer Reference  .
"Collate has been cancelled."	Collate was canceled.	Turn the main power switch off and then back on again. If the message appears again, contact your sales or service representative.


Message	Cause	Solution
"Command Error"	An RPCS command error occurred.	<p>Check using the following procedure:</p> <ul style="list-style-type: none"> <li>• Check if the communication between the computer and the machine is working correctly.</li> <li>• Check if the correct printer driver is being used.</li> <li>• Check if the machine's memory size is set correctly in the printer driver.</li> <li>• Check that the printer driver is the most up-to-date version available.</li> </ul>
"Compressed Data Error."	The compressed data has become corrupt.	Check that the computer and machine are communicating properly.
"Data storage error."	You tried to print a Sample Print, Locked Print, Hold Print, or Stored Print file, or to store a file in the document server when the HDD is malfunctioning.	Contact your service representative.
"Document Server is not available to use. Cannot store."	You cannot use the document server function.	Contact the administrator.
"Duplex has been cancelled."	Duplex printing was canceled.	<ul style="list-style-type: none"> <li>• Select the proper paper size for the duplex function. See "Specifications for the Main Unit", About This Machine  .</li> <li>• In [Tray Paper Settings], under "Tray 1-7", set [Apply Duplex] to [Yes].</li> </ul>
"Error has occurred."	A syntax error, etc., occurred.	Check that the PDF file is valid.
"Exceeded max. capacity of Document Server. Cannot store."	The HDD became full after a file was stored.	Delete some of the files stored in the document server or reduce the size that you want to send.




Message	Cause	Solution
"Exceeded max. number of files of Document Server. Cannot store."	The maximum file capacity of the document server was exceeded.	Delete some of the files stored in the document server.
"Exceeded max. number of files to print for temporary / stored jobs."	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the maximum file capacity was exceeded.	Delete unneeded files stored in the machine.
"Exceeded max. number of pages of Document Server. Cannot store."	The maximum page capacity of the document server was exceeded.	Delete some of the files stored in the document server or reduce the number of pages that you want to send.
"Exceeded max. number of pages to print for temporary / stored jobs."	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the maximum page capacity was exceeded.	Delete unneeded files stored in the machine. Reduce the number of pages to print.
"Exceeded max. pages. Collate is incomplete."	The number of pages exceeds the maximum number of sheets that you can use Collate with.	Reduce the number of pages to print.
"Exceeded the maximum number of multi-sheet fold. The job has been cancelled."	The maximum number of multi-sheet fold was exceeded.	Specify fewer sheets for the multi-sheet fold function. Multi-sheet folding can be applied to a maximum of three sheets at once.
"Failed to obtain file system."	PDF direct printing could not be performed because the file system could not be obtained.	Turn off the main power switch, and back on again. If the message appears again, contact your service representative.
"File system is full."	PDF file do not print out because the capacity of file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.
"Fold is not available with the settings."	Fold function is not available with the current settings.	Check the paper settings. For details about the limitations of the Fold function, see "Fold", Printer Reference  .

Message	Cause	Solution
"Folding Unit Error."	There is a problem with the folding unit.	Contact your service representative.
"HDD is full."	The HDD became full while printing a Sample Print, Locked Print, Hold Print or Stored Print file.	Delete unneeded files stored in the machine. Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print or Stored Print file.
"HDD is full."	When printing with the PostScript 3 printer driver, the HDD's capacity for fonts and forms has been exceeded.	Delete unneeded forms or fonts registered in the machine.
"I/O buffer overflow"	An input buffer overflow occurred.	<ul style="list-style-type: none"> <li>• In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> <li>• In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value.</li> <li>• Reduce the number of files being sent to the machine.</li> </ul>
"Information for user authentication is already registered for another user."	The user name for LDAP Authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers), etc.	Contact the administrator.
"Insufficient Memory"	A memory allocation error occurred.	On the printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. In the [Change User Settings] dialog box, select a low resolution in [Resolution:].
"Memory Retrieval Error"	A memory allocation error occurred.	Turn off the main power switch, and back on again. If the message appears again, replace the RAM.




Message	Cause	Solution
"No response from the server. Authentication has failed."	A timeout occurred while connecting to the server for LDAP Authentication or Windows Authentication.	Check the status of the server.
"Output tray has been changed."	The output tray was changed because the paper size of the specified output tray is limited.	Specify the proper output tray.
"Perfect Binding is not available with the settings."	Perfect binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when perfect binding is specified, see "Perfect Binding", Printer Reference  .
"Perfect Binding is not available with this number of sheets."	Perfect binding is not possible with the number of sheets that you have specified.	Check the number of sheets. Specify proper number of sheets. See "Specifications for Perfect Binder GB5000 (Optional)", About This Machine   .
"Print overrun."	Images were discarded while printing.	<p><b>PCL 5e/6</b></p> <p>On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution].</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Paper/Quality] tab, specify a lower resolution on the [Resolutions:].</p> <p><b>RPCS</b></p> <p>On the printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. In the [Change User Settings] dialog box, select a low resolution in [Resolution:].</p>
"Printing privileges have not been set for this document."	The PDF document you have tried to print has no privileges to print.	Contact the owner of the document.

Message	Cause	Solution
"Punch has been cancelled."	Punch printing was canceled.	Check the paper orientation, print orientation, and punch position. Certain settings can produce print results that might not be as expected.
"Receiving data failed."	Data reception was aborted.	Resend the data.
"Ring Binding is not available with the settings."	Ring binding is not possible under the settings that you have specified.	Check the current settings. For details about which functions are not available when ring binding is specified, see "Ring Binding", Printer Reference  .
"Sending data failed."	The machine received a command to stop transmission from the printer driver.	Check if the computer is working correctly.
"Staple has been cancelled."	Stapling printing was canceled.	Check the paper orientation, paper quantity, print orientation, and staple position. Certain settings can produce print results that might not be as expected.
"The entered password is incorrect."	The password of the encrypted PDF file has been entered incorrectly.	Enter the correct password.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. memory."	The HDD became full after a file was stored.	Delete the files stored in the document server or reduce the file size to be sent.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of files."	The maximum file capacity of the document server was exceeded.	Delete the files stored in the document server.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of pages per file."	The maximum page capacity of the document server was exceeded.	Delete some of the files stored in the document server or reduce the number of pages that you want to send.

Message	Cause	Solution
"This function is not available with Fold mode."	A print job was cancelled because a function(s) not available with Fold was selected.	Cancel the function(s) not available with Fold. For details about which functions are not available with Fold, see "Fold", Printer Reference  .
"Trimmer Error."	There is a problem with the trimmer.	Contact your service representative.
"Trimmer is not available with the settings."	The Fore Edge Cut function cannot trim according to the specified range.	Select a range that the Fore Edge Cut function can trim. For details about the trimming limitations of the Fore Edge Cut function, see "Input/Output", Copy and Document Server Reference  .
"Selected ppr. size is not supported. Job was cancelled."	Job reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size and print the file again.
"You do not have a privilege to print this PDF file."	The logged in user is not allowed to print the selected PDF document.	Check the security settings of the PDF document.
"Z-fold error."	Z-fold mode has been cancelled.	Check the current settings. For details about which functions are not available when Z-fold is specified, see "Fold", Printer Reference  .

If the printing does not start, contact your service representative.

#### Note

- The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "List/Test Print", Printer Reference .

## Checking the Error Log

If files could not be stored due to printing errors, identify the cause of the errors by checking the error log on the control panel.

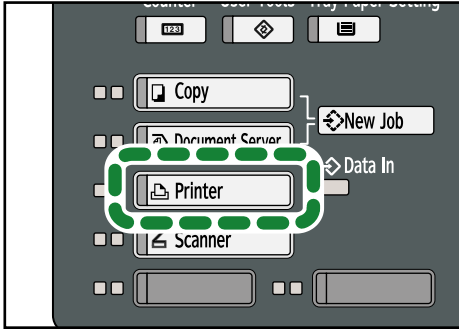
#### Important

- The most recent 50 errors are stored in the error log. If a new error is added when there are 50 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked

Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until the number of errors reaches 30.

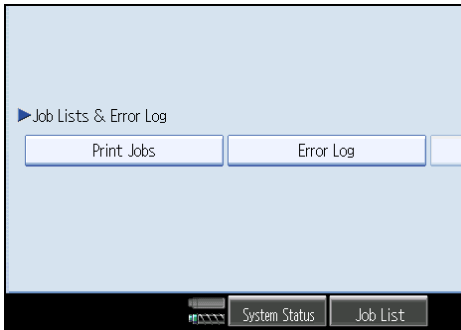
- If the main power switch is turned off, the log is deleted.
- You cannot view [Error Log] on the simplified display.

1. Press the [Printer] key to display the printer screen.



CBZ002

2. Press [Error Log].





An error log list appears.

3. Press the desired job list, and then press [Details].

A detailed error log appears.

## When You Cannot Print

This section describes what to do if printing does not start even after performing [Print].

Problem	Cause	Solution
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press [↔Online].
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", Network and System Settings Guide  .
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", Network and System Settings Guide  .
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.

Problem	Cause	Solution
Data In indicator does not light up or flash.	If the Data In indicator does not light up or flash even after the print job starts, the machine has not received the data.	<ul style="list-style-type: none"> <li>When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p.64 "When the Data In Indicator Does Not Light Up or Flash".</li> <li>When it is networked with a computer, contact the administrator.</li> </ul>
[List / Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.

If the printing does not start, consult your service representative.

### When the Data In Indicator Does Not Light Up or Flash

When the Data In indicator does not light up or flash after starting a print job, data is not being sent to the machine.

#### When the machine is connected to the computer using the interface cable

This section describes how to check the print port when the Data In indicator does not light up or blink.

Check if the print port setting is correct.

##### For Windows 2000

1. Click the [Start] button, point to [Settings], and then click [Printers].
2. Click the icon of the machine. On the [File] menu, click [Properties].
3. Click the [Ports] tab.
4. In the [Print to the following port(s)] list, confirm the correct port is selected.

##### For Windows XP Professional or Windows Server 2003/2003 R2

1. Click the [Start] button, and then click [Printers and Faxes].
2. Click the icon of the machine. On the [File] menu, click [Properties].
3. Click the [Ports] tab.
4. In the [Print to the following port(s)] list, confirm the correct port is selected.

##### For Windows XP Home Edition

1. Click the [Start] button, and then click [Control Panel].

2. Click [Printers and Other Hardware].
3. Click [Printers and Faxes].
4. Click the icon of the machine. On the [File] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

#### **For Windows Vista**

1. Click the [Start] button, and then click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click the icon of the machine. On the [Organize] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

#### **For Windows 7**

1. Click the Start button, and then click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Devices and Printers].
4. Right click the icon of the machine. On the context menu, click [Printer Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

#### **For Windows Server 2008**

1. Click the [Start] button, and then click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click the icon of the machine. On the [Organize] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

### **Network connection**











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Contact the network administrator.

## Other Printing Problems

This section describes likely causes of and possible solutions for problems that can occur when printing from a computer.



