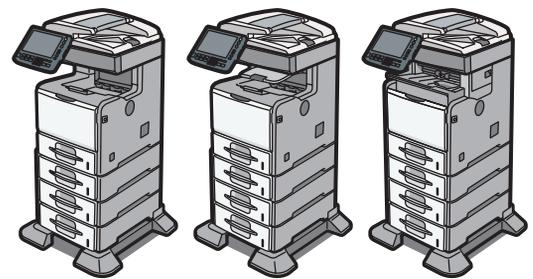




# SP 5200S/5210SF/5210SR

## Operating Instructions Troubleshooting



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

### Manuals and Safety Information for This Machine Region **A** (mainly Europe and Asia)

Contains introductions of the manuals and information about safe usage of this machine.

Before using the machine, be sure to read the section of this manual entitled Safety Information to avoid injury and prevent damage to the machine.

### Manuals and Safety Information for This Machine Region **B** (mainly North America)

Contains introductions of the manuals and information about safe usage of this machine.

Before using the machine, be sure to read the section of this manual entitled Safety Information to avoid injury and prevent damage to the machine.

This manual is provided in English only.

### Quick Installation Guide

Contains procedures for unpacking and installing the machine.

### Initial Guide for Scanner and Fax

Explains how to set up the Scanner and Facsimile functions and use their basic features. Details about these functions that are not included in this manual are provided in Scanner Reference, Facsimile Reference, and Network and System Settings Reference.

### About This Machine

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

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## **Facsimile Reference**

Explains Facsimile functions and operations.

## **Printer Reference**

Explains Printer functions and operations.

## **Scanner Reference**

Explains Scanner functions and operations.

## **Network and System Settings Reference**

Explains how to connect the machine to a network and how to configure and operate the machine in a network environment. It also explains how to change System 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.

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

## **VM Card Extended Feature Settings Device Reference**

Explains how to set up the extended features settings with the machine.

## **VM Card Extended Feature Settings Web Reference**

Explains how to set up the extended features settings using Web Image Monitor.

## **UNIX Supplement**

Explains how to set up and use a network printer using UNIX.

To obtain the "UNIX Supplement", visit our Web site or consult an authorized dealer.

This manual includes explanations of functions and settings that might not be available on this machine.

This manual is provided in English only.

## **Other manuals**

- Quick Reference Copy Guide
- Quick Reference Printer Guide
- Quick Reference Fax Guide
- Quick Reference Scanner Guide

- 
- App2Me Start Guide

**Note**

- The following software products are referred to using general names:

| Product name   | General name                  |
|--|-------------------------------|
| DeskTopBinder Lite and DeskTopBinder Professional *1 | DeskTopBinder                 |
| SmartDeviceMonitor for Client                        | SmartDeviceMonitor for Client |

\*1 Optional

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

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

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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 on the machine's display or control panels.

 **Region A** (mainly Europe and Asia)

 **Region B** (mainly North America)

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

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## Machine Types

---

This machine comes in three models with different copy and print speeds, and different units installed.

| Machine type | Copy/print speed   | Finisher            | Internal tray 2     |
|--------------|--|---------------------|---------------------|
| Type 1       | 45 sheets/minute (A4📄)<br>47 sheets/minute (8 <sup>1</sup> / <sub>2</sub> × 11📄) | Cannot be installed | Cannot be installed |
| Type 2       | 50 sheets/minute (A4📄)<br>52 sheets/minute (8 <sup>1</sup> / <sub>2</sub> × 11📄) | Cannot be installed | Standard            |
| Type 3       | 50 sheets/minute (A4📄)<br>52 sheets/minute (8 <sup>1</sup> / <sub>2</sub> × 11📄) | Standard            | Cannot be installed |

---

## Notes

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

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.

---

## Names of Major Items

---

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

- Auto Document Feeder → ADF

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## List of Options

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This section provides a list of options for this machine, and how they are referred to as in this manual.

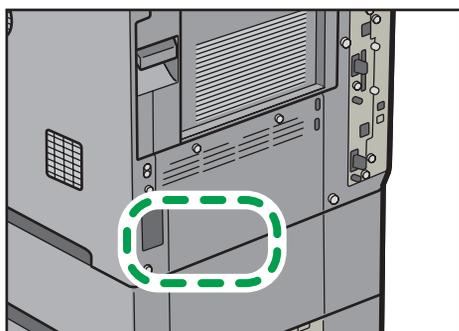
| Option list   | Referred to as     |
|---|--------------------|
|  <b>Region A</b><br>IEEE 802.11a/g Interface Unit Type J<br>IEEE 802.11g Interface Unit Type K | Wireless LAN board |
|  <b>Region B</b><br>IEEE 802.11a/g Interface Unit Type J                                       |                    |

---

## Model-Specific Information

This section explains how you can identify the region your machine belongs to.

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



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

 **Region A** (mainly Europe and Asia)

If the label contains the following, your machine is a region A model:

- CODE XXXX -67, -69
- 220-240V

 **Region B** (mainly North America)

If the label contains the following, your machine is a region B model:

- CODE XXXX -57
- 120-127V

### **Note**

- Dimensions in this manual are given in two units of measure: metric and inch. If your machine is a Region A model, refer to the metric units. If your machine is a Region B model, refer to the inch units.

# 1. When the Machine Does Not Operate As Wanted

This chapter describes basic troubleshooting procedures that are applicable to all functions of this machine.

## Indicators

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

| Indicator   | Status   |
|---|--|
|  : Paper Misfeed indicator             | Appears when a paper misfeed occurs.<br>See page 125 "Removing Jammed Paper".  |
|  : Original Misfeed indicator          | Appears when an original misfeed occurs.<br>See page 125 "Removing Jammed Paper".  |
|  : Load Paper indicator                | Appears when paper runs out.<br>See "Loading Paper", About This Machine.   |
|  : Replace Print Cartridge indicator | Appears when the print cartridge needs to be replaced soon.<br>Follow the on-screen instructions.<br>See "Handling the Print Cartridge", About This Machine. |
|  : Add Staple indicator              | Appears when staples run out.<br>See "Adding Staples", About This Machine.   |
|  : Service Call indicator            | Appears when the machine is malfunctioning or requires maintenance.  |
|  : Open Cover indicator              | Appears when one or more covers of the machine are open.   |

## Panel Tone

The following table describes the meaning of the various beep patterns that the machine produces to alert users about left originals and other machine conditions.

| Beep pattern                          | Meaning                      | Causes   |
|---------------------------------------|------------------------------|--|
| Single short beep                     | Panel/screen input accepted. | A control panel or screen key was pressed.   |
| Short, then long beep                 | Panel/screen input rejected. | An invalid key was pressed on the control panel or screen, or the entered password was incorrect.                            |
| Single long beep                      | Job completed successfully.  | A Copier/Document Server Features job has finished.  |
| Two long beeps                        | Machine has warmed up.       | After cooling or being switched on, the machine has fully warmed up and is ready for use.                                    |
| Five long beeps                       | Soft alert                   | The initial screen returns when the machine goes into energy saving mode and when simplified display is canceled.            |
| Five long beeps repeated four times.  | Soft alert                   | An original has been left on the exposure glass or paper 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

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

# Checking Machine Status and Settings

You can check the machine's system status.

## Maintenance Info

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

- [Remaining Print Cart.]  
Displays the amount of remaining toner.
- [No Staples]  
Displays whether there are staples remaining or not.
- [Paper Tray]  
Displays the paper type and size loaded into the paper tray.
- [Output Tray Full]  
Displays whether the output tray is overloaded.
- [Original Misfeed]  
Displays the state of and solutions for original misfeeds.
- [Paper Misfeed]  
Displays the state of and solutions for paper misfeeds.
- [Cover Open]  
Indicates whether one or more covers of the machine are open.

## Data Storage

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

- [HDD Remaining Memory]  
Displays the amount of available hard disk memory.
- [HDD File(s)]  
Displays the total number of jobs stored on the hard disk.
- [Print Job(s)]  
Displays the number of jobs for "Hold Print Job(s):", "Stored Print Job(s):", "Locked Print Job(s):", and "Sample Print Job(s):".
- [Fax TX / RX File(s)]  
Displays the number of "Transmission Standby File(s):", "Memory Lock File(s):", "RX Print Standby File(s):", and other files stored on the hard disk.
- [Memory Erase Status]  
Displays the state of the memory data.

## Machine Address Info

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

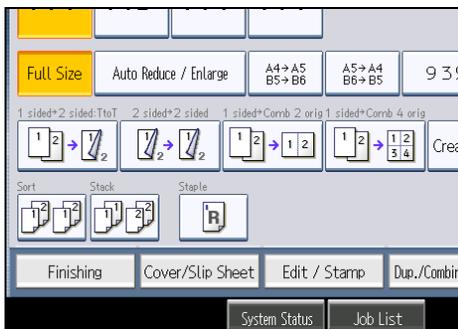
- [Fax No.]  
Displays the machine's fax number.
- [H.323 Own Fax No.]  
Displays the machine's alias telephone number.
- [SIP User Name]  
Displays the machine's SIP user name.
- [Fax E-mail Account]  
Displays the machine's fax e-mail account.
- [Machine IPv4 Address]  
Displays the machine's IPv4 address.
- [Machine IPv6 Address]  
Displays the machine's IPv6 address.

## Enquiry

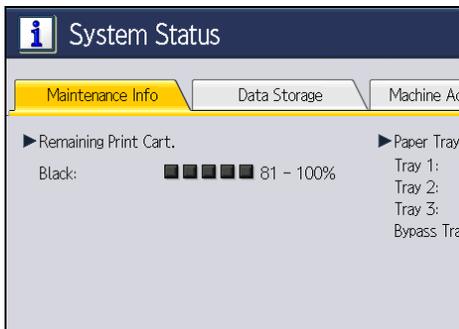
You can check the following items under [Enquiry]:

- [Machine Repairs]  
Displays the machine number and contact number which are required for service.
- [Sales Representative]  
Displays the sales representative's telephone number.
- [Supply Order]  
Displays the contact number for placing supply orders.
- [Supply Details]  
Displays the name of toner, staples, etc., used on the machine.

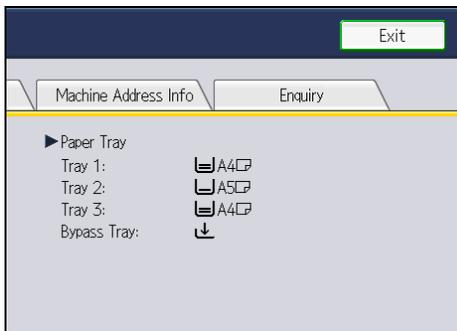
### 1. On the control panel, press [System Status].



## 2. Press each tab, and then check the contents.



## 3. After checking the information, press [Exit].



The previous screen returns.

### ↓ Note

- [No Staples], [Output Tray Full], [Original Misfeed], [Paper Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- Depending on the security settings, the [Machine Address Info] tab might not be displayed.
- The contact numbers appear in [Machine Repairs], [Sales Representative], and [Supply Order] on the [Enquiry] tab only when your sales or service representative enters them.
- [Supply Details] appears on the [Enquiry] tab only when your sales or service representative enters them.
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

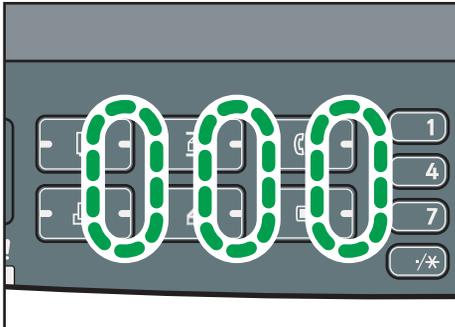
### 📖 Reference

- page 125 "Removing Jammed Paper"

## When an Indicator to the Right of a Function Key Is Lit

1

When an indicator to the right of a function key lights up, press the corresponding function key. Then, follow the instructions displayed on the control panel.



CCT002

If an error occurs in the function you are using, check the message that appears on the control panel, and see "Messages Displayed" for the relevant function.