### When you cannot print clearly

Problem	Cause	Solution
The printed image is faded over the entire page.	When  is blinking, toner is beginning to run out.	Add toner. See "Adding Toner", About This Machine   .
White lines appear.	When  is blinking, toner is beginning to run out.	Add toner. See "Adding Toner", About This Machine   .
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine   .
The printed image is faded over the entire page.	The paper is unsuitable.	Use recommended paper. Printing on coarse or treated paper might result in faint print image. See "Recommended Paper Sizes and Types", About This Machine   .
The printed image is faded over the entire page.	If the [Toner saving] is selected in the printer driver settings, the entire page will be faded when printed.	<p><b>PCL 5e/6</b></p> <p>On the [Print Quality] tab, select [Off] on the [Toner Saving] area.</p> <p><b>PostScript 3</b></p> <p>On the [Paper/Quality] tab, select [Through] or [Edge Smoothing] in the [Print Mode] list.</p> <p><b>RPCS</b></p> <p>On the [Print Quality] tab, clear the [Toner Saving] check box.</p>





















Problem	Cause	Solution
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	<p><b>PCL 5e/6</b></p> <p>On the [Paper] tab, select a proper paper type in the [Type:] list.</p> <p><b>PostScript 3</b></p> <p>On the [Paper/Quality] tab, select a proper paper type in the [Media Type] list.</p> <p><b>RPCS</b></p> <p>On the [Print Settings] tab, select a proper paper type in the [Paper type:] list.</p>
The printed image is different from the image on the computer's display.	With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display.	In the application, change the layout, character size, and character settings.
The printed image is different from the image on the computer's display.	You might have selected to replace TrueType fonts with machine fonts in the printing process.	To print an image similar to that of the computer display, make settings to print TrueType fonts as an image. See the printer driver Help.
When printing graphics, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Select the correct printer driver and print the file again.
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.



Problem	Cause	Solution
<p>Page layout is not as expected.</p>	<p>Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.</p>	<p>On the RPCS printer driver's [Print Settings] tab, click [Printer Configuration] and then adjust the [Printable area:] setting. See the printer driver Help.</p>
<p>Photo images are coarse.</p>	<p>Some applications print at lower resolution.</p>	<p><b>PCL 5e/6</b></p> <p>On the printer driver's [Print Quality] tab, specify a higher resolution on the [Resolution].</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Paper/Quality] tab, specify a higher resolution on the [Resolutions:].</p> <p><b>RPCS</b></p> <ul style="list-style-type: none"> <li>• On the printer driver's [Print Quality] tab, select [Photograph] on the [Document type:].</li> <li>• On the printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. In the "Change User Settings" dialog box, select a high resolution in [Resolution:].</li> </ul>
<p>A solid line is printed as a dashed line or appears blurred.</p>	<p>Dither patterns do not match.</p>	<p><b>PostScript 3</b></p> <p>On the printer driver's [Advanced] tab, change the [Dithering:] setting.</p> <p><b>RPCS</b></p> <p>On the printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. In the "Change User Settings" dialog box, change the [Dithering:] setting. See the printer driver Help.</p>

Problem	Cause	Solution
<p>Fine lines are fuzzy, of inconsistent thickness, or do not appear.</p>	<p>Super fine lines have been specified in the application.</p>	<p><b>PostScript 3</b></p> <p>On the printer driver's [Advanced] tab, change the [Dithering:] setting.</p> <p><b>RPCS</b></p> <p>On the printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. In the "Change User Settings" dialog box, change the [Dithering:] setting. See the printer driver Help.</p> <p>If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the thickness of the lines.</p>
<p>Images appear only partially.</p>	<p>The paper is damp.</p>	<p>Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine  .</p>

**When paper is not fed properly**

Problem	Cause	Solution
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those settings using the display panel.	<p><b>PCL 5e/6</b></p> <p>On the printer driver's [Paper] tab, in the [Input Tray:] list, select the desired tray.</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Paper/Quality] tab, in the [Paper Source:] list, select the desired input tray.</p> <p><b>RPCS</b></p> <p>On the printer driver's [Print Settings] tab, in the [Paper source tray:] list, select the desired input tray.</p> <p>Paper settings can be applied only if the paper settings specified on the machine match those of the printer driver exactly.</p> <p>Check that the values of the paper settings specified on the machine match the values of those specified in the printer driver.</p>
Images are printed at a slant.	The paper tray's side fences might not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine   .
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine   .
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine   .


Problem	Cause	Solution
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine   .
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine   .
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity condition. See "Paper Storage", About This Machine   .
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine   .

Problem	Cause	Solution
Duplex printing is malfunctioning.	[Apply Duplex] is set to [No] for "Tray 1-7".	In [Tray Paper Settings], under "Tray 1-7", set [Apply Duplex] to [Yes].
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	<ul style="list-style-type: none"> <li>Do not install the machine in areas that are susceptible to low temperature.</li> <li>Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine  .</li> <li>Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.</li> </ul>


**Other printing problems**

Problem	Cause	Solution
It takes a long time to complete a print job.	"Sleep mode" might be set.	The machine requires time to warm up if it has been in "Off mode/Sleep mode". Specify "Off mode/Sleep mode" in [System Settings], [Auto Off Timer].

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	<p>If the Data In indicator is blinking, data has been received by the printer. Wait for a moment.</p> <p>Changing the following settings with the printer driver may help speed up printing:</p> <p><b>PCL 5e/6</b></p> <p>On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution].</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Paper/Quality] tab, specify a lower resolution on the [Resolutions:].</p> <p><b>RPCS</b></p> <ul style="list-style-type: none"> <li>• On the RPCS printer driver's [Print Quality] tab, select [High Speed] on the [Print priority:].</li> <li>• On the RPCS printer driver's [Print Quality] tab, select [General documents] in the [Document type] area.</li> <li>• On the RPCS printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. In the "Change User Settings" dialog box, select a lower resolution in [Resolution:].</li> </ul>
It takes a long time to complete a print job.	Documents with a lot of characters may take some time to print.	On the RPCS printer driver's [Print Quality] tab, select the [User settings] check box, and then click [Change User Settings]. Clear the [Change methods to extract TrueType fonts] on the [Misc.] tab, and then print.

Problem	Cause	Solution
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the same settings for both the machine's feed orientation and the feed orientation specified in [Paper source tray settings:] on the RPCS printer driver's [Change Accessories] tab.
When using Windows 2000/XP/Vista/7 and Windows Server 2003/2003 R2/2008, optional components connected to the machine are not recognized.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. See the printer driver Help.
When using Windows 2000/XP/Vista/7 and Windows Server 2003/2003 R2/2008, combined printing, booklet printing, or Auto Reduce / Enlarge printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrators.
PDF files do not print out/ cannot perform PDF direct print.	PDF files are password-protected.	To print password-protected PDF files, enter the password in the [PDF Menu] or on Web Image Monitor. For details, see "Printing a PDF File Directly", Printer Reference  , or the Web Image Monitor's Help.
PDF files do not print out/ cannot perform PDF direct print.	PDF files cannot be printed if they are print-disabled in PDF file security setting.	Change the PDF file security setting.
PDF direct print produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print and then print.



Problem	Cause	Solution
Option settings specified in the printer driver's properties do not reflect the machine's actual configuration.	Option settings specified in the printer driver are incorrect.	Specify correct option settings in the printer driver's properties. For details, see "Making Option Settings for the Printer", Printer Reference  .

If the problem cannot be solved, contact your service representative.







# 4. Troubleshooting When Using the Scanner Function

This chapter describes likely causes of and possible solutions for scanner function problems.

## When Scanning Is Not Done As Expected

This section describes causes and solutions if scan results are not as expected.

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass or ADF is dirty.	Clean the exposure glass and/or ADF. See "Maintaining Your Machine", About This Machine   .
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not flat against the exposure glass.	Make sure the original is flat on the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See "Setting of Original Feed Type", Scanner Reference  .
No image results from scanning.	The original was placed with the front and back reversed.	When placing originals on the exposure glass, make sure the side to be scanned is facing down. When placing originals in the ADF, make sure the side to be scanned is facing up.
Scanned images are rotated.	If you set the original with its top edge backward and save full color/gray scale images as a TIFF or JPEG file, scanned images are rotated.	When placing a stack of originals in the ADF, place their top edges first. See "Setting of Original Feed Type", Scanner Reference  .

Problem	Cause	Solution
The scanned image contains white spaces.	If you scan originals using other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins to the sides.	Scanning at a higher resolution may reduce the margins.
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent the scanned data being sent to the wrong destination, this machine has a function that cancels the settings once the scanned data is sent.	Contact your service representative.

# When You Cannot Send Scanned Files

This section describes likely causes of and solutions for problems related to network delivery and sending e-mail.

## When Stored Files Cannot Be Accessed


This section describes likely causes of and possible solutions for job access-related problems.

Problem	Cause	Solution
The stored file is locked and not accessible.	The password-protected file is locked because the password was incorrectly entered ten times.	Contact the administrator.

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## When You Cannot Browse the Network to Send a Scan File

This section describes likely causes of and possible solutions for the network browsing to send files.

Problem	Cause	Solution
After specifying the destination folder, you cannot browse the network.	The following machine settings might be incorrect: <ul style="list-style-type: none"> <li>• IP address</li> <li>• Subnet Mask</li> </ul>	Check the settings. See "Connecting the Machine", Network and System Settings Guide  .

## When the TWAIN Driver Cannot Be Started

This section describes likely causes of and possible solutions for the TWAIN driver-related problems.

Problem	Cause	Solution
The Scanner Properties dialog box cannot be displayed.	Advanced encryption has been specified in the extended security setting.	For details about the extended security setting, contact your administrator.

## When Stored Files Cannot Be Edited


This section describes likely causes of and possible solutions for editing stored files.

Problem	Cause	Solution
Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered.	File permissions have been applied using the available extended security function.	Contact the administrator.

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## When the Network Delivery Function Cannot Be Used

This section describes likely causes of and possible solutions for the network delivery function problems.

Problem	Cause	Solution
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
Cannot use the network delivery function.	The network delivery function setting is not correct.	Specify it correctly. See "Network Settings Required to Use the Network Delivery Scanner", Network and System Settings Guide  .

## When S/MIME Cannot Be Used

This section describes likely causes of and possible solutions for S/MIME-related problems.

Problem	Cause	Solution
If multiple destinations are selected for the broadcasting sequence, the data is sent twice.	Encrypted e-mails are sent to the destinations for which S/MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separate from plain text destinations.  Contact the administrator for details about destination settings.

Problem	Cause	Solution
When attaching a signature to an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator's name appears in the "From" field, and the sender's name appears in the "Reply-to" field.	Contact the administrator.


**Note**

- Protecting an e-mail by S/MIME increases its data volume.

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## When You Cannot Send Scan Files Using WSD

This section describes likely causes of and possible solutions for sending scan files using WSD.

Problem	Cause	Solution
The WSD scanner function cannot be used.	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to do this, see "Changing a Scan Profile", Scanner Reference  .
The WSD scanner function cannot be used.	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner Properties, click the [Events] tab, and then select [Start this Program] as the computer's response on receipt of scan data. For details, see your operating system's Help.
Although scanning was performed by the client computer, the WSD scanner function cannot be used.	WSD scanning cannot be performed from a client computer.	Use the machine's control panel to send scan data to a client computer by WSD. Alternatively, disable WSD scanning and use TWAIN to send scan data to a client computer.

## Operations Are Not Possible When Messages Are Displayed

This section describes likely causes of and possible solutions for messages that appear and when the machine fails to operate.

Problem	Cause	Solution
<p>"Destination list / machine settings are updated. Selected destinations or function settings have been cleared. Please re-select the settings."</p>	<p>The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.</p>	<p>Wait until the message disappears. Do not switch off the power while this message is displayed.</p>





# Messages Displayed When Using the Scanner Function

This section describes likely causes of and possible solutions for error messages that may appear on the machine's control panel and the client computer.



## Messages Displayed on the Control Panel When Using the Scanner Function



This section describes likely causes of and possible solutions for the error messages that appear on the control panel.







### ★ Important

- If a message not described here appears, take necessary solutions specified by the message. For details about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine  .

Message	Cause	Solution
"Authentication has failed."	The entered login user name or password is not correct.	Contact your user administrator for the correct login user name and password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot communicate with PC. Contact the administrator."	"WSD (Device)" protocol or "WSD (Scanner)" protocol is disabled.	Use IPv4 or IPv6, located in [Configuration] in Web Image Monitor, to enable "WSD (Device)" and "WSD (Scanner)".
"Cannot detect original size. Select scan size."	The machine cannot detect the size of the original.	<ul style="list-style-type: none"> <li>• Place the original correctly.</li> <li>• Specify the scan size.</li> <li>• If you place the original directly on the exposure glass or in the ADF, the automatic original size detection process starts. Lift the ADF by more than 30 degrees.</li> </ul>

Message	Cause	Solution
"Cannot start scanning because communication was failed."	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner Properties, click the [Events] tab, then select [Start this Program] as the computer's response on receipt of scan data. For details, see your operating system's Help.
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check that the computer name or the folder name for the destination is correct.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The job contains too many pages to be scanned and sent as a single large file.	Separate the job and send it as multiple smaller files. See "Storage Function", Scanner Reference  .
"Connection with PC has failed. Check the settings."	The destination computer name or folder name is invalid.	Check that the computer name or the folder name for the destination is correct.
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none"> <li>• Try the operation once more. If the message is still shown, the network may be busy.</li> <li>• In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide .</li> </ul>
"Destinations to which encrypted files will be sent contain users without certificates or with invalid certificates. Check the destinations."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.

Message	Cause	Solution
"Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features."	The maximum e-mail size has been exceeded.	<ul style="list-style-type: none"> <li>• In [Scanner Features], under [Send Settings], change the [Max. E-mail Size] setting.</li> <li>• In [Scanner Features], under [Send Settings], set [Divide &amp; Send E-mail] to [Yes (per Page)] or [Yes (per Max. Size)].</li> </ul>
"Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)	There are too many search results to display.	Search again after changing the search conditions.
"Exceeded max. data capacity. Check scanning resolution, then press Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference  .
"Exceeded max. data capacity. Check the scanning resolution, then reset original (s)."	The volume of the scan data is too large.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference  .
"Exceeded max. number of alphanumeric characters for the path."	The path contains too many alphanumeric characters.	The maximum number of characters which can be entered for the path is 256. Check the number of the characters you entered, and then enter the new characters in the path again.
"Exceeded max. number of alphanumeric characters for the path."	There are too many alphanumeric characters.	Enter no more than the maximum number of alphanumeric characters. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference  .

Message	Cause	Solution
"Exceeded max. number of files which can be used in Document Server at the same time."	The document server is already full.	Check the files stored by the other functions, and then delete unnecessary files. For details about how to delete files, see "Document Server", Copy and Document Server Reference   .
"Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."	Too many files are waiting to be delivered.	Try again after they have been delivered.
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	<ul style="list-style-type: none"> <li>• Try the operation once more. If the message is still shown, the network may be busy.</li> <li>• In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide .</li> </ul>
"LDAP server authentication has failed. Check the settings."	The user name and password differ from those set for LDAP Authentication.	In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide  .
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	<p>Try one of the following measures:</p> <ul style="list-style-type: none"> <li>• Wait a while, and then try again.</li> <li>• Reduce the scan area or scanning resolution. See "Specifying Scan Settings", Scanner Reference .</li> <li>• Delete unnecessary files. See "Deleting a Stored File", Scanner Reference .</li> </ul>
"Now loading WSD... Please wait."	WSD scanner function is being prepared.	Wait a while.



Message	Cause	Solution
"Output buffer is full. Sending the data has been cancelled. Please try again later."	Sending was canceled because there are too many files in standby status.	Try again when the files in stand by status have been delivered.
"SMTP authentication E-mail address and Administrator E-mail address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	Contact the administrator.
"Selected file is currently in use. Cannot change file name."	You cannot change the name of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the file name.
"Selected file is currently in use. Cannot change password."	You cannot change the password of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the password.
"Selected file is currently in use. Cannot change user name."	You cannot change the user name of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the user name.
"Sending the data has failed. The data will be resent later."	A network error occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact the network administrator.
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the file.
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You do not have permission to delete the selected file(s).	The files can be deleted by the file administrator. To delete a file which you are not authorized to delete, contact the administrator.

Message	Cause	Solution
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	If the same message appears again after scanning again, the cause could be a mixed network, or else network settings were changed during WSD scanner transmission. Check with your system administrator.
"Updating the destination list has failed. Try again?"	A network error occurred.	Check that the server has network connectivity.
"You do not have the privileges to use this function."	The logged in user does not have permission to use the selected function.	Contact the administrator about the permission for the required function.


### Messages Displayed on the Client Computer


This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

**★ Important**

- If a message not described here appears, take necessary solutions specified by the message. For information about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine  .

Message	Cause	Solution
"Cannot add any more scanning mode."	The maximum number of scan modes is already registered.	The maximum number of modes that can be stored is 100. Delete unnecessary modes.
"Cannot specify any more scanning area."	The maximum number of scan areas is already registered.	The maximum number of scanning areas that can be stored is 100. Delete unnecessary scanning areas.
"Communication error has occurred on the network."	A network communication error occurred.	Enable TCP/IP on the client computer.

Message	Cause	Solution
"Error has occurred in the scanner driver."	A driver error has occurred.	<ul style="list-style-type: none"> <li>• Check whether the network cable is connected correctly to the client computer.</li> <li>• Check that the client computer's operating system has detected the Ethernet board.</li> <li>• Enable TCP/IP on the client computer.</li> </ul>
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	<ul style="list-style-type: none"> <li>• Specify a smaller scan size.</li> <li>• Change the resolution setting.</li> <li>• Do not use compression functions. See TWAIN Driver help.</li> </ul> <p>The problem may be due to the following cause:</p> <ul style="list-style-type: none"> <li>• Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference .</li> </ul>
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	Check that both devices have network connectivity and that their network settings are correct.
"No response from the scanner."	The network is busy.	Wait a while, and then try again.
"Scanner is in use for other function. Please wait."	A function other than the Scanner function is being used.	<ul style="list-style-type: none"> <li>• Wait a while, and then try again.</li> <li>• Cancel the job in progress.</li> </ul> <p>For example, press [Exit], and then press the [Copy] key. Next, press the [Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].</p>

Message	Cause	Solution
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Set the main power switch to "On".
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	<ul style="list-style-type: none"> <li>• Check whether the machine is connected to the network correctly.</li> <li>• Check the firewall settings of the client computer. For details, see Windows Help.</li> <li>• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine", and "Using telnet", Network and System Settings Guide .</li> </ul>
"Scanner is not ready. Check the scanner and the options."	The ADF cover is open.	Close the ADF cover.



# 5. Clearing Misfeeds

This chapter describes what to do if a paper jam (misfeed) occurs.

## Removing Jammed Paper

This section describes how to locate and remove jammed paper.

### CAUTION

- The inside of the machine could be very hot. Do not touch any parts other than specified in this document when removing misfed paper. Otherwise, it may cause burn injury.

### CAUTION

- The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.

### CAUTION

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

### CAUTION

- Keep your hands clear of the perfect binder and paper exit. You can trap your fingers if you do not.

### CAUTION

- Keep your hands clear of the inside of the ring binder and the space under the Ring Binder Tray. You might trap your fingers if you do not.

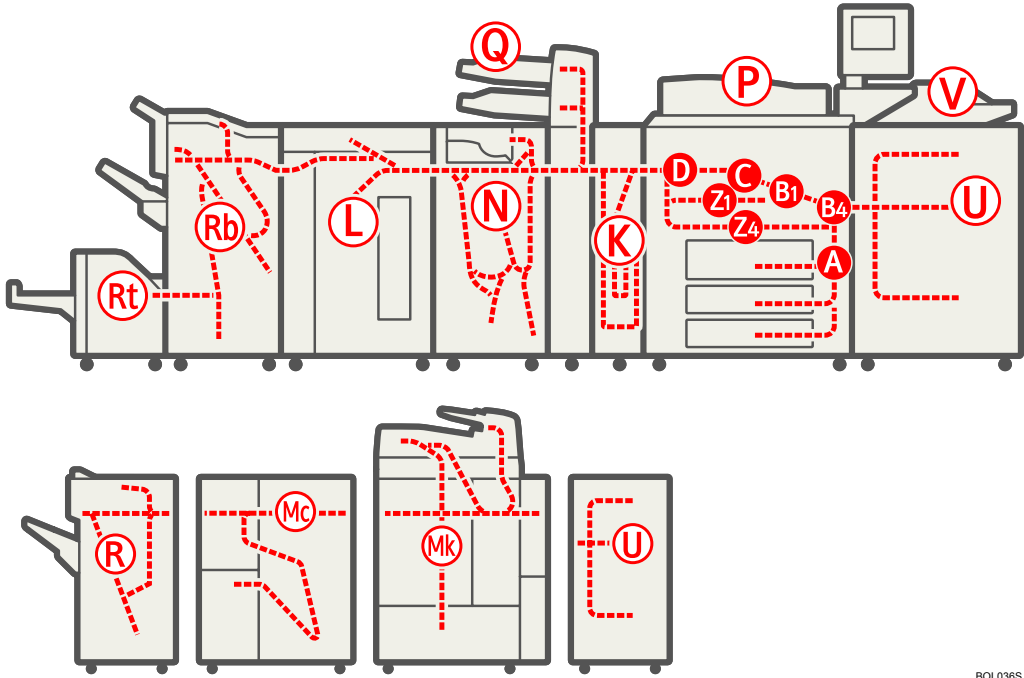
### Important

- When clearing misfeeds, do not turn off the operation switch. If you do, your settings will be lost.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.

## Locating Jammed Paper

If a misfeed happens, remove the misfed paper or original following the procedures stated on the sticker inside the finisher or front cover.

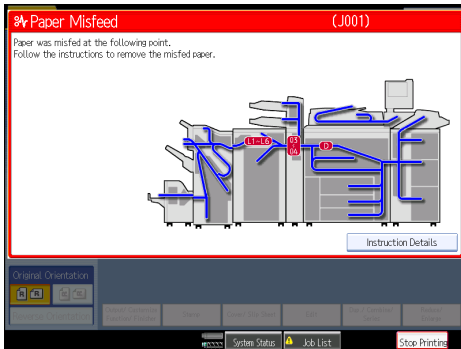
The location of the paper jam (misfeed) is indicated by the letter shown on the displayed panel.



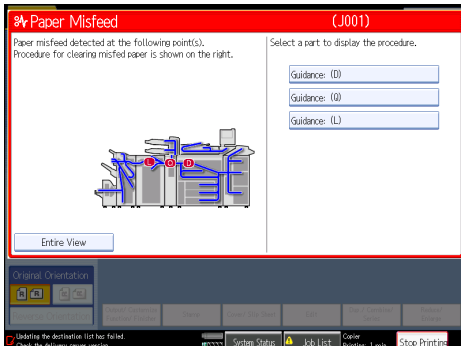
BQL036S

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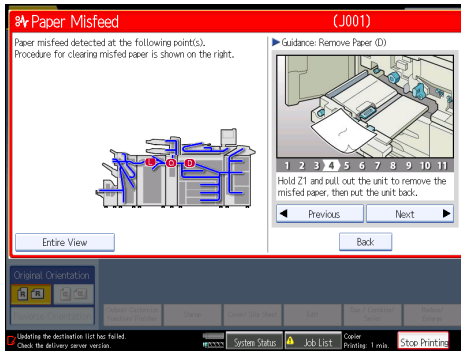
1. Press [Instruction Details].



2. Press the key of the section from where you want to remove the jammed paper.



3. After each step is complete, press [Next]. To go back to the previous step, press [Previous].



Press [Entire View], the entire machine is displayed.

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

#### ↓ Note

- More than one misfeed may be indicated. When this happens, check all the areas indicated.

5

## Removing Jammed Paper

This section describes how to remove jammed paper.

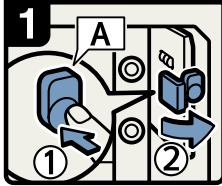
#### ★ Important

- The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.
- When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.

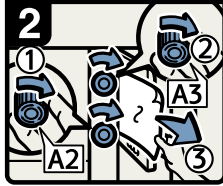
#### ↓ Note

- Inside the finisher, or inside the front cover, there is a sticker explaining how to remove misfed paper.
- If a detailed removal instruction appears on the right of the screen, follow it.
- You can also use the procedure indicated in [System Status] to remove jammed paper.