The following table explains problems that cause the indicator to light.

| Problem                                 | Causes  | Solutions  |
|---|---|--|
| Documents and reports do not print out. | The paper output tray is full.                    | Remove the prints from the tray.   |
| Documents and reports do not print out. | There is no paper left.                           | Load paper. See "Loading Paper", About This Machine.   |
| An error has occurred.                  | The function whose indicator is lit is defective. | Check the displayed message, and then take an appropriate action. See "Messages Displayed" of each chapter.<br><br>You can use other functions normally. |

| Problem  | Causes                        | Solutions  |
|--|-------------------------------|--|
| The machine is unable to connect to the network. | A network error has occurred. | <ul style="list-style-type: none"> <li>• Check the displayed message, and then take an appropriate action. See "Messages Displayed" of each chapter.</li> <li>• Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Interface Settings", Network and System Settings Reference.</li> <li>• Contact the network administrator.</li> <li>• If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.</li> </ul> |

### Reference

- page 31 "Messages Displayed When Using the Copy/Document Server Function"
- page 49 "Messages Displayed When Using the Facsimile Function"
- page 71 "Messages Displayed When Installing the Printer Driver"
- page 77 "Messages Displayed When Using the Printer Function"
- page 105 "Messages Displayed When Using the Scanner Function"

# When You Have Problems Operating the Machine

1

This section describes common problems and messages. If other messages appear, follow the instructions displayed.

## CAUTION

- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

| Problem   | Causes  | Solutions   |
|---|---|---|
| Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the [Facsimile], [Printer], or [Scanner] key. | Functions other than the copier function are not yet ready.   | Wait a little longer.   |
| The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.  | Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.   | Wait a little longer.   |
| 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> </ul> | <ul style="list-style-type: none"> <li>• Lower the ADF.</li> <li>• Check if the machine is communicating with external equipment.</li> <li>• Wait a little longer.</li> </ul> |
| Strange noise is heard.   | The supplies or options are not properly installed.   | Confirm that the supplies or options are properly installed.  |
| The display is off.   | The machine is in Energy Saver mode.  | Press the [Energy Saver] key to cancel Energy Saver mode.   |

| Problem   | Causes   | Solutions   |
|---|--|---|
| 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.   | Check the cable is securely plugged into the power outlet and the machine.<br>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 two minutes, contact your service representative.  |
| "Please wait." appears.   | This message appears when the machine is warming up.   | <ul style="list-style-type: none"> <li>• Wait for a while. If the machine does not get ready in two 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 print cartridge.  | Wait for a while. If the message does not disappear in 30 seconds, contact your service representative.   |
| "Toner has been depleted." appears, even though there is toner remaining. | The machine is failing to detect the amount of toner remaining correctly. The environment in which the printer is used can affect the accuracy of toner detection. | If there is toner remaining, remove and then reinsert the print cartridge. The machine will automatically attempt to reload the toner and printing will be possible if there is enough toner remaining.   |
| "Memory is full. Do you want to store scanned file?" appears.             | The scanned originals exceed the number of sheets/pages that can be stored on the hard disk.   | <ul style="list-style-type: none"> <li>• Press [Yes] to store pages that have been scanned. Delete unnecessary files by pressing [Delete File].</li> <li>• Press [No] if you are not storing pages that have been scanned. Delete unnecessary files by pressing [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].  |

| Problem  | Causes   | Solutions  |
|--|--|--|
| The Authentication screen appears.   | Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.   | Enter your login user name and user password. 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.  | Ask the user administrator for the correct login user name and login password.   |
| "Authentication has failed." appears.  | The machine cannot perform authentication.   | Contact your 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 your administrator about the permission for the required function.   |
| 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. See page 125 "Removing Jammed Paper".  |
| An error message remains, even if misfed paper is removed.   | Misfed paper in the finisher has not been removed.   | <p>Open the front cover of the finisher, turn the knob clockwise or counterclockwise, and then remove the misfed paper (type 3 only).</p>  <p style="text-align: right; font-size: small;">CFF041</p> |

| Problem   | Causes  | Solutions  |
|---|---|--|
| Original images are printed on the reverse side of the paper. | You may have loaded the paper incorrectly.                                | Load paper correctly. Load paper into the paper tray with the print side down. Load paper into the bypass tray with the print side up.   |
| Misfeeds occur frequently.                                    | The tray's side or end fences may not be set properly.                    | <ul style="list-style-type: none"> <li>Remove misfed paper. See page 125 "Removing Jammed Paper".</li> <li>Check that the side or end fences are set properly. 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 misfed paper. See page 125 "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. See "Changing to a Size That Is Not Automatically Detected", 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 misfed paper. See page 125 "Removing Jammed Paper".</li> <li>Do not place anything on the finisher tray. It may cause a paper jam.</li> </ul>  |
| Misfeeds occur frequently.                                    | The friction pad, paper feed roller, or registration roller may be dirty. | Clean the pertinent section as necessary. See "Cleaning the Friction Pad and Paper Feed Roller" and "Cleaning the Registration Roller", About This Machine.  |
| Cannot print in duplex mode.                                  | "Apply Duplex" is set to [No] for "Paper Type".                           | Under "Paper Type" in [Tray Paper Settings], set "Apply Duplex" to [Yes]. For details, see "Tray Paper Settings", Network and System Settings Reference.   |

| Problem   | Causes   | Solutions   |
|---|--|---|
| Cannot print in duplex mode.  | You have selected a paper type that cannot be used for duplex print.   | In [Tray Paper Settings], select a paper type that can be used for duplex print. For details about the paper types that can be used, see "Specifications for the Main Unit", About This Machine.  |
| "Following output tray is full. Remove paper." appears.   | The output tray is full.   | Remove paper from the output tray to resume printing. If paper is destined for the finisher shift tray, to prevent paper from falling off the tray press the [Clear/Stop] key to suspend printing, and then remove the paper. Press [Continue] on the display panel to resume printing.   |
| "Turn main Power Switch off" appears.   | The machine does not shut down normally when the main power switch is turned off, and then immediately turned on.                                | Turn off the machine. Wait for three seconds or more after shutting it down, and then turn it on again.   |
| "Shutting down... Please wait. Main power will be turned off automatically." appears.               | The shut down procedure has begun because the main power switch was turned off while the machine was in standby mode or performing an operation. | Follow the message that appears and wait until the machine has shut down. Do not turn on the main power switch while this message is displayed. If the main power switch has been turned on, follow the message that appears. For details about turning the main power switch on and off, see "Turning On/Off the Power", About This Machine. |
| Two minutes elapses after you turn off the main power switch, but the machine does not power off.   | The machine cannot complete the shutdown procedure.  | Repeat the shutdown procedure, and then force power off by disconnecting the machine's power cord from the wall outlet.   |
| An error has occurred when the Address Book is changed from the display panel or Web Image Monitor. | The Address Book cannot be changed while deleting the multiple stored documents.   | Wait a while, and then retry the operation.   |

| Problem  | Causes  | Solutions   |
|--|---|---|
| Cannot use Web Image Monitor to print documents stored in Document Server. | When print volume limits are specified, users cannot print beyond their print volume limit. Print jobs selected by users who have reached their print volume limits will be canceled. | <ul style="list-style-type: none"> <li>For details about specifying print volume limits, contact your administrator.</li> <li>To view the status of a print job, see [Print Job History]. In Web Image Monitor, [Print Job History] is under [Document Server] in [Job].</li> </ul> |

### ↓ Note

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

### 📖 Reference

- page 125 "Removing Jammed Paper"

## Messages Displayed When Changing the On-screen Language

This section describes possible solutions for the messages that appear on the control panel when changing the on-screen language.

### ↓ Note

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

| Message                                | Solutions  |
|--|--|
| "Reboot after card insert E01"         | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E02"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E03"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |

| Message                                | Solutions  |
|--|--|
| "Download Error E04"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E05"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E06"<br>"Power off on" | Contact your sales or service representative.  |
| "Download Error"<br>"Power off on E10" | Contact your sales or service representative.  |
| "Download Error"<br>"Power off on E11" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error"<br>"Power off on E12" | Contact your sales or service representative.  |
| "Download Error"<br>"Power off on E13" | Contact your sales or service representative.  |
| "Download Error"<br>"Power off on E14" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error"<br>"Power off on E15" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E19"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E20"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E21"<br>"Power off on" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E22"                   | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E24"<br>"Power Off On" | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |

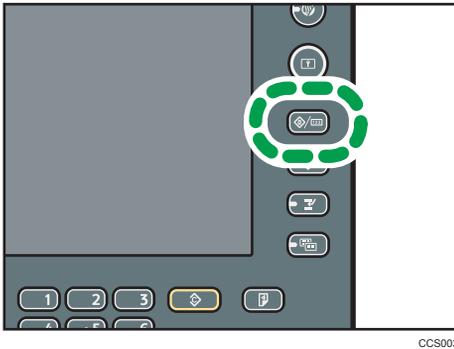
| Message                                | Solutions  |
|--|--|
| "Reboot After Card Insert E32"         | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "No Valid Data E33"                    | The data in the SD card may be invalid. Contact your sales or service representative.  |
| "No Valid Data E34"                    | The data in the SD card may be invalid. Contact your sales or service representative.  |
| "No Valid Data E35"                    | The data in the SD card may be invalid. Contact your sales or service representative.  |
| "No Valid Version E38"                 | The data in the SD card may be invalid. Contact your sales or service representative.  |
| "Download Error E42"                   | Turn off the main power switch, and then back on again. If the error occurs again, contact your sales or service representative. |
| "Download Error E49"<br>"Power Off On" | Firmware update is prohibited. Contact your administrator.   |
| "No Valid Data E50"                    | The data in the SD card may be invalid. Contact your sales or service representative.  |

# Adjusting the Image Density

**★ Important**

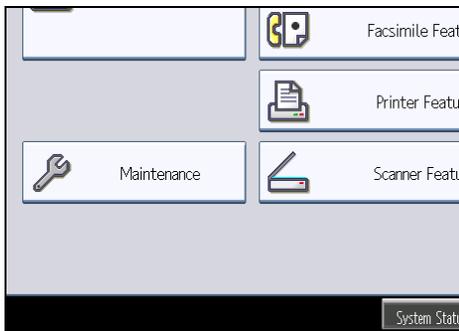
- Maximized settings may produce smudged printouts.

1. Press the [User Tools/Counter] key.

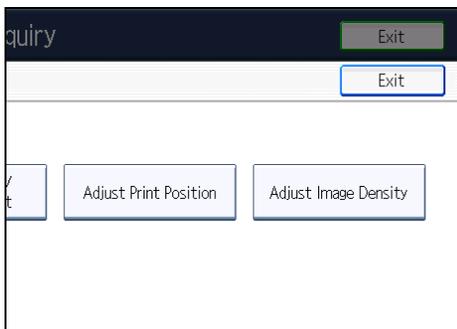


OCS003

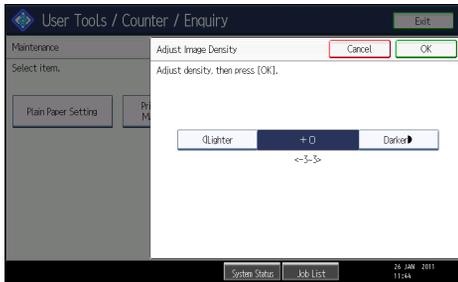
2. Press [Maintenance].



3. Press [Adjust Image Density].



#### 4. Adjust the image density by pressing [Lighter] or [Darker].



You can specify the image density in the range from -3 to +3.

Increasing the value makes the printouts darker and decreasing the value makes the printouts lighter.

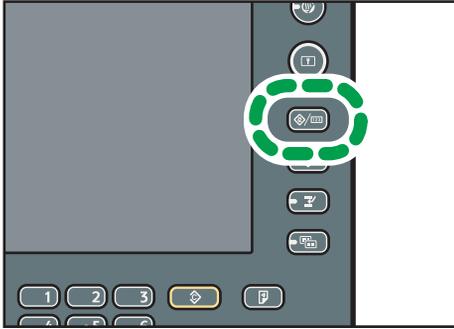
5. Press [OK].
6. Press [Exit] twice.

# Adjusting Printing Position

You can adjust the printing position for trays 2-4.

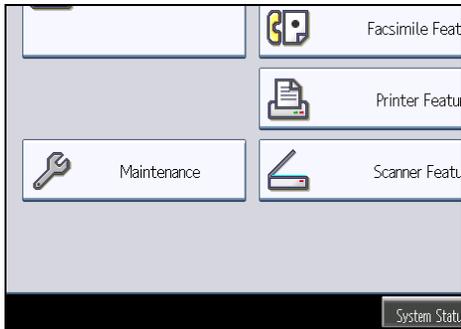
1

1. Press the [User Tools/Counter] key.

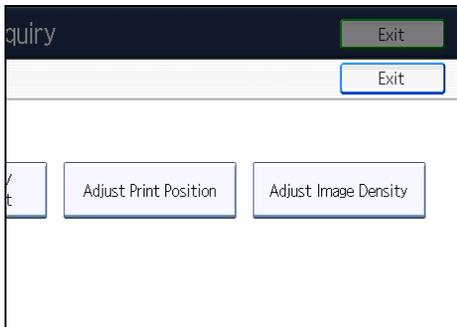


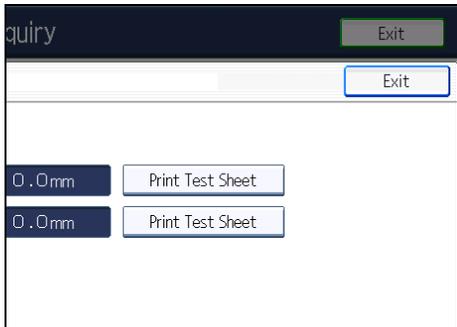
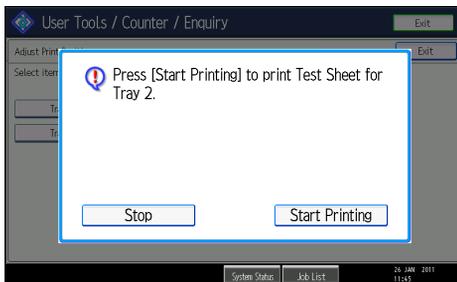
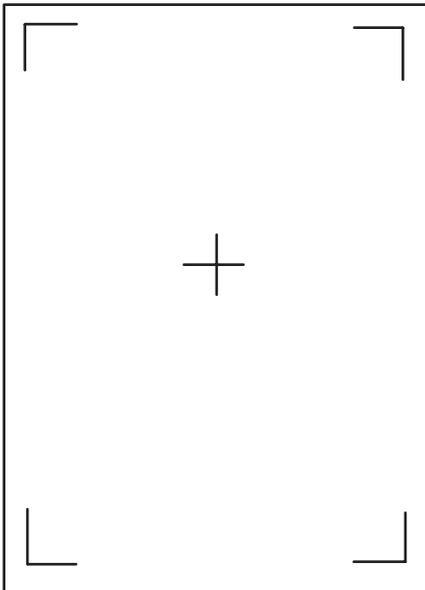
CCS003

2. Press [Maintenance].



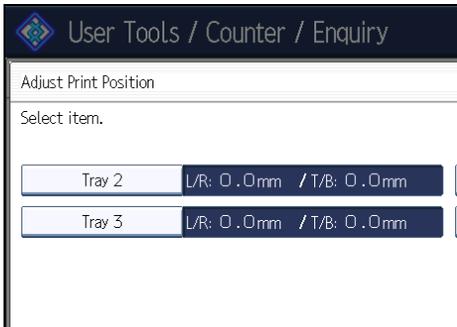
3. Press [Adjust Print Position].



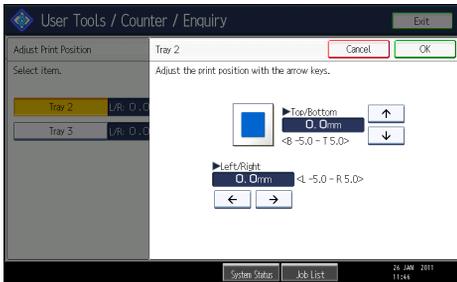
**4. Press [Print Test Sheet].****5. Press [Start Printing].****6. Confirm the position of the image on the test sheet, and then adjust the registration value.**

Use this sheet to confirm the current print position.

**7. Select the tray you want to adjust.**



**8. Press [↑] or [↓] to specify the vertical position.**



You can specify the printing position between -5.0 mm to 5.0 mm in increments of 0.1 mm.

**9. Press [←] or [→] to specify the horizontal position.**

**10. Press [OK].**

**11. Print the test sheet to confirm the adjustment result.**

**12. Press [Exit] three times.**

# 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 their instructions.

**★ 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".

| Message   | Causes  | Solutions   |
|---|---|---|
| "Authentication has failed."  | The entered login user name or login password is not correct.                     | Contact the user administrator.   |
| "Authentication has failed."  | The machine cannot perform authentication.  | Contact your administrator.   |
| "Cannot staple paper of this size."   | The Staple function cannot be used with paper size selected.                      | Select a proper paper size. See "Finisher (Type 3 Only)", About This Machine.   |
| "Check paper size."   | An irregular paper size is set.   | If you press the [Start] key, the copy will start using the selected paper.   |
| "Duplex is not available with this paper size."   | A paper size not available in Duplex mode has been selected.                      | Select a proper paper size. See "Specifications for the Main Unit", About This Machine.   |
| "Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?" | The number of scanned pages exceeds the capacity per file of the Document Server. | Press [Store File] to store scanned pages as a file. Scanned data is stored as a file in the Document Server. If you do not want to store scanned pages, press [No]. Scanned data is deleted. |

| Message   | Causes   | Solutions  |
|---|--|--|
| "Exceeded the maximum number of sheets that can be used. Copying will be stopped."  | The number of pages the user is permitted to copy has been exceeded.   | Contact your administrator.  |
| "File being stored exceeded max. number of pages per file. Copying will be stopped."  | The scanned originals have too many pages to store 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 originals scanned using different functions, such as copy and printer. | Make sure originals for the "Magazine" or "Booklet" function are scanned using the same function.  |
| "Maximum number of sets is n."<br>(A figure is placed at n.)  | The number of copies exceeds the maximum copy quantity.  | You can change the maximum copy quantity from [Max. Copy Quantity] in [General Features] under [Copier / Document Server Features]. For details about Max. Copy Quantity, see "General Features", Copy and Document Server Reference.  |
| "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." | A function of the machine other than the Copier function is being used such as the Document Server function.                 | Cancel the job in progress. For example, press [Exit], and then press the [Document Server] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].                       |
| "Please wait."  | The destination list is being updated from the network using 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  | Causes  | Solutions  |
|--|---|--|
| "Stapling capacity exceeded."  | The number of sheets per set is over the staple capacity.                   | Check the stapler capacity. See "Finisher (Type 3 Only)", About This Machine.  |
| "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. |
| "You do not have the privileges to use this function."   | The logged in user name does not have permission for the selected function. | Contact your administrator about permission for the required function.   |

### Reference

- page 18 "When You Have Problems Operating the Machine"

## When You Cannot Make Clear Copies

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

| Problem   | Causes  | Solutions   |
|---|---|---|
| Copies appear dirty.                                    | Image density is too high.  | Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference.  |
| Copies appear dirty.                                    | Auto Image Density is not selected.   | On the control panel, select [Auto Density].  |
| Images are smudged.                                     | Smudging can occur if a printed side rubs against things such as the corner of the machine. | When removing copies from the output tray, do so carefully to avoid scuffing the printed side. If you are making many copies, remove them in small batches.   |
| The reverse side of an original image is copied.        | Image density is too high.  | Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference.  |
| The reverse side of an original image is copied.        | Auto Image Density is not selected.   | On the control panel, select [Auto Density].  |
| The reverse side of an original image is copied.        | The original is thin.   | On the control panel, select [Auto Density], or adjust the image density settings.<br>See "Adjusting Copy Image Density", Copy and Document Server Reference.   |
| A shadow appears on copies if you use 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>Put mending tape on the pasted part.</li> </ul> |
| The same copy area is dirty whenever making copies.     | The exposure glass, scanning glass, or ADF is dirty.  | Clean them. See "Cleaning the Machine", About This Machine.   |

| Problem   | Causes  | Solutions  |
|---|---|--|
| The same copy area is dirty whenever making copies. | <ul style="list-style-type: none"> <li>The original that has already been printed is scanned.</li> <li>Original Type is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded.</li> </ul> | On the control panel, press [Generation Copy], 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.   | <ul style="list-style-type: none"> <li>Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine.</li> <li>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.</li> </ul> |
| 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 proper paper size.  |
| Parts of images are not copied.                     | Even if you place originals on the exposure glass, or 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 "Create Margin", Copy and Document Server Reference.  |

| Problem  | Causes  | Solutions  |
|--|---|--|
| 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 it, see "Paper Storage", About This Machine.  |
| Black lines appear.  | The exposure glass, scanning glass, or ADF is dirty.                              | Clean them. See "Cleaning the Machine", About This Machine.  |
| White lines appear.  | The exposure glass, scanning glass, or ADF is dirty.                              | Clean them. See "Cleaning the Machine", About This Machine.  |
| Copies are blank.  | The original is not set correctly.  | When using the exposure glass, face the originals down. When using the ADF, face them up.  |
| <p>A moire pattern is produced on copies.</p>  | The 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. | <p>Place the print on the exposure glass in either of the following ways:</p> <ul style="list-style-type: none"> <li>• Place an OHP transparency on the exposure glass, and then place the print on the OHP transparency.</li> <li>• Place the print on the exposure glass, and then place two or three sheets of white paper on it. Leave the ADF open when copying.</li> </ul> |
| White stripes appear on the OHP.   | Fragments of paper are stuck to the OHP.  | Use a dry cloth to wipe any paper fragments off the back of the OHP.   |

| Problem  | Causes   | Solutions   |
|--|--|---|
| 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 temperatures.</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></ul> |

# When You Cannot Make Copies As Wanted

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

**Basic**

2

| Problem                    | Causes   | Solutions  |
|----------------------------|--|--|
| Misfeeds occur frequently. | The number of sheets loaded exceeds the capacity of the machine. | <p>Fan the sheets thoroughly before loading them.</p> <ul style="list-style-type: none"> <li>When loading paper into the paper tray, load paper only as high as the upper limit markings on the side fences of the paper.</li> <li>When loading paper on the bypass tray, load only as much paper as can be held between the guides on the bypass tray.</li> </ul>   |
| 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 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. | The copy paper is wrinkled or has been folded/creased.           | <ul style="list-style-type: none"> <li>Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine.</li> <li>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.</li> </ul> |

| Problem  | Causes  | Solutions  |
|--|---|--|
| 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.  |
| Misfeeds occur frequently.                           | The friction pad, paper feed roller, or registration roller may be dirty.   | Clean the pertinent section as necessary. See "Cleaning the Friction Pad and Paper Feed Roller" and "Cleaning the Registration Roller", About This Machine.                    |
| Copy paper becomes creased.                          | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. 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.  |
| Copies are not stapled.                              | There are jammed staples in the stapler.  | Remove jammed staples. See page 141 "Removing Jammed Staples".   |
| Copies are not stapled.                              | Copy paper is curled.   | Turn the copy paper over in the tray.  |
| Copies are stapled as separate batches.              | The number of copies is too great for the stapler to staple as a single batch.  | Check the stapler capacity. See "Finisher (Type 3 Only)", 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 the originals with stapling, see "Staple (Type 3 Only)", Copy and Document Server Reference. |
| Paper does not output during printing with stapling. | When you stop printing while using the staple function, paper not stapled during printing may be left in the staple unit. | Press the [Clear Modes] key, and then cancel copy settings, including stapling.  |

| Problem   | Causes  | Solutions   |
|---|---|---|
| You cannot combine several functions.   | Selected functions cannot be used together.   | Check the combination of functions, and then 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 the middle of sorting and the pages were delivered in two blocks. | In [Copier / Document Server Features], under [Input / Output], set [Memory Full Auto Scan Restart] to [Off].   |
| The copy is grayed out or a text pattern appears in the background of the copy. | You have copied a copy-guarded document protected from unauthorized copying.                | Check the document. For details about how to prevent unauthorized copying of the document, see "Preventing an Unauthorized Copy", About This Machine. |
| 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 a slant.   | Load the paper correctly. See "Loading Paper", About This Machine.  |
| Edges of sheets are creased.  | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. 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.   |
| Sheets are feeding in together, resulting in jams.                              | Sheets are sticking together.   | Fan the pages to loosen the paper before loading it. Alternatively, feed the paper one sheet at a time.   |
| "Add Staples" message appears and the Staple function cannot be used.           | The staple cartridge is not set properly.   | Make sure the staple cartridge is set properly. See "Adding Staples", About This Machine.   |