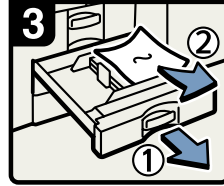
## When A is Displayed



- Open the front cover of the machine.
- Push button A and open the guide board.



- Turn knob A2 and A3, then remove any jammed paper.
- Close the guide board.

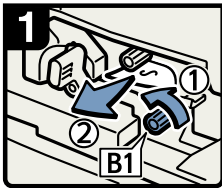


- If you cannot remove the jammed paper, pull out the tray in use then remove it.
- Close the front cover.

BQL003S

## 5

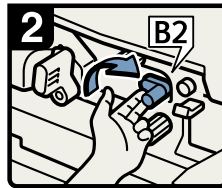
## When B1 is Displayed



- Open the front cover of the machine.
- Turn knob B1 and remove any jammed paper.

### Note:

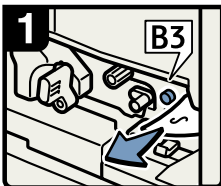
- Check if lever B2 is in the downward position. If it is not, turn it to the downward position, and then remove any jammed paper.



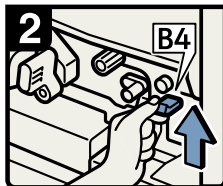
- Raise lever B2.
- Close the front cover.

BQL002S

## When B4 is Displayed



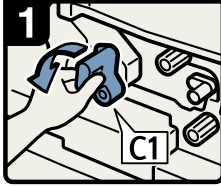
- Open the front cover of the machine.
- Push button B3 and open the guide board.
- Remove any jammed paper.



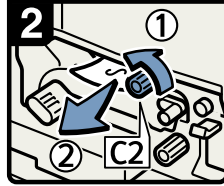
- Raise lever B4 and close the guide board.
- Close the front cover.

BQL004S

## When C is Displayed



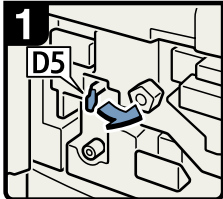
- Open the front cover of the machine.
- Hold lever C1 with your left hand, and then pull it down towards the left.



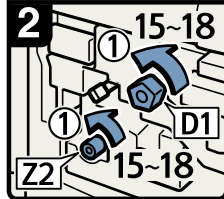
- Turn knob C2 and remove any jammed paper.
- Return lever C1 to its original position.
- Close the front cover.

BQL005S

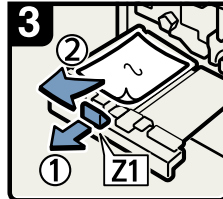
## When D is Displayed



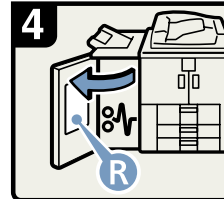
- Open the front cover of the machine.
- Pull lever D5 to the right.



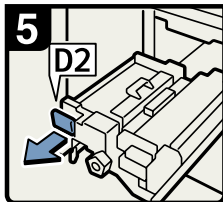
- Using both hands, turn knobs D1 and Z2 anti-clockwise 15 to 18 times, at the same time.



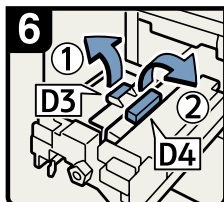
- Pressing down lever Z1, carefully pull out the duplex unit, and then remove any jammed paper.



- Open the cover of the option attached to the machine's left side. \*1
- Referring to the instructions on the back of the option cover, remove any jammed paper.



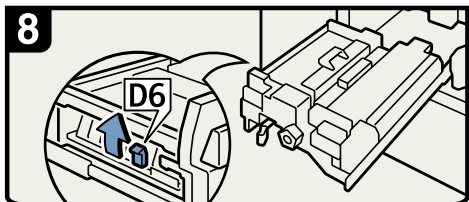
- Pull lever D2 and pull the fusing unit fully out.



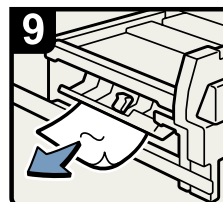
- Pull up levers D3 and D4.



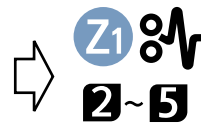
- Remove any jammed paper and return levers D3 and D4 to their original positions.



- Raise and hold lever D6.



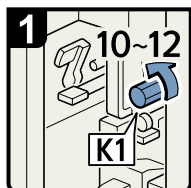
- Remove any jammed paper.
- Return the fusing unit to its original position.
- Close the front cover.



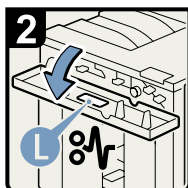
- Next, follow steps 2 to 5 of the "When Z1 is Displayed" procedure.

BQL006S

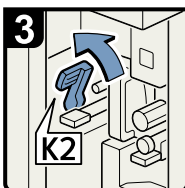
## When K1 - K4 is Displayed



- Open the decurler cover.
- Turn knob K1 10 to 12 times.



- Open the cover of the option attached to the decurler's left side. \*1



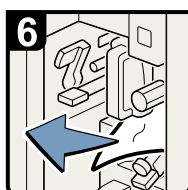
- Turn lever K2 to the left.



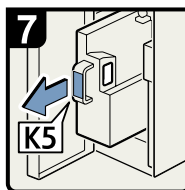
- Remove any jammed paper.
- Return lever K3 to its original position.



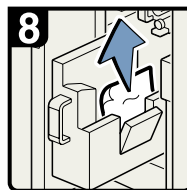
- Push button K4 and open the guide board.



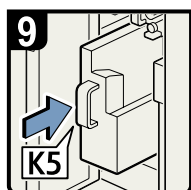
- Remove any jammed paper.
- Return the guide board to its original position.



- Pull handle K5 and pull out the paper diversion box.



- Remove any jammed paper.



- Return the paper diversion box to its original position.
- Close the decurler cover.

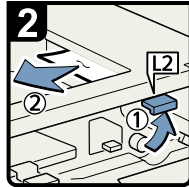
\*1 Some options might differ in appearance to the options shown in these illustrations.

BQL027S

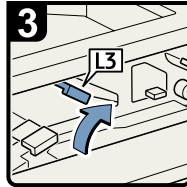
## When L1 - L5 is Displayed



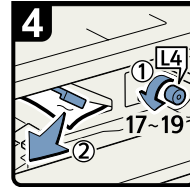
- Open the stacker's upper cover.
- Raise lever L1, and then remove any jammed paper.
- Return lever L1 to its original position.



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

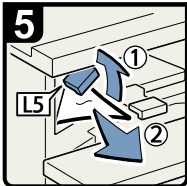


- Raise lever L3.

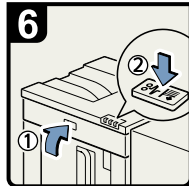


- Turn knob L4 17 to 19 times, and then remove any jammed paper.
- Return lever L3 to its original position.

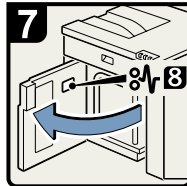
5



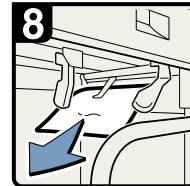
- Raise lever L5, and then remove any jammed paper.
- Return lever L5 to its original position.



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



- Close the stacker's front cover.

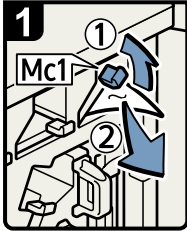


- Remove any jammed paper, and then close the stacker's front cover.

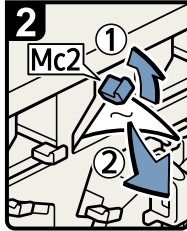
BQL026S



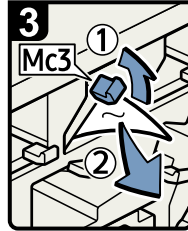
## When Mc1 - Mc4 is Displayed



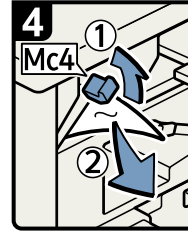
- Open the front right and front left covers of the ring binder.
- Raise lever Mc1 and then remove misfed paper.
- Return lever Mc1 to its original position.



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



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

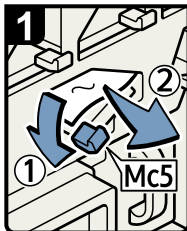


- Raise lever Mc4 and then remove any jammed paper.
- Return lever Mc4 to its original position.
- Close the front right and front left covers of the ring binder.

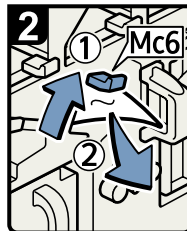
BQL010S

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## When Mc5 or Mc6 is Displayed



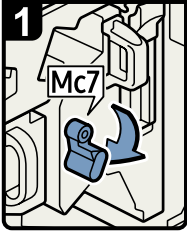
- Open the front right and front left covers of the ring binder.
- Pull down lever Mc5 and then remove any jammed paper.
- Return lever Mc5 to its original position.



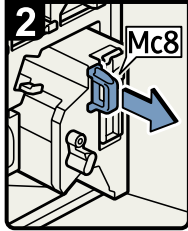
- Raise lever Mc6 and then remove any jammed paper.
- Return lever Mc6 to its original position.
- Close the front right and front left covers of the ring binder.

BQL011S

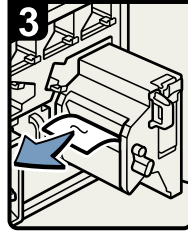
## When Mc7 or Mc8 is Displayed



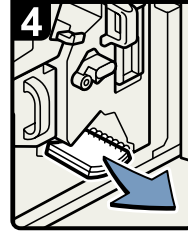
- Open the front right cover of the ring binder.
- Pull down lever Mc7.



- Fully remove the unit by pulling on handle Mc8.



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



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

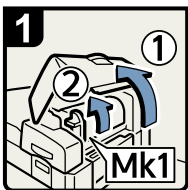
5



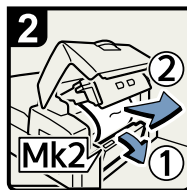
- Remove any jammed bound booklets from the paper exit.

BQL012S

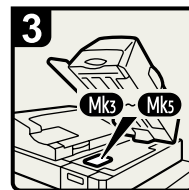
## When Mk1 or Mk2 is Displayed



- Open the interposer and Mk1 covers.



- Open the Mk2 cover and then remove any jammed paper.



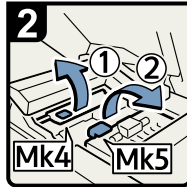
- Close the Mk2, Mk1, and interposer covers.
- Remove paper if the display reports a paper jam in Mk3-Mk5.

BQL016S

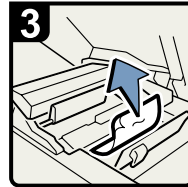
## When Mk3 - Mk5 is Displayed



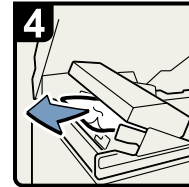
- Raise the interposer unit.
- Open the upper left cover (Mk3).



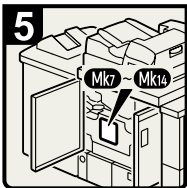
- Raise levers Mk4 and Mk5.



- Remove any jammed paper.



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



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

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## When Mk6 is Displayed

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

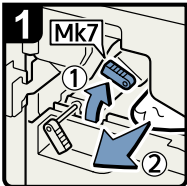
5

BQL018S

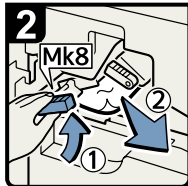
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## When Mk7 or Mk8 is Displayed

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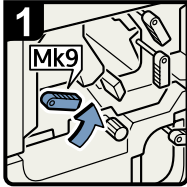
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk7 and remove any jammed paper.
- Return lever Mk7 to its original position.