**Edit**

| Problem   | Causes   | Solutions  |
|---|--|--|
| In "Erase Border", "Erase Centre", or "Erase Centre / Border" mode, parts of the original image are not copied. | You have entered a wide erased margin.   | Make the margin width narrower. You can adjust it between 2 - 99 mm (0.1 - 3.9 inches).          |
| In "Erase Border", "Erase Centre", or "Erase Centre / Border" mode, parts of the original image are not copied. | Originals are not scanned correctly.   | Place the originals correctly.   |
| In "Margin Adjustment" mode, parts of the original image are not copied.  | <ul style="list-style-type: none"> <li>You set a wide erased margin.</li> <li>There is a lack of margin space on the opposite side of the binding position.</li> </ul> | Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0 - 1.2 inches). |
| In "Image Repeat" mode, the original image is not copied repeatedly.  | You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio.   | Select copy paper larger than the originals or select the proper reproduction ratio.             |

**Stamp**

| Problem  | Causes  | Solutions  |
|--|---|--|
| 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 duplex copying. | 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 and Document Server Features", Copy and Document Server Reference. |

**Combine**

| Problem   | Causes  | Solutions  |
|---|---|--|
| Copies made with the "Booklet" or "Magazine" function cannot be folded into a book correctly. | You have selected a setting ("Open to Left" or "Open to Right") that does not match the orientation of originals. | In [Copier / Document Server Features], under [Edit], set [Orientation: Booklet, Magazine] properly.   |
| When using "Combine", parts of the image are not copied.                                      | You specified a reproduction ratio that does not match the sizes of the originals and copy paper.                 | When you specify a reproduction ratio using Manual Paper Select mode, make sure the ratio matches the 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 inserting a stack of originals into the ADF, the last page should be on the bottom.<br><br>If you place an original on the exposure glass, start with the first page to be copied.  |

**Duplex**

| Problem                      | Causes  | Solutions   |
|------------------------------|---|---|
| Cannot print in duplex mode. | You have loaded thin paper lighter than 60 g/m <sup>2</sup> (16 lb. Bond), or thick paper heavier than 163 g/m <sup>2</sup> (90 lb. Index). | Change the paper.   |
| Cannot print in duplex mode. | "Apply Duplex" is set to [No] for "Paper Type".   | In [Tray Paper Settings], under "Paper Type", set "Apply Duplex" to [Yes]. For details, see "Tray Paper Settings", Network and System Settings Reference. |

| Problem   | Causes   | Solutions  |
|---|--|--|
| Cannot print in duplex mode.  | You have selected a paper type that cannot be used for duplex copying. | In [Tray Paper Settings], select a paper type that can be used for duplex print. For details about the paper types that can be used, see "Specifications for the Main Unit", About This Machine. |
| Copies are not in correct order.  | You placed the originals in the incorrect order.                       | When inserting a stack of originals into the ADF, the last page should be on the bottom.<br><br>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             | Causes                          | Solutions   |
|---------------------|---------------------------------|---|
| Cannot access file. | The file is password protected. | Contact your administrator.<br><br>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 "Administrator Tools", Network and System Settings Reference. |

| Problem  | Causes  | Solutions   |
|--|---|---|
| <p>You cannot find out what is stored in a file.</p>   | <p>You may not be able to ascertain the contents of a file simply from the file name.</p> | <p>You can switch the Select File screen between [List] and [Thumbnails] display to check the contents of the file. Check information other than the file name.</p> <ul style="list-style-type: none"> <li>• List display<br/>The file name, date of storage, and user name are shown.</li> <li>• Thumbnails display<br/>An image of the stored file appears.</li> </ul> <p>You can enlarge the image by pressing [Preview]. See "Checking the Details of a Stored Document", Copy and Document Server Reference.</p> |
| <p>Memory frequently becomes full.</p>   | <p>The Document Server memory is full.</p>  | <p>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.</p> <ul style="list-style-type: none"> <li>• Switch to the scanner screen, and then delete unnecessary files stored under the scanner function.</li> <li>• Switch to the printer screen, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print.</li> </ul>                         |
| <p>"Cannot display preview of this page." appears, and you cannot check the thumbnail image.</p> | <p>The image data may have been corrupted.</p>  | <p>Press [Exit] to display the preview screen without a thumbnail.</p> <p>If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page, and then a preview of the next page will appear.</p>   |

## When Memory Is Full

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

| Message   | Causes   | Solutions  |
|---|--|--|
| "Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals."<br><br>"n" in the message represents a changeable number. | The scanned originals exceed 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."  | The machine checked if the remaining originals should be copied, after the scanned originals were printed. | Remove all copies, and then press [Continue] to continue copying. Press [Stop] to stop copying.                              |

### ↓ Note

- If you set [Memory Full Auto Scan Restart] in [Input / Output] of User Tools to [On], even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, and then automatically proceed to scan and to copy the remaining originals. In this case, the resulting sorted pages will not be sequential. For details about Memory Full Auto Scan Restart, see "Input / Output", Copy and Document Server Reference.



# 3. Troubleshooting When Using the Facsimile Function

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

## Adjusting the Volume

This section describes how to adjust the volume.

You can change the volume of the following sounds that the machine makes.

### On Hook Mode

Heard when [On Hook] is pressed.

### At Transmission

Heard when "Immediate Transmission" is performed.

### At Reception

Heard when the machine receives a document.

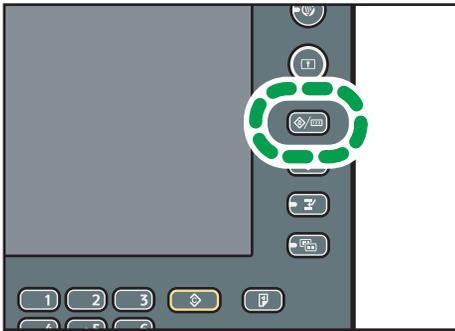
### At Dialing

Heard after pressing the [Start] key, until the line connects to the destination.

### At Printing

Heard when a received document is printed.

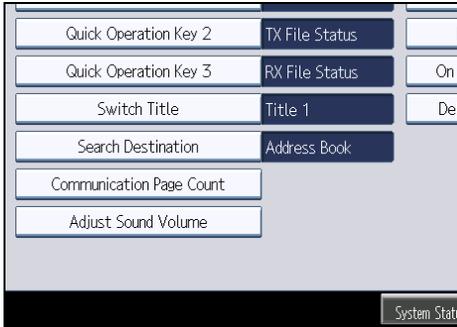
1. Press the [User Tools/Counter] key.



CCS003

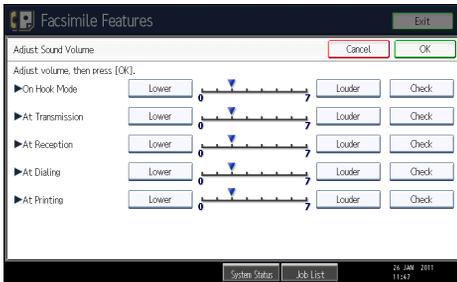
2. Press [Facsimile Features].
3. Check that [General Settings] screen appears.

4. Press [Adjust Sound Volume].



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5. Press [Lower] or [Louder] to adjust the volume, and then press [OK].



You can hear the actual volume by pressing [Check].

If you press [Cancel], the volume setting is canceled. The screen returns to that of step 4.

You can set the volume level to between 0 and 7.

6. Press the [User Tools/Counter] key.

The standby screen appears.

**Note**

- You can adjust the On Hook volume when you press [On Hook]. See "On Hook Dial", Facsimile Reference.

# Messages Displayed When Using the Facsimile Function

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

| Message  | Causes  | Solutions  |
|--|---|--|
| "Authentication has failed."                                 | The entered login user name or login password is not correct.                                     | Contact the user administrator.  |
| "Authentication has failed."                                 | The machine cannot perform authentication.  | Contact your administrator.  |
| "Cannot find the specified path. Please check the settings." | The name of the computer or folder entered as the destination is wrong.                           | Check whether the computer name and the folder name for the destination are correct.   |
| "Check whether there are any network problems."<br>[13-10]   | The alias telephone number you entered is already registered on the gatekeeper by another device. | <ul style="list-style-type: none"> <li>In [Facsimile Features], under [Initial Settings], select [H.323 Settings], and then check that the alias telephone number is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>Contact the network administrator.</li> </ul> |
| "Check whether there are any network problems."<br>[13-11]   | Cannot access gatekeeper.   | <ul style="list-style-type: none"> <li>In [Facsimile Features], under [Initial Settings], select [H.323 Settings], and then check that Gatekeeper Address is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>Contact the network administrator.</li> </ul>         |

| Message  | Causes   | Solutions  |
|--|--|--|
| <p>"Check whether there are any network problems."<br/>[13-17]</p> | <p>Registering of user name is rejected by SIP server.</p>   | <ul style="list-style-type: none"> <li>• In [Facsimile Features], under [Initial Settings], select [SIP Settings], and then check that "SIP Server IP Address" and "SIP User Name" are correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul> |
| <p>"Check whether there are any network problems."<br/>[13-18]</p> | <p>Cannot access SIP server.</p>   | <ul style="list-style-type: none"> <li>• In [Facsimile Features], under [Initial Settings], select [SIP Settings], and then check that "SIP Server IP Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul>                      |
| <p>"Check whether there are any network problems."<br/>[13-24]</p> | <p>The password registered for the SIP server is not the same as the password registered for this machine.</p> | <p>Contact your administrator.</p>   |

| Message  | Causes  | Solutions   |
|--|---|---|
| <p>"Check whether there are any network problems."<br/>[13-25]</p> | <p>In [Effective Protocol], the IP address is not enabled, or an incorrect IP address has been registered.</p>                      | <ul style="list-style-type: none"> <li>• In [System Settings], under [Interface Settings], select [Effective Protocol], and then check that "IPv4" is programmed to "Active". You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• In [System Settings], under [Interface Settings], select [Machine IPv4 Address], and then check that the IP address is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact your administrator.</li> </ul> |
| <p>"Check whether there are any network problems."<br/>[13-26]</p> | <p>The "Effective Protocol" and "SIP Server IP Address" settings are different, or an incorrect IP address has been registered.</p> | <ul style="list-style-type: none"> <li>• In [System Settings], under [Interface Settings], check that the IP address is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact your administrator.</li> </ul>  |

| Message  | Causes  | Solutions  |
|--|---|--|
| <p>"Check whether there are any network problems."<br/>[14-01]</p> | <p>The DNS server, SMTP server, or folder specified for transfer to was not found, or the destination for Internet Fax around (not through) the SMTP server could not be found.</p> | <ul style="list-style-type: none"> <li>• In [System Settings], under [Interface Settings], check that the DNS server is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• In [System Settings], under [File Transfer], select [SMTP Server], and then check that "Server Name" or "Port No." is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Check that the folder for transfer is correctly specified.</li> <li>• Check that the computer in which the folder for transfer is specified is correctly operated.</li> <li>• Check that the LAN cable is correctly connected to the machine.</li> <li>• Contact the network administrator of the destinations.</li> <li>• Contact the network administrator.</li> </ul> |

| Message  | Causes  | Solutions  |
|--|---|--|
| <p>"Check whether there are any network problems."<br/>[14-09]</p> | <p>E-mail transmission was refused by SMTP authentication, POP before SMTP authentication, or login authentication of the computer in which the folder for transfer is specified.</p> | <ul style="list-style-type: none"> <li>• In [System Settings], under [File Transfer], select [SMTP Authentication], [POP before SMTP], or [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Check that the user ID and password for the computer in which the folder for forwarding is specified are correctly programmed.</li> <li>• Check that the folder for forwarding is correctly specified.</li> <li>• Check that the computer in which the folder for forwarding is specified is correctly operated.</li> <li>• Contact the network administrator.</li> </ul> |
| <p>"Check whether there are any network problems."<br/>[14-33]</p> | <p>Neither the machine's nor the administrator's e-mail address is registered.</p>  | <ul style="list-style-type: none"> <li>• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "E-mail Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul>   |

| Message  | Causes   | Solutions   |
|--|--|---|
| <p>"Check whether there are any network problems."<br/>[15-01]</p> | <p>No POP3/IMAP4 server address is programmed.</p> | <ul style="list-style-type: none"> <li>• In [System Settings], under [File Transfer], select [POP3 / IMAP4 Settings], and then check that "Server Name" is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul>            |
| <p>"Check whether there are any network problems."<br/>[15-02]</p> | <p>Cannot log in to the POP3/IMAP4 server.</p>     | <ul style="list-style-type: none"> <li>• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul> |
| <p>"Check whether there are any network problems."<br/>[15-03]</p> | <p>No machine e-mail address is programmed.</p>    | <ul style="list-style-type: none"> <li>• In [System Settings], under [File Transfer], check that the machine e-mail address is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul>  |

| Message  | Causes  | Solutions  |
|--|---|--|
| <p>"Check whether there are any network problems."<br/>[15-11]</p> | <p>Cannot find the DNS server or POP3/IMAP4 server.</p> | <ul style="list-style-type: none"> <li>• In [System Settings], under [Interface Settings], check that the IP address of the DNS Server is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• In [System Settings], under [File Transfer], select [POP3 / IMAP4 Settings], and then check that "Server Name" is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• In [System Settings], under [File Transfer], select [E-mail Communication Port], and then check that the port number of the POP3/IMAP4 server is correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Check that the LAN cable is correctly connected to the machine.</li> <li>• In [System Settings], under [File Transfer], select [Reception Protocol], and then check that the reception protocol is correctly programmed. You can also use the Web Image Monitor. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul> |

| Message  | Causes  | Solutions   |
|--|---|---|
| <p>"Check whether there are any network problems."<br/>[15-12]</p>                           | <p>Cannot log in to the POP3/IMAP4 server.</p>  | <ul style="list-style-type: none"> <li>• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• In [System Settings], under [File Transfer], check that the user name and password for POP before SMTP authentication are correctly programmed. You can also use the Web Image Monitor for confirmation. See Web Image Monitor Help.</li> <li>• Contact the network administrator.</li> </ul> |
| <p>"Connection with LDAP server has failed. Check the server status."</p>                    | <p>A network error has occurred and connection has failed.</p>  | <ul style="list-style-type: none"> <li>• Try the operation once more. If the message is still shown, the network may be crowded.</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 Reference.</li> </ul>   |
| <p>"Error occurred, and transmission was cancelled."</p>                                     | <ul style="list-style-type: none"> <li>• Original jammed during Immediate Transmission.</li> <li>• A problem occurred in the machine, or noise occurred on the telephone line.</li> </ul> | <p>Press [Exit], and then send the documents again.</p>   |
| <p>"Exceeded max. No. of display search results. Max.: n"<br/>(A figure is placed at n.)</p> | <p>The number of search results has exceeded the maximum number of items that can be displayed.</p>   | <p>Search again after changing the search conditions.</p>   |

| Message   | Causes  | Solutions   |
|---|---|---|
| "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 crowded.</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 Reference.</li> </ul>                             |
| "Functional problem occurred. Stopped processing."  | The main power switch was turned off while the machine was receiving a document by Internet Fax.                | Even if you turn the main power switch back on immediately, depending on the mail server, the machine might not be able to resume reception of the Internet Fax if the timeout period has not expired. Wait until the mail server's timeout period has expired, and then resume reception of the Internet Fax. For details, contact your network administrator. |
| "Functional problems with facsimile. Data will be initialized."   | There is a problem with the fax.  | Record the code number shown on the screen, and then contact your service representative. Other functions can be used.  |
| "LDAP server authentication has failed. Check the settings."  | A network error has occurred and connection has failed.   | Make settings correctly for the user name and the password for LDAP server authentication.  |
| "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." | A function of the machine other than the Facsimile function is being used such as the Document Server function. | Before sending a file by fax, cancel the job in progress. For example, press [Exit], and then press the [Document Server] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].  |
| "Put original back, check it and press the Start key."  | Original jammed during Memory Transmission.   | Press [Exit], and then send the documents again.  |

| Message  | Causes   | Solutions  |
|--|--|--|
| "Remove the paper from Internal Tray 1."   | Internal Tray 1 is full.   | Remove the paper. If the other tray is also full, the tray name shown on the screen changes. Remove paper from the tray indicated on the display.  |
| "Some invalid destination(s) contained. Do you want to select only valid destination(s)?"                                | The specified group contains fax destinations, e-mail destinations, and/or folder destinations, either of which are incompatible with the specified transmission method. | In the message that appears at each transmission, press [Select].  |
| "Some page(s) are near blank."   | The first page of the document is almost blank.  | The original's blank side might have been scanned. Be sure to place your originals correctly. For details, see "Detecting Blank Sheet", Facsimile Reference.   |
| "The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted." | You tried to delete a document for which you do not have permission to delete.   | Only the administrator can delete this document. Contact your administrator if you want to delete a document for which you do not have permission to delete.   |
| "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 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. Operation is not possible while this message is displayed. |
| "You do not have the privileges to use this function."   | The logged in user name does not have permission for the selected function.  | Contact your administrator about the permission for the required function.   |

**Note**

- If "Check whether there are any network problems." appears, the machine is not correctly connected to the network or the settings of the machine are not correct. If you do not need to connect to a network, you can specify the setting so this message is not displayed, and then the

[Facsimile] key no longer lights. For details about how to do this, see "Parameter Settings", Facsimile Reference. If you reconnect the machine to the network, be sure to set "Display" by configuring the appropriate User Parameter.

- If the paper tray runs out of paper, "There is no paper. Load paper." appears on the screen, asking you to add paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the screen. You can turn this function on or off with "Parameter Settings". For details about how to do this, see "Parameter Settings", Facsimile Reference.

## When You Cannot Send or Receive Fax Messages As Wanted

This section describes likely causes of and possible solutions for transmission and reception-related problems.

### Transmission/Reception

| Problem   | Causes                                | Solutions   |
|---|---------------------------------------|---|
| Both transmission and reception are impossible. | The modular cord may be disconnected. | Make sure the modular cord is correctly connected. See "Connecting the Machine to a Telephone Line and Telephone", Network and System Settings Reference. |

### Transmission

| Problem   | Causes  | Solutions   |
|---|---|---|
| Document appears blank at the other end.                | The original was placed upside down.  | When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is inserted into the ADF, the side to be scanned must face up. |
| Printed or sent images are spotty.                      | The exposure glass, scanning glass, or ADF is dirty.  | Clean them. See "Cleaning the Machine", About This Machine. Make sure ink or correction fluid is dry before placing originals.  |
| Reception is possible, but transmission is impossible.  | There are regions and telephone exchanges where a dial tone can not be detected.                    | Turn the dial tone detection off in User Parameters. For details about how to do this, see "Parameter Settings", Facsimile Reference.   |
| Transmission failed due to "maximum e-mail size" error. | If the e-mail size specified on the machine is too large, the Internet Fax document cannot be sent. | In [Facsimile Features], under [Send Settings], set [Max. E-mail Size] to [Off], or set the maximum e-mail size to a larger value. Then, resend the document.                       |

| Problem   | Causes  | Solutions   |
|---|---|---|
| LAN-Fax Driver does not work.   | The entered login user name, login password, or driver encryption key is incorrect.               | Check your login user name, login password, or driver encryption key, and then enter them correctly. Contact your administrator.  |
| LAN-Fax Driver does not work.   | A high security level is set by the extended security function.                                   | Contact your administrator.   |
| Although a group specification was set for the following, reception was not possible.<br>Receiving Station of Transfer Box, Forwarding, Forwarding of Special Sender, Reception Report e-mail, E-mail TX Results, routing e-mail received via SMTP. | The number of specified destinations exceeds the maximum number that can be specified as a group. | A maximum of 500 parties can be specified for a group. Check if there are more than the specified numbers registered in the Address Book. If a group was registered in another group or specified as Receiving Stations 1 to 5 for the Transfer Box, transmission is canceled but an error message does not appear. |

### Reception

| Problem   | Causes   | Solutions   |
|---|--|---|
| The machine failed to print received fax documents. | If this happened when the Receiving File indicator was lit, low paper or low toner may have caused printing to stop. | <ul style="list-style-type: none"> <li>• Load paper into the tray.</li> <li>• Add toner.</li> </ul> For details about Substitute Reception, see "Substitute Reception", Facsimile Reference.  |
| The machine failed to print received fax documents. | In [Facsimile Features], under [Reception Settings], [Store] has been selected for [Reception File Setting].         | Print the fax documents using a Web browser or the Print Stored RX File function. See "Printing Received and Stored Documents" and "Viewing, Printing, and Deleting Received Fax Documents Using Web Image Monitor", Facsimile Reference. |
| The machine failed to print received fax documents. | The paper has run out.   | Load paper into the tray. See "Changing the Paper Size", About This Machine.  |

| Problem   | Causes  | Solutions   |
|---|---|---|
| While pressing [Manual E-mail RX], "Cannot receive E-mails currently." appears and e-mail cannot be received. | The machine is receiving an on-demand e-mail message (e-mail inquiry from the administrator). | After the e-mail is received, press [Manual E-mail RX], and then try again. |

**Printing**

3

| Problem                    | Causes   | Solutions  |
|----------------------------|--|--|
| Print is slanted.          | The paper is fed at a slant.   | Load the paper correctly. See "Loading Paper", About This Machine.   |
| Misfeeds occur frequently. | The number of feeding into the paper tray exceeds the capacity of the machine. | <ul style="list-style-type: none"> <li>When loading paper into the paper tray, load paper only as high as the upper limit markings on the side fences of the paper.</li> <li>When loading paper on the bypass tray, load only as much paper as can be held between the guides on the bypass tray.</li> </ul>   |
| 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.   | <ul style="list-style-type: none"> <li>Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine.</li> <li>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.</li> </ul> |
| Misfeeds occur frequently. | The paper is too thick or too thin.  | Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.  |

| Problem  | Causes  | Solutions  |
|--|---|--|
| 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.  |
| Misfeeds occur frequently.                         | The friction pad, paper feed roller, or registration roller may be dirty. | Clean the pertinent section as necessary. See "Cleaning the Friction Pad and Paper Feed Roller" and "Cleaning the Registration Roller", About This Machine.  |
| Sheets are feeding in together, resulting in jams. | The pages 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.                        | Printed paper is being used.  | Do not load sheets that have already been copied or printed onto by another machine.   |
| Copy paper becomes creased.                        | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. 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.  |

| Problem   | Causes  | Solutions   |
|---|---|---|
| Edges of sheets are creased.  | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. 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.   |
| Images are only partially printed.  | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.                             |
| Black lines appear on the print produced at the destination.                          | The exposure glass, scanning glass, or ADF is dirty.  | Clean them. See "Cleaning the Machine", About This Machine.   |
| Images are smudged.   | Smudging can occur if a printed side rubs against things such as the corner of the machine. | When removing copies from the output tray, do so carefully to avoid scuffing the printed side. If you are making many copies, remove them in small batches. |
| Background of received images appears dirty. Images from the back of the page appear. | Image density is too high.  | Ask the sender to adjust the scan density settings. For details about how to change the density, see "Density (Contrast)", Facsimile Reference.             |
| Received image is too light.  | When using moist, rough, or processed paper, areas of print may not be fully reproduced.    | Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.   |
| Received image is too light.  | The image density has been set too low.   | Ask the sender to increase the scanning density. For details about how to change the density, see "Density (Contrast)", Facsimile Reference.                |
| Received image is too light.  | The original of the transmitted fax was printed on paper that is too thin.                  | Ask the sender to reprint the original on thicker paper, and then fax it again.   |

| Problem  | Causes   | Solutions   |
|--|--|---|
| 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> </ul> |

**Others**

| Problem  | Causes  | Solutions   |
|--|---|---|
| All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/ Reception, Memory Lock, or Substitute Reception. | When about one hour passes after power to the machine is turned off, all fax documents stored in memory are lost. | If any documents have been lost for this reason, a Power Failure Report is automatically printed when the machine is turned on. If fax documents stored for Memory Transmission have been lost, check the destinations and resend the documents. If fax documents received through Memory, Memory Lock or Substitute Reception have been lost, ask the senders to resend the documents. See page 68 "Turning Off the Main Power / In the Event of Power Failure". |
| When a correct password is entered, you cannot print documents that appear in the Personal box or Information box, or transmit / print out stored documents.         | Documents are locked by a security function if incorrect passwords are entered a certain number of times.         | Contact your administrator.   |
| [Prg. Dest.] or [Manual Entry] does not appear.  | This function is made unavailable by the enhanced security function.  | Contact your administrator.   |

| Problem   | Causes   | Solutions  |
|---|--|--|
| The following functions are not available: Forwarding, Store File in the Information Box, routing e-mail received via SMTP. | This function is made unavailable by the enhanced security function. | Contact your administrator.  |
| Cannot print JPEG format files with the Mail to Print function.   | Only JFIF files are printable. (JFIF is a JPEG subformat.)           | Make sure the files you are trying to print are in JFIF subformat. |

### When Memory Is Full

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

| Message   | Causes              | Solutions  |
|---|---------------------|--|
| "Memory is full. Cannot scan more. Transmission will be stopped." | The memory is full. | <p>If you press [Exit], the machine returns to standby mode and starts transmitting the stored pages.</p> <p>Check the pages that have not been sent using the Communication Result Report, and then resend those pages.</p> |

## If an Error Report Is Printed

An Error Report is printed if a document cannot be successfully sent or received.