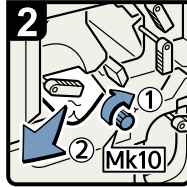
- Raise lever Mk8 and remove any jammed paper.
- Return lever Mk8 to its original position.
- Close the front left and front right covers of the perfect binder.

BQL019S

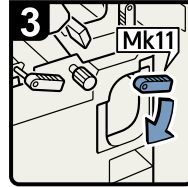
## When Mk9 - Mk11 is Displayed



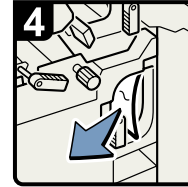
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk9.



- Turn knob Mk10 clockwise to remove any jammed paper.
- Return lever Mk9 to its original position.



- Pull down lever Mk11.

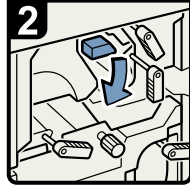


- Remove any jammed paper.
- Return lever Mk11 to its original position.
- Close the front left and front right covers of the perfect binder.

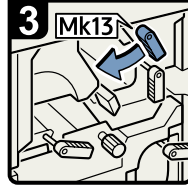
## When Mk12 - Mk14 is Displayed



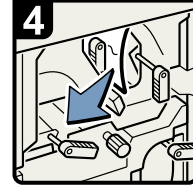
- Check that the LED on the front right cover of the perfect binder is unlit.
- Open the front right and front left covers of the perfect binder.
- Raise lever Mk12 and remove any jammed paper.



- Return lever Mk12 to its original position.

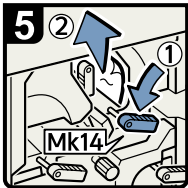


- Turn lever Mk13 to the left.



- Remove any jammed paper.

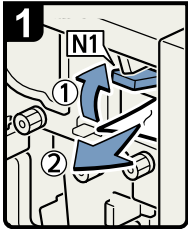
5



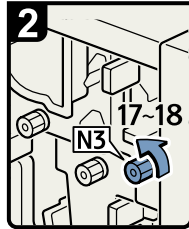
- Pull down lever Mk14 and remove any jammed paper.
- Return levers Mk14 and Mk13 to their original positions.
- Close the front left and front right covers of the perfect binder.

BQL021S

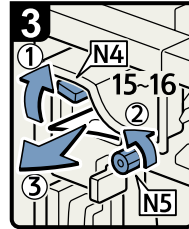
## When N1 - N5 is Displayed



- Open the front cover of the folding unit.
- Raise lever N1 and remove any jammed paper.
- Return N1 and N2 levers to their original position.



- Turn knob N3 17 to 18 times.



- Raise lever N4.
- Turn knob N5 15 to 16 times and remove any jammed paper.
- Return lever N4 to its original position.
- Close the front cover.

BQL042S

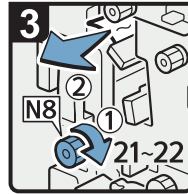
## When N6 - N22 is Displayed



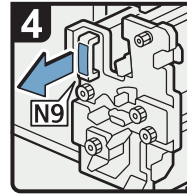
- Open the front cover of the multi-folding unit.
- Turn knob N6 15 to 16 times.



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

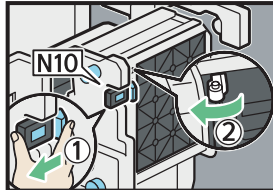


- Turn knob N8 21 to 22 times.
- Remove any jammed paper.
- Return lever N7 to its original position.

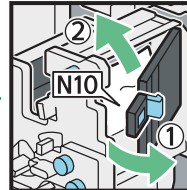


- Pull lever N9 and pull the unit fully out.

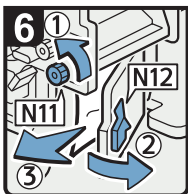
5



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



- Leave the cover N10 in its open position.
- Remove any jammed paper from inside.
- Close cover N10.



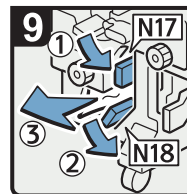
- Turn knob N11.
- Open cover N12
- Remove any jammed paper.
- Return knob N11 to its original position.



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



- Open the N15 cover.
- Turn knob N16 7 to 8 times.
- Remove any jammed paper.
- Close the N15 cover.
- Return N13 and N14 levers to their original position.



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

CBZ003





- Turn knob N19 8 to 9 times.
- Open cover N20.
- Remove any jammed paper.



- Raise lever N21.
- Remove any jammed paper.



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

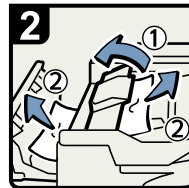
BVP020

5

## When P1 is Displayed



- Open the ADF cover.



- Remove any remaining original(s).
- Close the ADF cover.
- Raise the ADF and check for remaining original(s).

BOL022S

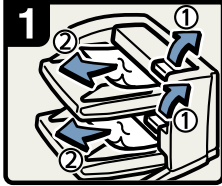
## When P2 is Displayed



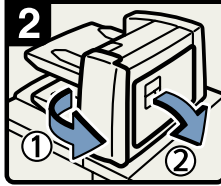
- Open ADF stacker cover.
- Remove the remaining original(s).
- Close ADF stacker cover.
- Raise the ADF and check for remaining original(s).

BOL023S

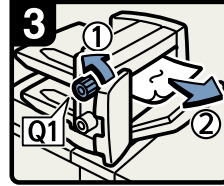
## When Q1 or Q2 is Displayed



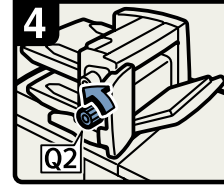
- Open the interposer upper tray cover or lower tray cover.
- Remove any jammed paper.



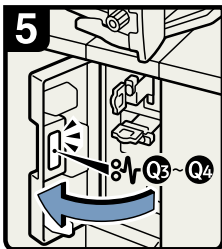
- Open the interposer main cover and right cover.



- Turn knob Q1.
- Remove any jammed paper.



- Turn knob Q2.

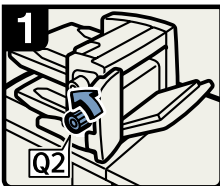


- Open the interposer base cover.
- Remove paper if the display reports a paper jam in Q3 - Q4.
- Close the interposer main cover and right cover.
- Close the interposer base cover.

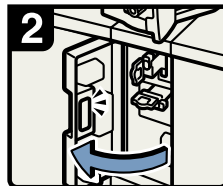
BQL024S

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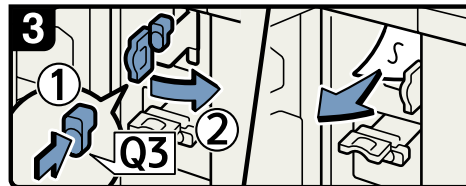
## When Q3 or Q4 is Displayed



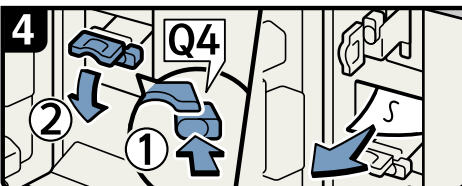
- Open the interposer main cover.
- Turn knob Q2.



- Open the interposer base cover.



- Press button Q3 and open the guide board.
- Remove any jammed paper.
- Close the guide board.

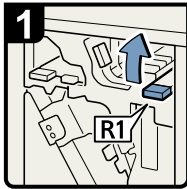


- Press button Q4 and open the guide board.
- Remove any jammed paper.
- Close the guide board.

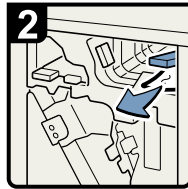
- Close the interposer main cover.
- Close the interposer base cover.

BQL025S

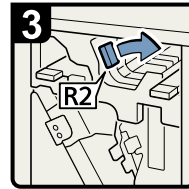
## When R1 - R3 is Displayed



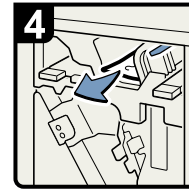
- Open the front cover of the finisher.
- Raise lever R1.



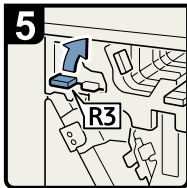
- Remove any jammed paper and return lever R1 to its original position.



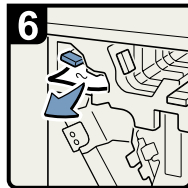
- If you cannot remove the jammed paper, turn lever R2 to the right.



- Remove any jammed paper and return lever R2 to its original position.

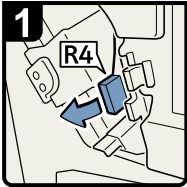


- If you cannot remove the jammed paper, raise lever R3.

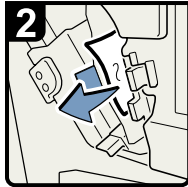


- Remove any jammed paper and return lever R3 to its original position.
- Close the front cover.

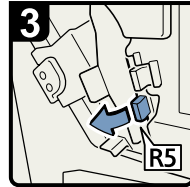
## When R4 - R8 is Displayed



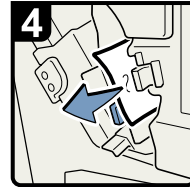
- Open the front cover of the finisher.
- Lower lever R4 to the left.



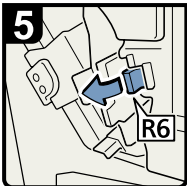
- Remove any jammed paper.



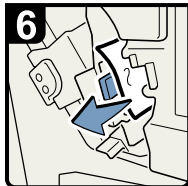
- Lower lever R5 to the left.



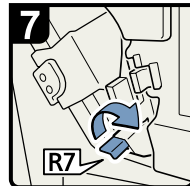
- Remove any jammed paper.



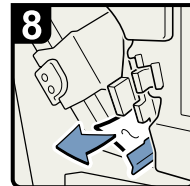
- If you cannot remove the jammed paper, pull lever R6.



- Remove any jammed paper.
- Return levers R6, R5, and R4 to their original positions.



- If you cannot remove the jammed paper, raise lever R7.



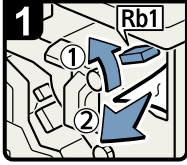
- Remove any jammed paper and return lever R7 to its original position.



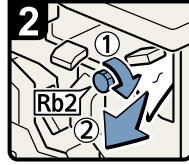
- Pull handle R8 and pull out the staple unit, then remove misfed paper.
- Return the staple unit to its original position, and then close the front cover.

BQL064S

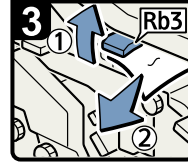
## When Rb1 - Rb5 is Displayed



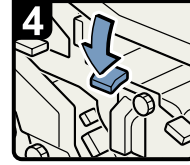
- Open the front cover of the booklet finisher.
- Raise lever Rb1 and remove any jammed paper.



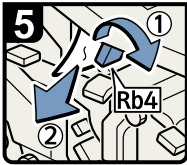
- Turn knob Rb2 and remove any jammed paper.
- Return lever Rb1 to its original position.



- Raise lever Rb3 and remove any jammed paper.



- Return lever Rb3 to its original position.

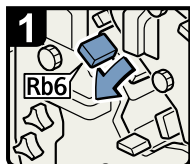


- Turn lever Rb4 to the right and remove any jammed paper.
- Return lever Rb4 to its original position.

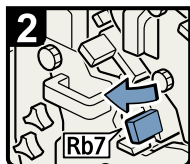


- Raise lever Rb5 to the right and remove any jammed paper.
- Return lever Rb5 to its original position.
- Close the front cover of the booklet finisher.

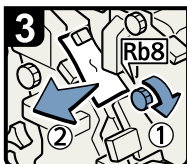
## When Rb6 - Rb9 is Displayed



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



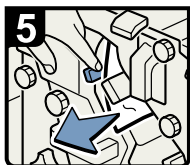
- Pull lever Rb7 to the left.



- Turn knob Rb8 and remove any jammed paper.
- Return levers Rb6 and Rb7 to their original positions.

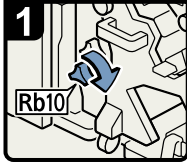


- Pull lever Rb9 to the left.

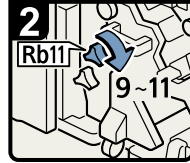


- Remove any jammed paper.
- Close the front cover of the booklet finisher.

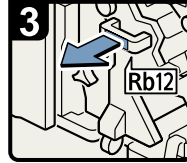
## When Rb10 - Rb17 is Displayed



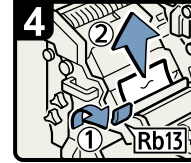
- Open the front cover of the booklet finisher.
- Turn knob Rb10.



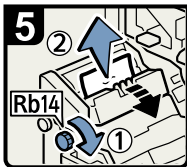
- Turn knob Rb11 9 to 11 times.



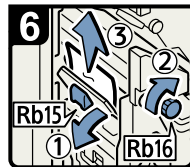
- Pull handle Rb12 and pull out the staple unit.



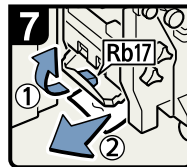
- Raise lever Rb13 and remove any jammed paper.



- Turn knob Rb14 and remove any jammed paper.



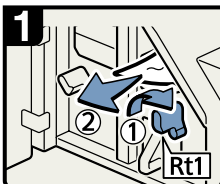
- Lower lever Rb15 and turn knob Rb16 then remove any jammed paper.



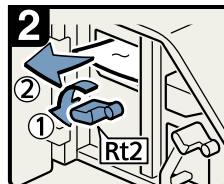
- Raise lever Rb17 and remove any jammed paper.
- Return the staple unit to its original position and close the front cover of the booklet finisher.

BQL030S

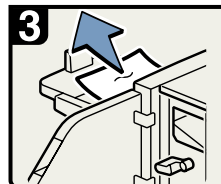
## When Rt1 or Rt2 is Displayed



- Open the trimmer front cover.
- Turn Rt1 lever to the right and remove misfed paper.



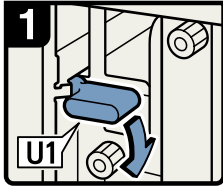
- Hold down lever Rt2 and remove misfed paper.



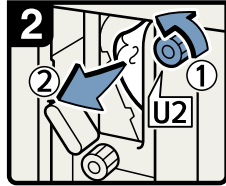
- Remove misfed paper from the trimmer tray.

BQL055S

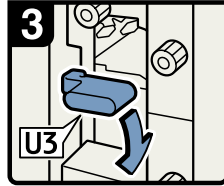
## When U is Displayed (when the Large Capacity Tray is installed)



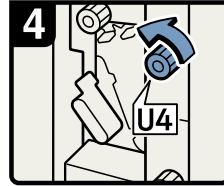
- Open the front cover of the machine.
- Hold down lever U1.



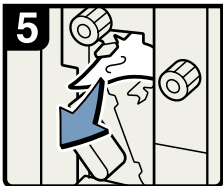
- Turn knob U2 and remove any jammed paper.
- Return lever U1 to its original position.



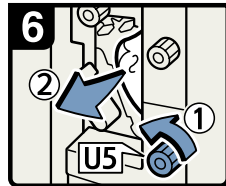
- Hold down lever U3.



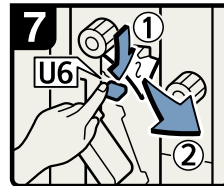
- Turn knob U4.



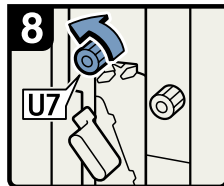
- Remove any jammed paper.



- Turn knob U5 and remove any jammed paper.



- Hold down lever U6 and remove any jammed paper.

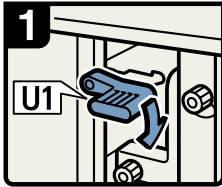


- Turn knob U7 and remove any jammed paper.
- Return lever U3 to its original position.
- Close the front cover.

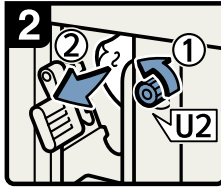
BQL0145



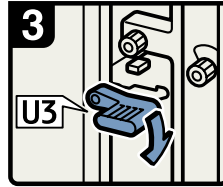
## When U is Displayed (when the Wide Large Capacity Tray is installed)



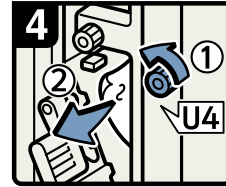
- Open the front cover of the machine.
- Hold down lever U1.



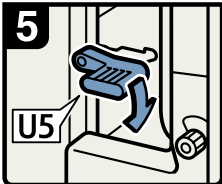
- Turn knob U2 and remove any jammed paper.
- Return lever U1 to its original position.



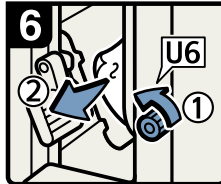
- Hold down lever U3.



- Turn knob U4 and remove any jammed paper.



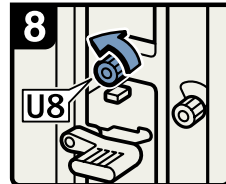
- Hold down lever U5.



- Turn knob U6 and remove any jammed paper.
- Return lever U5 to its original position.



- Hold down lever U7 and remove any jammed paper.



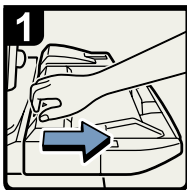
- Turn knob U8 and remove any jammed paper.
- Return lever U3 to its original position.
- Close the front cover.

BQL015S

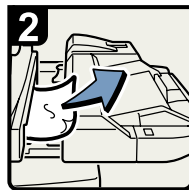
### Note

- If coated paper frequently becomes jammed and causes "U" to appear, contact your representative.

## When V is Displayed



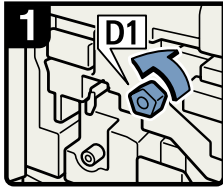
- Disconnect the bypass tray (Tray 7).



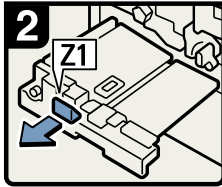
- Remove any jammed paper.
- Return the bypass tray (Tray 7) to its original position.

BQL039S

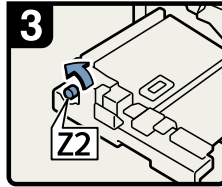
## When Z1 is Displayed



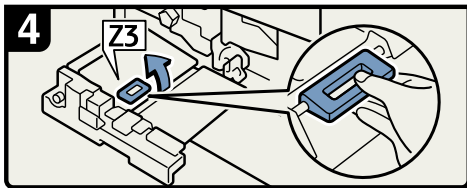
- Open the front cover of the machine.
- Turn knob D1 a few times.



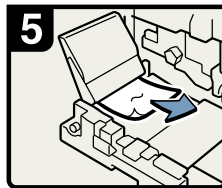
- Pull handle Z1 and pull the duplex unit fully out.



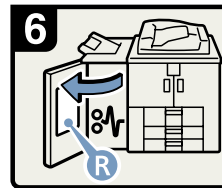
- Turn knob Z2.



- Hold up lever Z3 and open the cover.



- Remove any jammed paper.
- Close the Z3 cover.
- Push the duplex unit back in.
- Close the front cover.

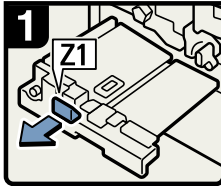


- Open the cover of the option attached to the machine's left side. \*1
- Referring to the instructions on the back of the option cover, remove any jammed paper.

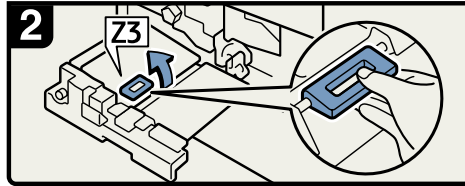
\*1 Some options might differ in appearance to the options shown in these illustrations.

BQL0075

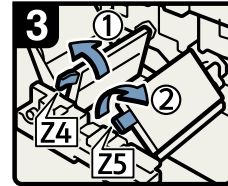
## When Z4 is Displayed



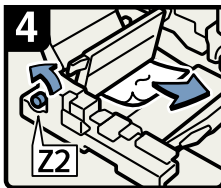
- Open the front cover of the machine.
- Pull handle Z1 and pull the duplex unit fully out.



- Raise lever Z3 and open the cover.



- Raise lever Z4 and Z5.



- Turn knob Z2 and remove any jammed paper.

- Return levers Z5, Z4, and Z3 to their original positions.
- Push the duplex unit back in.
- Close the front cover.

BQL008S

# Removing Jammed Staples

This section describes how to remove jammed staples.



## CAUTION

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

## Important

- Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.
- When the finisher is installed, after removing jammed staples, staples will not be ejected the first few times you try to use the stapler.

## Note

- Remove the jammed staples according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine  .

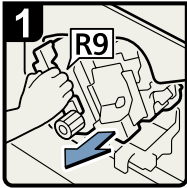
5

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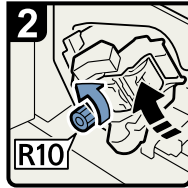
## Finisher SR5000

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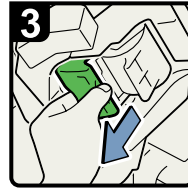
Use the following procedure to remove jammed staples from the Finisher SR5000.



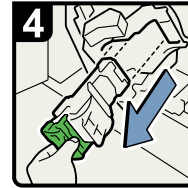
- Open the finisher's front cover.
- Pull out the staple unit.



- Turn knob R10 counterclockwise to rotate the staple unit.



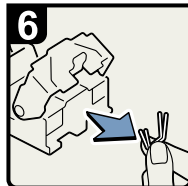
- Pull out the cartridge lever.



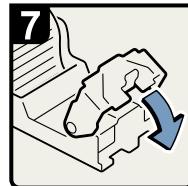
- Gently pull out the cartridge.



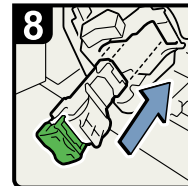
- Open the face plate of the cartridge.



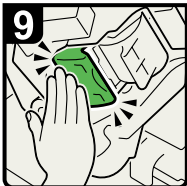
- Remove any jammed staples.



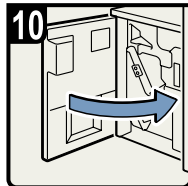
- Pull the face plate down until it clicks.



- Hold the lever and push in the cartridge.



- Push the cartridge down until it clicks.



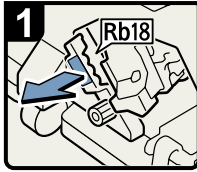
- Return the staple unit to its original position and close the finisher's front cover.

BQL062S

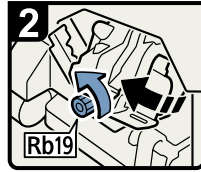
## Booklet Finisher SR5020

Use the following procedure to remove jammed staples from the Booklet Finisher SR5020.

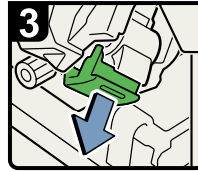
S1



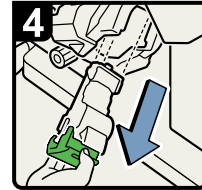
- Open the booklet finisher's front cover.
- Pull handle Rb18 and pull out staple unit.



- Turn knob Rb19 to rotate the staple unit.



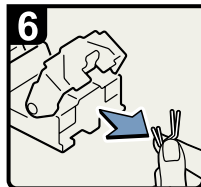
- Pull out the cartridge lever.