Possible causes include a problem with the machine or noise on the telephone line. If an error occurs during transmission, resend the original. If an error occurs during reception, ask the sender to resend the document.

### ★ Important

- If an error happens frequently, contact your service representative.
- The "Page" column gives the total number of pages. The "Page not sent" or "Page not received" column gives the number of pages not sent or received successfully.
- You can display destinations by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.
- You can display sender names by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.

## Turning Off the Main Power / In the Event of Power Failure

The following notes concern power failure and turning off the machine.

### CAUTION

- When disconnecting the power cord from the wall outlet, always pull the plug, not the cord. Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

### Important

- Do not turn off the main power switch while the power indicator is lit or blinking. If you do, the hard disk and memory may be damaged and failure could result.
- Turn off the main power switch before pulling out the plug. If you pull out the plug with the switch on, the hard disk and memory may be damaged and failure could result.
- Make sure 100% is shown on the display before you unplug the machine. If a lower value is shown, some data is currently present in memory.
- Right after a power failure, the internal battery needs to be sufficiently recharged to guard against future data loss. Keep the machine plugged in and the main power switch on for about 24 hours after the power loss.

Even if the main power switch is turned off, the contents of the machine memory (for example, programmed numbers) will not be lost. However, if power is lost for about one hour because the main power switch is turned off, there is a power cut, or the power cable is removed, contents of the Fax memory are lost. Lost items will include any fax documents stored in memory using Memory Transmission/Reception, or Memory Lock.

If a file was deleted from memory, a Power Failure Report is automatically printed as soon as the power is restored.

This report can be used to identify lost files. If a memory stored for Memory Transmission was lost, resend it. If a document received by Memory Reception or Substitute Reception was lost, ask the sender to resend it.

# When an Error Occurs Using Internet Fax

This section describes reports that the machine sends if an Internet Fax error occurs.

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## Error Mail Notification

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The machine sends the Error Mail Notification to the sender when it is unable to successfully receive a particular e-mail message. A "cc" of this notification is also sent to the administrator's e-mail address when one is specified.

### ★ Important

- If an incoming Internet Fax from another party bypasses the SMTP server, even if reception is not successful, an Error Mail Notification is not sent to the sender.

### ↓ Note

- You can select to send Error Mail Notification by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.
- If Error Mail Notification cannot be sent, the Error Report (E-mail) is printed by the machine.
- If an error occurs when an e-mail is received via SMTP, the SMTP server sends an error e-mail to the originator of the document.

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## Error Report (E-mail)

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The Error Report (E-mail) is printed by the machine when it is unable to send an Error Mail Notification.

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## Server-Generated Error E-mail

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The transmitting server sends this error e-mail to the originator of e-mail that cannot be transmitted successfully (due to reasons such as specifying an incorrect e-mail address).

### ★ Important

- If an Internet Fax transmission bypasses the SMTP server, even if transmission is not successful, an error e-mail is not sent from the server.

### ↓ Note

- After a server-generated error e-mail is printed, the first page of the sent document is printed.



# 4. 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

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.

4

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

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 as follows:

- PCL 5e  
32bit-driver: "\x86\DRIVERS\PCL5e\XP\_VISTA\(\language)\DISK1"  
64bit-driver: "\X64\DRIVERS\PCL5e\X64\(\language)\DISK1"
- PCL 6  
32bit-driver: "\x86\DRIVERS\PCL6\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\X64\DRIVERS\PCL6\X64\MUI\DISK1"
- PostScript® 3™  
32bit-driver: "\x86\DRIVERS\PS\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\X64\DRIVERS\PS\X64\MUI\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 "Confirming the Connection Method", Printer Reference.
- The PCL6 printer driver is installed in the language of your operating system.

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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 [Printers 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 as follows:

- PCL 5e  
32bit-driver: "\\x86\DRIVERS\PCL5e\XP\_VISTA\language\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL5e\X64\language\DISK1"
- PCL 6  
32bit-driver: "\\x86\DRIVERS\PCL6\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL6\X64\MUI\DISK1"
- PostScript 3  
32bit-driver: "\\x86\DRIVERS\PS\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PS\X64\MUI\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 "Confirming the Connection Method", Printer Reference.
- The PCL6 printer driver is installed in the language of your operating system.

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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 as follows:

- PCL 5e
  - 32bit-driver: "`\x86\DRIVERS\PCL5e\XP_VISTA\{(language)\DISK1`"
  - 64bit-driver: "`\X64\DRIVERS\PCL5e\X64\{(language)\DISK1`"
- PCL 6
  - 32bit-driver: "`\x86\DRIVERS\PCL6\XP_VISTA\MUI\DISK1`"
  - 64bit-driver: "`\X64\DRIVERS\PCL6\X64\MUI\DISK1`"
- PostScript 3
  - 32bit-driver: "`\x86\DRIVERS\PS\XP_VISTA\MUI\DISK1`"
  - 64bit-driver: "`\X64\DRIVERS\PS\X64\MUI\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 "Confirming the Connection Method", Printer Reference.
- The PCL6 printer driver is installed in the language of your operating system.

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## Windows 7

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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 as follows:

- PCL 5e
  - 32bit-driver: "`\x86\DRIVERS\PCL5e\XP_VISTA\{(language)\DISK1`"
  - 64bit-driver: "`\X64\DRIVERS\PCL5e\X64\{(language)\DISK1`"

- PCL 6  
32bit-driver: "\\x86\DRIVERS\PCL6\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL6\X64\MUI\DISK1"
- PostScript 3  
32bit-driver: "\\x86\DRIVERS\PS\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PS\X64\MUI\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 "Confirming the Connection Method", Printer Reference.
- The PCL6 printer driver is installed in the language of your operating system.

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## Windows Server 2008

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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 as follows:

- PCL 5e  
32bit-driver: "\\x86\DRIVERS\PCL5e\XP\_VISTA\(\language)\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL5e\X64\(\language)\DISK1"
- PCL 6  
32bit-driver: "\\x86\DRIVERS\PCL6\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL6\X64\MUI\DISK1"
- PostScript 3  
32bit-driver: "\\x86\DRIVERS\PS\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PS\X64\MUI\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 "Confirming the Connection Method", Printer Reference.
- The PCL6 printer driver is installed in the language of your operating system.

## Windows Server 2008 R2

This section describes the procedure under Windows Server 2008 R2.

1. On the [Start] menu, click [Control Panel].
2. Click [Hardware].
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 as follows:

- PCL 5e  
32bit-driver: "\\x86\DRIVERS\PCL5e\XP\_VISTA\(\language)\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL5e\X64\(\language)\DISK1"
- PCL 6  
32bit-driver: "\\x86\DRIVERS\PCL6\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PCL6\X64\MUI\DISK1"
- PostScript 3  
32bit-driver: "\\x86\DRIVERS\PS\XP\_VISTA\MUI\DISK1"  
64bit-driver: "\\X64\DRIVERS\PS\X64\MUI\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 "Confirming the Connection Method", Printer Reference.
- The PCL6 printer driver is installed in the language of your operating system.

## If USB Connection Fails

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

| Problem  | Causes  | Solutions   |
|--|---|---|
| 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 on the main power switch 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. |
| The machine does not recognize the USB connection even when a USB cable is inserted. | If the USB cable is connected while the machine is off, the machine might not recognize the USB connection. | Press the operation switch, and then disconnect the USB cable. When the machine has returned to the ready condition, reconnect the USB cable.   |

# Messages Displayed When Using the Printer Function

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

## Status Messages

This section describes the machine status messages.

| Message                     | Status   |
|-----------------------------|--|
| "Hex Dump Mode"             | In Hex Dump mode, the machine receives data in hexadecimal format. Turn off the main power switch after printing, and then turn it 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 [ <b>▶</b> 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.   |
| "Printing..."               | The machine is printing. Wait a while.   |
| "Ready"                     | This is the default ready message. The machine is ready for use. No action is required.  |
| "Resetting job..."          | The machine is resetting the print job. Wait until "Ready" appears on the display panel.   |
| "Setting change..."         | The machine is changing settings. 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 switch off, see "Turning On/Off the Power", About This Machine.

| Message   | Causes   | Solutions   |
|---|--|---|
| "Authentication has failed."  | The entered login user name or login password is not correct.  | Ask the user administrator for the correct login user name and login password.  |
| "Authentication has failed."  | The machine cannot perform authentication.   | Contact your administrator.   |
| "Cannot connect with the wireless card. Turn the main power switch off, then check the card." | <ul style="list-style-type: none"> <li>• The wireless LAN board was not inserted when the machine was turned on.</li> <li>• The wireless LAN board was pulled out after the machine was turned on.</li> <li>• The settings are not updated although the unit is detected.</li> </ul> | Turn off the main power switch, and then check the wireless LAN board is inserted correctly. And then, turn on the main power switch again. If the message appears again, call your service representative.   |
| "Cannot display files from the selected memory device."                                       | The memory device used cannot be recognized.   | For details about the recommended memory devices for the Direct printing function from removable memory devices, contact your sales or service representative. The USB flash memory that features password protection or other security features may not work normally. |
| "Hardware Problem: Ethernet"  | An error has occurred in the Ethernet interface.   | Turn off the main power switch, and then back on again. If the message appears again, contact your service representative.  |

| Message  | Causes  | Solutions  |
|--|---|--|
| "Hardware Problem: HDD"  | An error has occurred in the hard disk.   | Turn off the main power switch, and then 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 then back on again. If the message appears again, contact your service representative.   |
| "Hardware Problem: Wireless Board"   | Access to the wireless board in which the wireless LAN board is inserted is possible, but an error was detected.  | Turn off the main power switch, and then check the wireless board is inserted correctly. And then, turn on the main power switch again. If the message appears again, contact your service representative.                                 |
| "Hardware Problem: Wireless Card"  | <ul style="list-style-type: none"> <li>The installed wireless LAN card is not compatible with this machine.</li> <li>An error has occurred in the wireless LAN card.</li> </ul> | Turn off the main power switch, and then check the wireless card. And then, turn on the main power switch again. If the message appears again, contact your service representative.  |
| "Load following paper in n. To cancel job, press [Job Reset]."<br>(A figure is placed at n.) | The printer driver settings are incorrect or the tray does not contain paper of the size selected in the printer driver.  | Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", About This Machine. |
| "More than one file cannot be selected with this file type."                                 | A non-JPEG file has been selected.  | Multiple non-JPEG files cannot be selected at one time in the Direct printing function from removable memory devices. Select files separately.   |

| Message  | Causes   | Solutions   |
|--|--|---|
| "Paper size and type are mismatched. Select another tray from the following and press [Continue]. To cancel job, press [Job Reset]. Paper size and type can also be changed in User Tool." | The printer driver settings are incorrect or the tray does not contain paper of the size or type selected in the printer driver. | Check that the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", About This Machine.  |
| "Paper size of n is mismatched. Select another tray from the following and press [Continue]. Paper type can also be changed in User Tools."<br><br>(A tray name is placed at n.)           | The size of the paper in the tray does not match the paper size specified in the printer driver.                                 | Select a tray containing paper that is the same size as the specified paper size.   |
| "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.  |
| "The same paper tray cannot be set for the main sheets and slip sheets ([Designate]). 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.  |
| "The size of the selected file(s) is too large."   | The total size of the selected file(s) exceeds 1 GB.   | File(s) with a total size that exceeds 1 GB cannot be printed. <ul style="list-style-type: none"> <li>• When the total size of the multiple files that are selected exceeds 1 GB, select files separately.</li> <li>• Print by using a function other than the Direct printing function from removable memory devices.</li> </ul> |

| Message   | Causes  | Solutions  |
|---|---|--|
| "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 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. |
| "You do not have the privileges to use this function."  | The logged in user name does not have permission for the selected function.     | Contact your administrator about the permission for the required function.   |