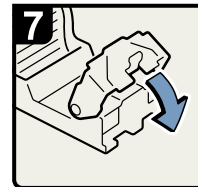
- Gently pull out the cartridge.



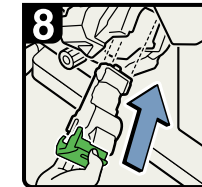
- Open the face plate of the cartridge.



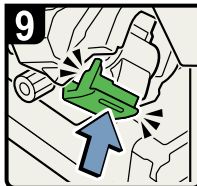
- Remove any jammed staples.



- Pull the face plate down until it clicks.

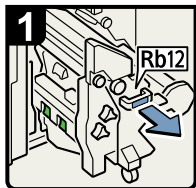


- Hold the lever and push in the cartridge.

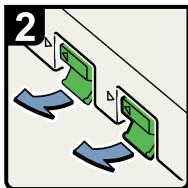


- Push the cartridge down until it clicks.
- Close the booklet finisher's front cover.

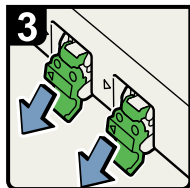
S2



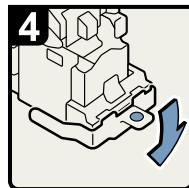
- Open the booklet finisher's front cover.
- Pull handle Rb12 and pull out the staple unit.



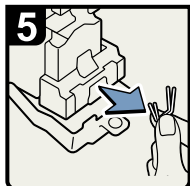
- Pull out the cartridge levers.



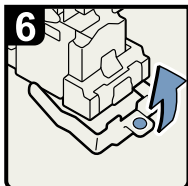
- Gently pull out the cartridge.



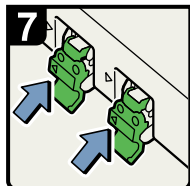
- Open the cartridge's face plate.



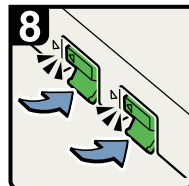
- Remove any jammed staples.



- Pull the face plate up until it clicks.



- Hold the levers and push in the cartridge.



- Push the cartridge down until it clicks.
- Push back the staple unit and then close the booklet finisher's front cover.

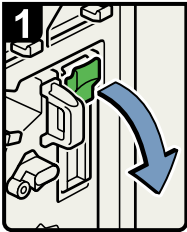
5

BQL038S

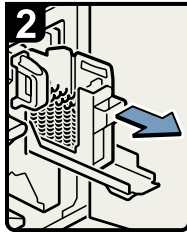
## Removing Jammed Ring Combs

This section describes how to remove jammed ring combs.

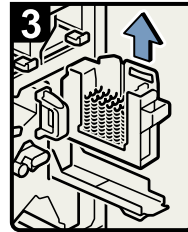
If ring combs become jammed, a message appears on the display panel. Follow the message's instructions to remove the jammed ring combs.



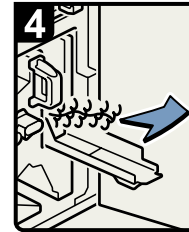
- Open the front right cover of the ring binder.
- Open the cartridge cover.



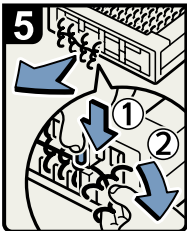
- Pull out the ring comb cartridge.



- Lift out the cartridge.



- Remove the jammed ring combs from the ring binder.



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

BQL013S

### ↓ Note



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



# Removing Punch Waste

This section describes how to remove punch waste.

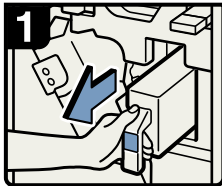
## ↓ Note

- While  "Hole Punch Receptacle is full." is displayed, you cannot use the punch function.
-  "Hole Punch Receptacle is full." is displayed until the punch waste box is reinstalled.
- If the message is still displayed, reinstall the punch waste box.
- While "Comb Binding Punch Receptacle is full." is displayed, you cannot use the punch function.
- "Comb Binding Punch Receptacle is full." is displayed until the receptacle is reinstalled.
- If the message is still displayed, reinstall the receptacle.

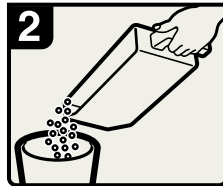
## Finisher SR5000

5

Use the following procedure to remove punch waste from the Finisher SR5000.



- 1
- Open the finisher's front cover.
  - Pull out the punch waste box.

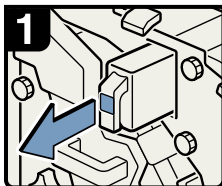


- 2
- Remove punch waste.
  - Reinstall the punch waste box.
  - Close the front cover.

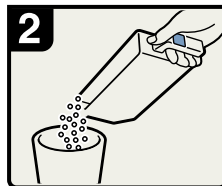
BQL031S

## Booklet Finisher SR5020

Use the following procedure to remove punch waste from the Booklet Finisher SR5020.



- 1
- Open the booklet finisher's front cover.
  - Pull out the punch waste box.



- 2
- Remove punch waste.
  - Reinstall the punch waste box.
  - Close the front cover.

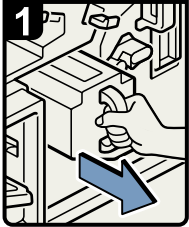
BQL035S

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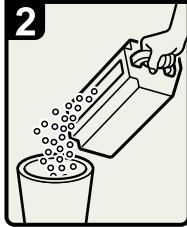
## Ring Binder

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Use the following procedure to remove punch waste from the ring binder.



- Open the front right cover of the ring binder.
- Using both hands, pull out the comb binding punch receptacle.





- Empty the receptacle.
- Reinstall the receptacle.
- Close the front right cover of the ring binder.

# Removing Staple Waste

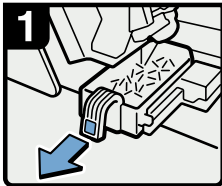
This section describes how to remove staple waste.

## ↓ Note

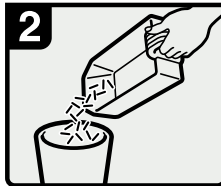
- While  "Waste Staple Receptacle is full." is displayed, you cannot use the staple function.
-  "Waste Staple Receptacle is full." is displayed until the waste staple box is reinstalled.
- If the message is still displayed, reinstall the waste staple box.

## Finisher SR5000

Use the following procedure to remove staple waste from the Finisher SR5000.



- Open the finisher's front cover.
- Pull out the staple waste box.



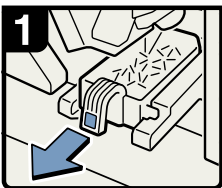
- Remove staple waste.
- Reinstall the staple waste box.
- Close the front cover.

BQL032S

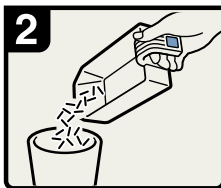
5

## Booklet Finisher SR5020

Use the following procedure to remove staple waste from the Booklet Finisher SR5020.



- Open the booklet finisher's front cover.
- Pull out the staple waste box.



- Remove staple waste.
- Reinstall the staple waste box.
- Close the front cover.

BQL034S

# Removing Waste Paper

This section describes how to remove the waste paper.

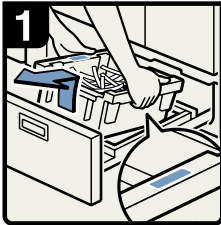
**Note**

- While "The waste paper receptacle is full." is displayed, you cannot use the perfect binding.
- "The waste paper receptacle is full." is displayed until the receptacle is reinstalled.
- If the message is still displayed, reinstall the receptacle.

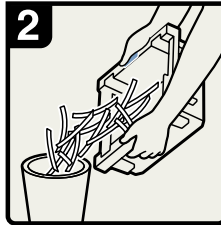
## Perfect Binder

Use the following procedure to remove the waste paper produced by perfect binding.

5



- Open the perfect binder lower right tray.
- Carefully lift out the waste paper receptacle.

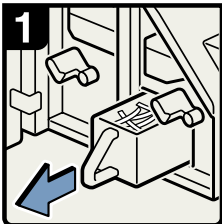


- Remove waste paper.
- Reinstall the receptacle.
- Close the lower right tray.

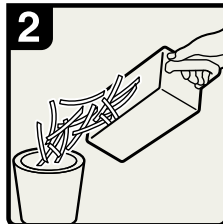
BQL053S

## Trimmer

Use the following procedure to remove the waste paper produced by the trimmer.



- Open the trimmer's front cover.
- Pull out the waste paper receptacle.



- Remove waste paper.
- Reinstall the receptacle.
- Close the trimmer's front cover.

BQL054S

# 6. Appendix

## Maintenance

### Adjusting the Image Position

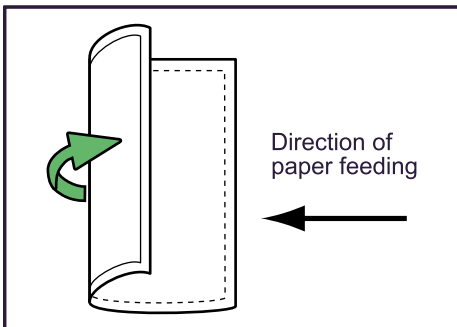
This section describes how to adjust the image position if it is out of alignment.

For adjusting the image position, there are [Copy Image] and [Frame Image]. To adjust the image position of a file mainly composed of pictorial data, such as photographs and illustrations, select [Copy Image]. To adjust the image position of a file mainly composed of text data, select [Frame Image]. This section explains how to use [Frame Image] to adjust the image position.

1. Press the [User Tools] key.
2. Press [Adjustment Settings for Operators].
3. Press [0106 Select Test Pattern for Image Position Adjustment].
4. Press [Test Pattern].
5. Select [Frame Image], and then press [OK].
6. Press [Back].
7. Press [To Print Screen].

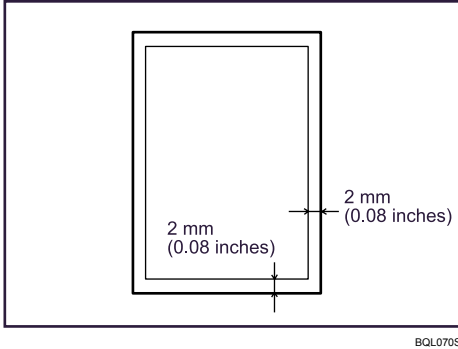
The Copy function screen appears.

8. Select the paper tray whose alignment you want to check.
9. Without loading the document, press the [Start] key.  
The Frame Image for checking the alignment is printed.
10. The frame image is printed on the back of the sheet, so turn the sheet over horizontally (landscape orientation).



BQL069S

11. Using the supplied scale, measure the distance between the sheet's right and bottom sides and the Frame Image. The optimum aligned distance is 2 mm (0.08 inches). Use the following steps to adjust the print position according to the degree of misalignment.



12. Press [Back to Settings].
13. Press [0101 Adjust Image Position Across Feed Direction] or [0102 Adjust Image Position With Feed Direction].  
[0101 Adjust Image Position Across Feed Direction]: Vertical alignment relative to paper feed direction.  
[0102 Adjust Image Position With Feed Direction]: Horizontal alignment relative to paper feed direction.
14. Select the paper tray you want to adjust, and then specify the adjustment value using the [+] and [-].
15. Press [OK], and then press [Back].
16. Repeat steps 7 to 15 until the distances between the paper sides and the Frame Image are between 1.5 and 2.5 mm (0.06 and 0.10 inches).

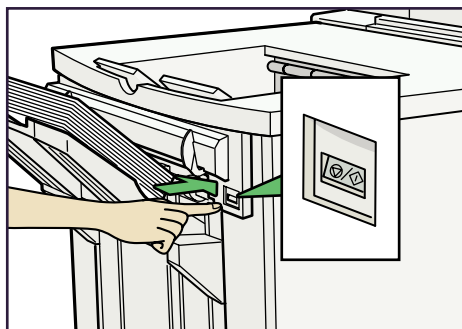
# Pausing Copying When Using the Finisher SR5000 or the Booklet Finisher SR5020

Use the following procedure to temporarily interrupt a long copy run when using the Finisher SR5000 or the Booklet Finisher SR5020.