## Other Messages

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

| Message     | Causes   | Solutions   |
|-------------|--|---|
| "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 [Job Reset] or the [Clear/Stop] key was selected on the machine's control panel. | Perform the print operation again if necessary.   |
| "98: Error" | The machine could not access Hard disk correctly.  | Turn off the main power switch, and then back on again. If the message appears frequently, contact your service representative. |

| Message  | Causes  | Solutions   |
|--|---|---|
| "99: Error"  | This data cannot be printed. The specified data is either corrupt or not supported by the Direct printing function from removable memory devices. | Check that the data is valid. For details about the kinds of data supported by the Direct printing function from removable memory devices, see "Direct Printing from a Removable Memory Device", Printer Reference. |
| "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.   |
| "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 your 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 off the main power switch, and then back on again. If the message appears again, contact your sales or service representative.   |

| Message   | Causes  | Solutions   |
|---|---|---|
| "Compressed Data Error."  | The printer detected corrupt compressed data.   | <ul style="list-style-type: none"> <li>• Check the connection between the computer and the printer.</li> <li>• Check that the program you used to compress the data is functioning correctly.</li> </ul>  |
| "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 hard disk was malfunctioning. | Contact your service representative.  |
| "Document Server is not available to use. Cannot store."          | You cannot use the Document Server function.  | Contact your 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 "Paper Type", set "Apply Duplex" to [Yes] for the paper tray that can be used for duplex print. For details, see "Tray Paper Settings", Network and System Settings Reference.</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 hard disk 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.  |
| "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.   |

| Message   | Causes   | Solutions  |
|---|--|--|
| "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.<br>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 unit count for Print Volume Use. The job has been cancelled." | The number of pages the user is permitted to print has been exceeded.  | Contact your administrator.  |
| "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 then back on again. If the message appears again, contact your service representative.                               |
| "File system is full."  | PDF file does not print out because the capacity of the file system is full.   | Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.  |
| "HDD is full."  | The hard disk became full while printing a Sample Print, Locked Print, Hold Print, or Stored Print file.               | Delete unneeded files stored in the machine.<br>Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print, or Stored Print file. |

| Message   | Causes   | Solutions   |
|---|--|---|
| "HDD is full."  | When printing with the PostScript 3 printer driver, the hard disk 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 or Integration Server 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 your administrator.   |

| Message                      | Causes                                     | Solutions   |
|------------------------------|--|---|
| <p>"Insufficient Memory"</p> | <p>A memory allocation error occurred.</p> | <p><b>PCL 5e</b></p> <ul style="list-style-type: none"> <li>• On the printer driver's [Print Quality] tab, select a lower resolution in the "Resolution" area.</li> <li>• In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> </ul> <p><b>PCL 6</b></p> <ul style="list-style-type: none"> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolution:" list.</li> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select "Raster" in the "Vector/Raster:" list. In some cases, it will take a long time to complete a print job.</li> <li>• In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> </ul> <p><b>PostScript 3</b></p> <ul style="list-style-type: none"> <li>• On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolution:" list.</li> <li>• In [Printer Features], under [System], set [Memory Usage] to [Font Priority].</li> </ul> |

| Message  | Causes   | Solutions   |
|--|--|---|
| "Memory Retrieval Error"                                   | A memory allocation error occurred.  | Turn off the main power switch, and then back on again. If the message appears again, replace the RAM.  |
| "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.   |
| "Print overrun."   | Images were discarded while printing.  | <p><b>PCL 5e</b></p> <p>On the printer driver's [Print Quality] tab, select a lower resolution in the "Resolution" area.</p> <p><b>PCL 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolution:" list.</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolution:" list.</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.  |
| "Receiving data failed."                                   | Data reception was aborted.  | Resend the data.  |
| "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 then print the file again.  |
| "Sending data failed."                                     | The machine received a command to stop transmission from the printer driver.                         | Check if the computer is working correctly.   |

| Message   | Causes  | Solutions  |
|---|---|--|
| "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 hard disk 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.  |
| "You do not have a privilege to use this function. This job has been cancelled."  | The entered login user name or login password is not correct.   | Check that the user name and password are correct.   |
| "You do not have a privilege to use this function. This job has been cancelled."  | The logged in user is not allowed to use the selected function.   | Contact your administrator.  |
| "You do not have a privilege to use this function. This operation has been cancelled."                                  | The logged in user does not have the privileges to register programs or change the paper tray settings. | Contact your administrator.  |

If 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.

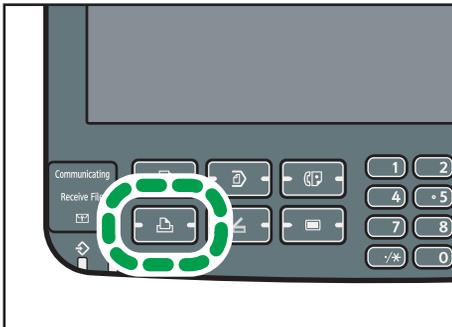
## Checking the Error Log

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

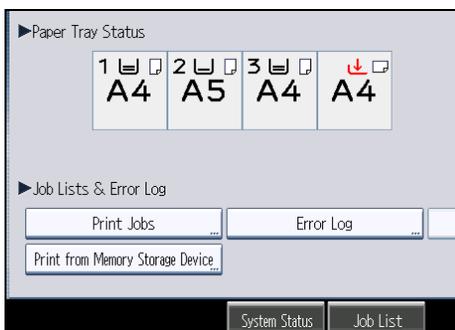
- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until 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.



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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 a printing operation.

| Problem                  | Causes   | Solutions  |
|--------------------------|--|--|
| 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 screen of the control panel.           | Check the error message or warning status on the display panel, and then 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 Interface", Network and System Settings Reference.  |
| 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 Interface", Network and System Settings Reference. |
| Printing does not start. | The interface cable was connected after the machine was switched on. | Connect the interface cable before turning on the main power switch.   |

| Problem                  | Causes  | Solutions   |
|--------------------------|---|---|
| Printing does not start. | If the machine is using wireless LAN, failure to print might result from a weak wireless signal.                        | In [System Settings], under [Interface Settings], select [Wireless LAN], and then press [Wireless LAN Signal] to check signal status. If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference.<br><br>(You can check signal status only when using wireless LAN in the infrastructure mode.) |
| Printing does not start. | If the machine is using wireless LAN, SSID settings are incorrect.  | Check using the machine's display panel that the SSID is correctly set. See "Wireless LAN", Network and System Settings Reference.  |
| Printing does not start. | If the machine is using wireless LAN, the receiver's MAC address may be preventing communication with the access point. | Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients.   |
| 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  | Causes  | Solutions   |
|--|---|---|
| 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 page 93 "When the Data In Indicator Does Not Light Up or Flash".</li> <li>When it is networked with a computer, contact your administrator.</li> </ul>   |
| [List / Test Print] is disabled.   | A mechanical error might have occurred.   | Contact your service representative.  |
| Printing does not start when using the extended wireless LAN in Ad-hoc mode. | The correct Communication mode is not set.  | <ul style="list-style-type: none"> <li>Turn off the main power switch, and then back on again. See "Turning On/Off the Power", About This Machine.</li> <li>In [System Settings], under [Interface Settings], select [Wireless LAN], and then set [Communication Mode] to [802.11 Ad-hoc Mode] and [Security Method] to [Off]. Then at the other side, set [SSID Setting] and [Ad-hoc Channel] to the same values.</li> </ul> |

If printing does not start, contact 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 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.

### **For Windows Server 2008 R2**

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

### **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  | Causes   | Solutions   |
|--|--|---|
| The printed image is smudged.                    | Settings for thick paper have not been made when printing on thick paper in the bypass tray. | <p><b>PCL 5e</b></p> <p>On the printer driver's [Paper] tab, select [Bypass Tray] in the "Input Tray:" list. Then in the "Type:" list, select [Thick 1 (106 to 130 g/m<sup>2</sup>)] - [Thick 3 (164 to 220 g/m<sup>2</sup>)].</p> <p><b>PCL 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", and then select [Bypass Tray] in the "Input Tray:" list. Then in the "Paper Type:" list, select [Thick 1 (106 to 130 g/m<sup>2</sup>)] - [Thick 3 (164 to 220 g/m<sup>2</sup>)].</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", and then select [Bypass Tray] in the "Input Tray:" list. Then in the "Paper Type:" list, select [Thick 1 (106 to 130 g/m<sup>2</sup>)] - [Thick 3 (164 to 220 g/m<sup>2</sup>)].</p> |
| The printed image is faded over the entire page. | The paper is damp.   | Use paper that has been stored in the recommended temperature and humidity conditions. 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.  |

| Problem  | Causes   | Solutions  |
|--|--|--|
| 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</b></p> <p>On the printer driver's [Paper] tab, select a proper paper type in the [Type:] box.</p> <p><b>PCL 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", and then select a proper paper type in the "Paper Type:" list.</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", and then select a proper paper type in the "Paper Type:" list.</p> |
| Images smudge when rubbed. (Toner is not fixed.)                         | The fusing unit is deteriorated or damaged.  | Replace the unit. See "Replacing Machine Parts", About This Machine.   |
| The printed image is different from the image on the computer's display. | Printing will be performed by the machine's graphic processing function.   | <p><b>Only when using PCL 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select [Raster] in the "Vector/Raster:" list.</p>   |
| 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.  |
| Images are smudged.  | Smudging can occur if a printed side rubs against things such as the corner of the machine.  | When removing copies from the output tray, do so carefully to avoid scuffing the printed side. If you are making many copies, remove them in small batches.  |

| Problem  | Causes  | Solutions   |
|--|---|---|
| Lines of garbled or unwanted alphanumeric characters appear.       | An incorrect printer language might have been selected.                   | Select the correct printer driver, and then print the file again.   |
| Images are cut off, or excess is printed.                          | You may be using paper smaller than the size selected in the application. | Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.   |
| Photo images are coarse.   | Some applications print at lower resolution.                              | Use the application's settings to specify a higher resolution.  |
| A solid line is printed as a dashed line or appears blurred.       | Dither patterns do not match.   | <p><b>Only when using PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then change the "Dithering" setting.</p>   |
| Fine lines are fuzzy, of inconsistent thickness, or do not appear. | Super fine lines have been specified in the application.                  | <p><b>Only when using PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then change the "Dithering" setting.</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 thickness of the lines.</p> |

**When paper is not fed properly**

| Problem                                  | Causes  | Solutions  |
|--|---|--|
| 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</b></p> <p>On the printer driver's [Paper] tab, select the desired input tray in the "Input Tray:" list.</p> <p><b>PCL 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", select the desired input tray in the "Input Tray:" list.</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Paper] in the "Menu:", select the desired input tray in the "Input Tray:" list.</p> |
| 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.  | <ul style="list-style-type: none"> <li>• When loading paper into the paper tray, load paper only as high as the upper limit markings on the side fences of the paper.</li> <li>• When loading paper on the bypass tray, load only as much paper as can be held between the guides on the bypass tray.</li> </ul>   |
| Misfeeds occur frequently.               | The paper tray's side fences are set too tightly.   | Push the side fences lightly, and then reset them.   |
| Misfeeds occur frequently.               | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. 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.  |

| Problem  | Causes  | Solutions  |
|--|---|--|
| Misfeeds occur frequently.                         | The paper is wrinkled or has been folded/creased.                         | <ul style="list-style-type: none"> <li>• Use recommended paper. For details about recommended paper, see "Recommended Paper Sizes and Types", About This Machine.</li> <li>• 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.</li> </ul> |
| 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.  |
| Misfeeds occur frequently.                         | The friction pad, paper feed roller, or registration roller may be dirty. | Clean the pertinent section as necessary. See "Cleaning the Friction Pad and Paper Feed Roller" and "Cleaning the Registration Roller", About This Machine.  |
| 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.  |
| Printed paper becomes creased.                     | The paper is damp.  | Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.  |
| Printed 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 conditions. See "Paper Storage", About This Machine.  |

| Problem  | Causes  | Solutions   |
|--|---|---|
| Edges of sheets are creased.   | You are using non-recommended paper.  | Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.   |
| Duplex printing is malfunctioning.   | You have loaded thin paper lighter than 60 g/m <sup>2</sup> (16 lb. Bond), or thick paper heavier than 163 g/m <sup>2</sup> (90 lb. Index). | Change the paper.   |
| Duplex printing is malfunctioning.   | "Apply Duplex" is set to [No] for "Paper Type".   | In [Tray Paper Settings], under "Paper Type" set "Apply Duplex" to [Yes]. For details, see "Tray Paper Settings", Network and System Settings Reference.  |
| Duplex printing is malfunctioning.   | You have selected a paper type that cannot be used for duplex print.  | In [Tray Paper Settings], select a paper type that can be used for duplex print. For details about the paper types that can be used, see "Specifications for the Main Unit", About This Machine.  |
| The image on the back side of duplex prints 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> </ul> |
| White stripes appear on the OHP.   | Fragments of paper are stuck to the OHP.  | Use a dry cloth to wipe any paper fragments off the back of the OHP.  |