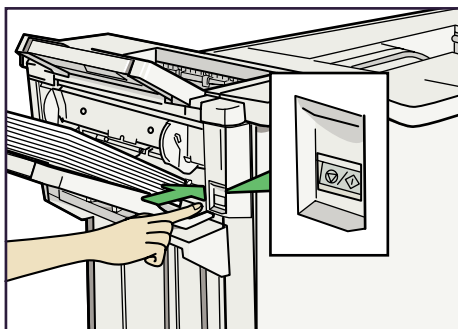
## 1. Press the [Suspend/Resume] key.

The key lights and printing stops.

Finisher



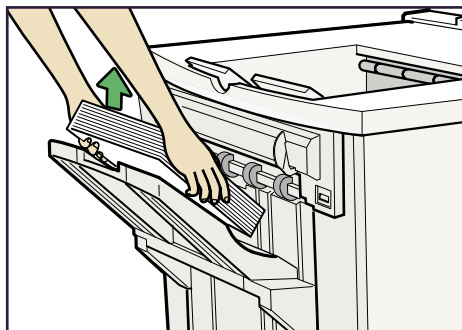
Booklet Finisher



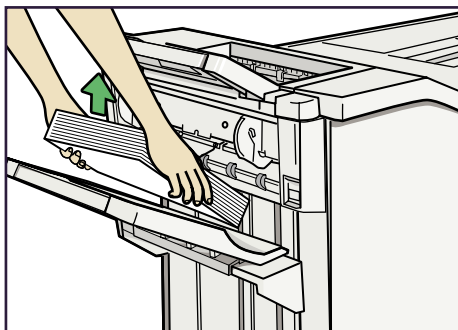
BQL050S

## 2. Remove the stack of paper from the Finisher Shift Tray.

Finisher



Booklet Finisher



BQL051S

## 3. Press the [Suspend/Resume] key.

The key turns off, and then copying restarts.

### ↓ Note

- You can suspend copy only when the output tray is specified as the Finisher Shift Tray.
- Depending on the print image, the prints might not be stacked properly. In such a case, pause printing, remove the prints, and then resume printing.

# When Z-folded Paper Is Not Properly Aligned

Install the auxiliary Z-fold support tray if Z-folded prints are not output tidily.

## When Using the Finisher Shift Tray

Use the following procedure to attach the Z-fold support tray for Finisher to the Finisher Shift Tray.

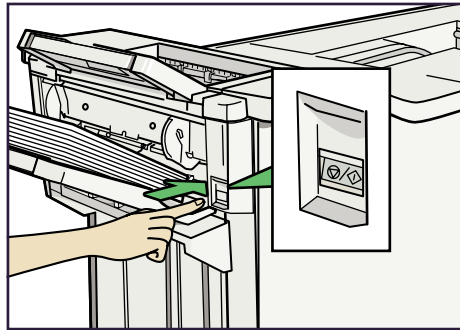
1. Press the [Suspend/Resume] key.

The key lights and printing stops.

Finisher



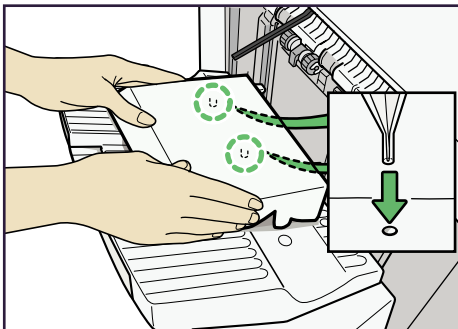
Booklet Finisher



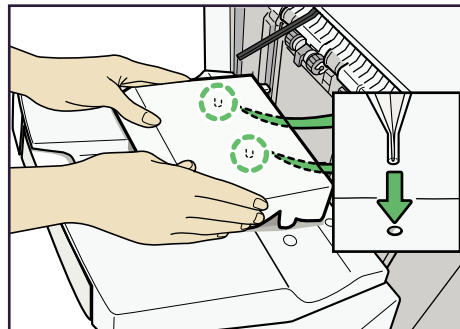
BQL050S

2. Remove the prints.
3. Attach the Z-fold support tray to the Finisher Shift Tray.

Finisher



Booklet Finisher



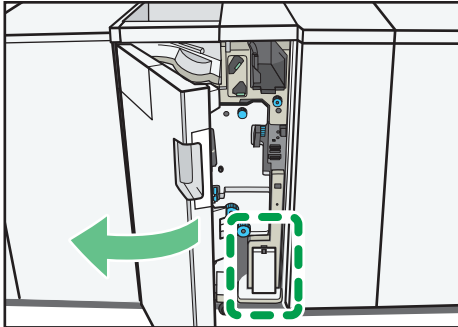
BQL052S

## When Using the Folding Unit Tray

Use the following procedure to attach the Z-fold support tray for Folding Unit to the Folding Unit Tray.



1. Open the front cover of the Folding Unit and take out the Z-fold support tray for Folding Unit (located at the bottom of the Folding Unit).



BQL071S

2. Set the Z-fold support tray for Folding Unit in the slope of the Folding Unit Tray so that it is flush against the end fence.



BQL072S

3. Close the front cover of the Folding Unit.

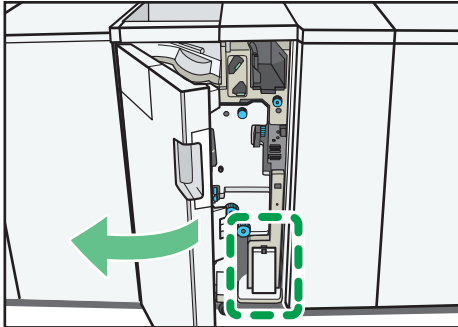
**Note**

- When you have finished using the Z-fold support tray for Folding Unit, open the front cover of the Folding Unit and re-attach the tray to its stowage hook.

### If the paper fed to the output tray is still not aligned

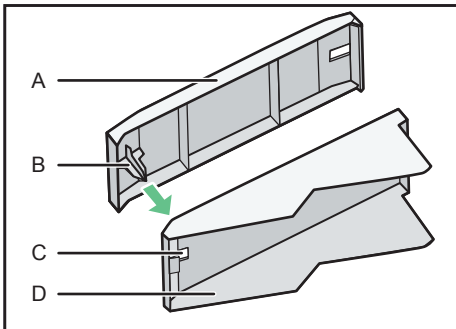
If Z-folded sheets are not output in proper alignment even when the Z-fold support tray for Folding Unit (Large) is attached, attach the Z-fold support tray for Folding Unit (Small) as well.

1. Open the front cover of the Folding Unit and remove both Z-fold support trays (located at the bottom of the Folding Unit).



BOL071S

2. Insert the projecting part of the small Z-fold support tray into the rectangular hole of the large Z-fold support tray.



BSC007S

- A) Z-fold support tray for the Folding Unit (Small)
- B) Projecting part
- C) Rectangular hole
- D) Z-fold support tray for the Folding Unit (Large)

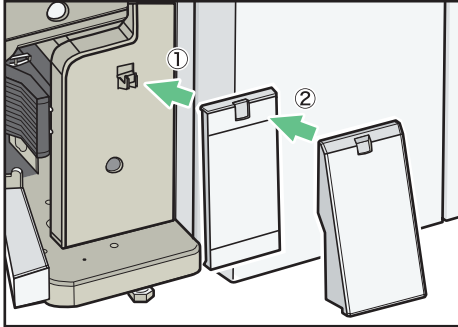
3. Position both Z-fold support trays flush against the end fence in the slope of the Folding Unit Tray.



BSC008S

**Note**

- When you have finished with the Z-fold support trays, open the front cover of the Folding Unit and hang them back up on the stowage hook.
- Be sure to put the Z-fold support tray for the Folding Unit (Small) on the hook first.



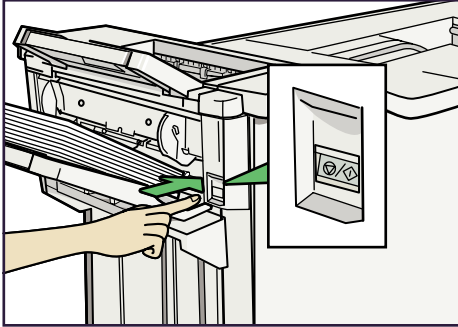
BVN012

# When Large Size Paper is Not Properly Aligned

Use the following procedure if a large sheet (B4, 8<sup>1</sup>/<sub>2</sub>" × 14", or larger) becomes misaligned or falls from the booklet finisher.

1. Press the [Suspend/Resume] key.

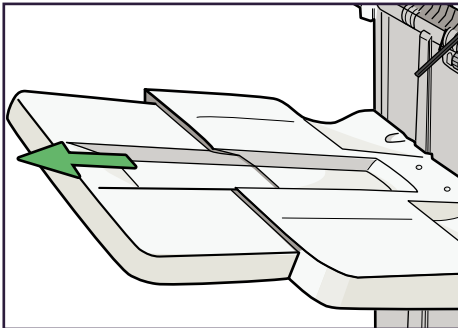
The key lights and printing stops.



BQL059S

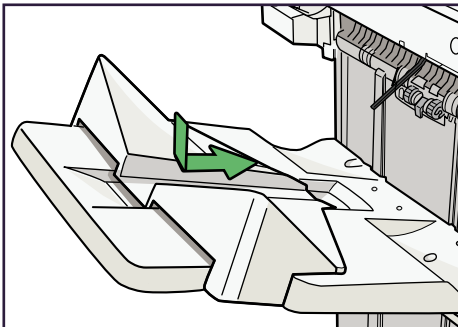
6

2. Remove the prints.
3. Pull out the Finisher Shift Tray's extension.



BQL060S

4. Set the auxiliary coated paper tray for the Finisher Shift Tray.



BQL061S

 **Note**

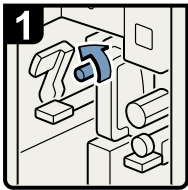
- When you have finished using the auxiliary coated paper tray, put it in the manual holder.

# If the Sheets Delivered to the Stacker Are Not Aligned

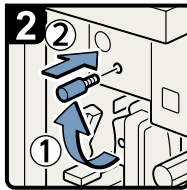
Curling can cause sheets to be delivered unaligned to the stacker. If this happens, turn the decurler's roller unit the other way round.

**Note**

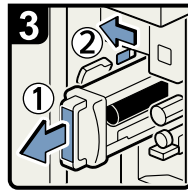
- If the sheets curl downward, attach the roller unit so the soft roller is underneath.
- If the sheets curl upward, attach the roller unit so the soft roller is on top.



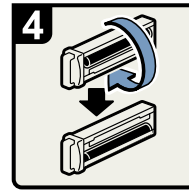
- Open the decurler cover.
- Turn lever K2 to the left to release lever K3.
- Remove the screw securing the roller unit.



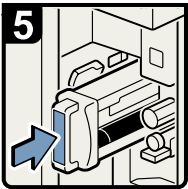
- To keep the screw safe, screw it into the upper hole.



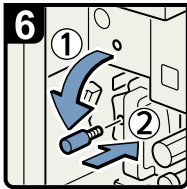
- Holding the roller unit grip, pull the roller unit out.
- Release the stopper, and then pull the roller unit all the way out.



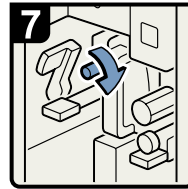
- Turn the roller unit upside down.



- Holding the roller unit grip, carefully push the roller unit all the way in.



- Remove the screw from the upper hole.



- Secure the roller unit with the screw.
- Return lever K3 to its original position.
- Close the decurler cover.

BQL057S

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# Operating Instructions Troubleshooting