**Other printing problems**

| Problem   | Causes  | Solutions  |
|---|---|--|
| It takes a long time to complete a print job.   | "Sleep mode" might be set. (The machine status after the Auto Off operation is referred to as "Sleep mode".)                    | The machine requires time to warm up if it has been in "Sleep mode". In [System Settings], under [Timer Settings], select [Auto Off Timer], and then specify the time to elapse before Auto Off.   |
| 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 6</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolution:" list.</p> <p><b>PostScript 3</b></p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality] in the "Menu:", and then select a lower resolution in the "Resolution:" list.</p> |
| 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 machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help.   |
| When using Windows XP/Vista/7, and Windows Server 2003/2003 R2/2008/2008 R2, 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.   |

| Problem   | Causes   | Solutions   |
|---|--|---|
| When using Windows XP/ Vista/7, and Windows Server 2003/2003 R2/2008/2008 R2, 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 your administrator.   |
| 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 "PDF Menu", Printer Reference, or Web Image Monitor 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.  |

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



# 5. Troubleshooting When Using the Scanner Function

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

## Messages Displayed When Using the Scanner Function

This section describes the principal messages that appear on the display panel and the client computer. If other messages appear, follow their instructions.

### 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. If a message not described here appears, act according to the message.

| Message  | Causes  | Solutions   |
|--|---|---|
| "Authentication has failed."   | The entered login user name or login password is not correct. | Contact the user administrator.   |
| "Authentication has failed."   | The machine cannot perform authentication.                    | Contact your administrator.   |
| "Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]." | The entered user name or password was invalid.                | <ul style="list-style-type: none"><li>• Check that the user name and password are correct.</li><li>• Check that the ID and password for the destination folder are correct.</li><li>• A password of 128 or more characters may not be recognized.</li></ul> |
| "Cannot communicate with PC. Contact the administrator."   | WSD (Device) protocol or WSD (Scanner) protocol is disabled.  | Contact your administrator.   |
| "Cannot find the specified path. Please check the settings."   | The destination computer name or folder name is invalid.      | Check whether the computer name and the folder name for the destination are correct.  |

| Message   | Causes   | Solutions   |
|---|--|---|
| <p>"Cannot find the specified path. Please check the settings."</p> | <p>An antivirus program or a firewall is preventing the machine connecting to your computer.</p>   | <ul style="list-style-type: none"> <li>• Antivirus programs and firewalls can prevent client computers from establishing connection with this machine.</li> <li>• To prevent an antivirus application blocking the connection, register the facsimile program in the antivirus program's exclusion list. For details about the procedure for excluding a program, see your antivirus application's Help.</li> <li>• To prevent a firewall blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your firewall's Help.</li> </ul> |
| <p>"Cannot start scanning because communication was failed."</p>    | <p>Scan Profile is not set on the client computer.</p>   | <p>Set Scan Profile. For details about how to do this, see "Changing a Scan Profile", Scanner Reference.</p>  |
| <p>"Cannot start scanning because communication was failed."</p>    | <p>The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.</p> | <p>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.</p>   |
| <p>"Cannot start scanning. Check the setting(s) on the PC."</p>     | <p>The Scan Profile might be incorrectly configured.</p>   | <p>Check the Scan Profile configuration.</p>  |

| Message  | Causes  | Solutions   |
|--|---|---|
| "Cannot write on the memory storage device. Check the memory storage device and machine settings." | The memory device is faulty, or the file name contains a character that cannot be used.   | <ul style="list-style-type: none"> <li>• Check to see if the memory device is defective.</li> <li>• Check the memory device. It might be unformatted, or its format might be incompatible with this machine.</li> <li>• Check the file name set at the time of scanning. For details about the characters that can be used in file names, see "Specifying the File Name", Scanner Reference.</li> </ul> |
| "Cannot write on the memory storage device because remaining free space is insufficient."          | The memory device is full and scan data cannot be saved. Even if the memory device appears to have sufficient free space, data might not be saved if the maximum number of files that can be saved is exceeded. | <ul style="list-style-type: none"> <li>• Replace the memory device.</li> <li>• If the document is scanned as single-page or divided multiple pages, data already written to the memory device is saved as is. Replace the memory device, and then press [Retry] to save the remaining data, or press [Cancel] to redo the scan.</li> </ul>  |
| "Cannot write on the memory storage device because the device is write-protected."                 | The memory device is write-protected.   | Unlock the write-protection on the memory device.   |
| "Captured file exceeded max. number of pages per file. Cannot send the scanned data."              | The maximum number of pages per file has been exceeded.   | Reduce the number of pages in the transmitted file, and then resend the file. See "Storage function", Scanner Reference.  |
| "Connection with LDAP server has failed. Check the server status."                                 | A network error has occurred and connection has failed. Try the operation once more.  | <ul style="list-style-type: none"> <li>• Try the operation once more. If the message is still shown, the network may be crowded.</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 Reference.</li> </ul>   |

| Message   | Causes  | Solutions  |
|---|---|--|
| "Contains invalid character(s). Please re-enter."   | The file name contains a character that cannot be used.   | Check the file name specified at the time of scanning. The file name specified in the Sending Scan Files to Folders function cannot contain the following characters:<br>\ / : * ? " < >  <br>The file name cannot start or end with a period ".".                         |
| "Could not send the data because the PC timed out before it was sent."  | A time out occurred when using WSD Scanner. Time outs occur when too much time passes between scanning an original and sending its data. The followings are likely causes of time outs: <ul style="list-style-type: none"> <li>• Too many originals per set.</li> <li>• Misfed originals.</li> <li>• Transmission of other jobs.</li> </ul> | <ul style="list-style-type: none"> <li>• Reduce the number of originals, and then scan again.</li> <li>• Remove any misfed original, and then scan again.</li> <li>• Use Scanner Journal to check there are no jobs awaiting transmission, and then scan again.</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 your administrator.  |
| "Destinations to which encrypted files will be sent contain users that could not be verified by the certificates. Check the destinations."    | S/MIME certificates are valid, but the Certificate Authority could not be found for the destination.  | Contact your administrator.  |
| "Entered user code is not correct. Please re-enter."  | You have entered an incorrect user code.  | Check the authentication settings, and then enter a correct user code.   |

| Message   | Causes  | Solutions  |
|---|---|--|
| "Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features." | The file size per page has reached the maximum e-mail size specified in [Scanner Features]. | <ul style="list-style-type: none"> <li>In [Scanner Features], under [Send Settings], increase the size of [Max. E-mail Size].</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.)                                 | Search results have exceeded the max. displayable number.                                   | 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 a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.  |
| "Exceeded max. data capacity. Check the scanning resolution, then reset original(s)."                         | The scanned original exceeded maximum data capacity.  | Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.  |
| "Exceeded max. number of alphanumeric characters for the path."   | The maximum number of specifiable alphanumeric characters in a path has been exceeded.      | Check the maximum number of characters which can be entered for the path, and then enter it again. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference.  |
| "Exceeded max. number of alphanumeric characters."  | The maximum enterable number of alphanumeric characters has been exceeded.                  | Check the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference.   |

| Message  | Causes   | Solutions  |
|--|--|--|
| "Exceeded max. number of file name. Cannot scan. Check Start No."  | Scanning is impossible because the first digit in the serial number assigned to single-page files is too large, making subsequent numbers unassignable.              | Press [Send File Type / Name] on the scanner screen, and then press [Change] to the right of the entry box. Use the number keys to specify a smaller number as the first digit in the serial number. |
| "Exceeded max. number of file name. Cannot send the data. Check Start No."                                   | Sending scanned files is impossible because the first digit in the serial number assigned to single-page files is too large, making subsequent numbers unassignable. | Press [Send File Type / Name] on the scanner screen, and then press [Change] to the right of the entry box. Use the number keys to specify a smaller number as the first digit in the serial number. |
| "Exceeded max. number of files which can be sent at the same time. Reduce the number of the selected files." | The number of files exceeded the maximum number possible.  | Reduce the number of files, and then send them again.  |
| "Exceeded max. number of files which can be used in Document Server at the same time."                       | The maximum number of files that can be stored in the Document Server has been exceeded.   | Check the files stored by the other functions, and then delete unneeded files. For details about how to delete files, see "Deleting a Stored Document", Copy and Document Server Reference.          |
| "Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"                  | The file being stored has exceeded the maximum number of pages for one file.   | Specify whether to store the data or not. Scan the pages that were not scanned, and then store them as a new file. See "Storing Files Using the Scanner Function", Scanner Reference.                |
| "Exceeded max. number of standby files. Try again after the current file is sent."                           | The maximum number of standby files was exceeded.  | There are 100 files waiting in the sending queue for e-mail, Scan to Folder, or delivery functions. Wait until files have been sent.   |
| "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.  |

| Message  | Causes  | Solutions   |
|--|---|---|
| "Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete."                                | The number of scanned pages exceeded maximum page capacity.   | Select whether to send the data so far.   |
| "Exceeded max. page capacity per file. Press [Write] to write the scanned data to the memory storage device, or press [Cancel] to delete." | The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during writing to the Memory device. | Reduce the number of documents to be written to the memory device, and then try again.  |
| "Exceeded maximum number of file to store. Delete all unnecessary files."  | Too many files are waiting to be delivered.   | Please 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 crowded.</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 Reference.</li> </ul> |
| "Invalid certificates or no S/MIME certificates were found."   | The destination's S/MIME certificates are invalid or cannot be found.   | Contact your administrator.   |
| "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 Reference.  |

| Message  | Causes   | Solutions  |
|--|--|--|
| "Memory is full. Cannot scan. The scanned data will be deleted."   | Because of insufficient hard disk space, the first page could not be scanned.  | Try one of the following measures: <ul style="list-style-type: none"> <li>• Wait for a while, and then retry the scan operation.</li> <li>• Reduce the scan area or scanning resolution. See "Scan Settings" of Various Scan Settings, Scanner Reference.</li> <li>• Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference.</li> </ul> |
| "Memory is full. Do you want to store scanned file?"   | Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.                                       | Specify whether to use the data or not.  |
| "Memory is full. Press [Write] to write the current scanned data to the memory storage device, or press [Cancel] to delete." | The scan could not be completed because there was insufficient hard disk memory at the time of saving to the memory device.  | Select whether or not to save the scanned document to the memory device.   |
| "Memory is full. Scanning has been cancelled. Press [Send] to send the scanned data, or press [Cancel] to delete."           | Because there is not enough free hard disk space in the machine for delivering or sending by e-mail while storing in the Document Server, only some of the pages could be scanned. | Specify whether to use the data or not.  |
| "Memory storage device not detected. Insert the device."   | There is no memory device inserted.  | Insert a memory device, or check to see whether the memory device is properly inserted in the media slot.  |
| "No paper. Load paper of one of the following sizes."  | No paper is set in the specified paper tray.   | Load paper of the sizes listed in the message. See "Loading Paper", About This Machine.  |
| "Now loading WSD... Please wait."  | WSD scanner function is being prepared.  | Wait a while.  |

| Message   | Causes  | Solutions  |
|---|---|--|
| "Only one memory storage device can be used in one time. Please remove all other memory storage devices to resume writing."                                       | Only one memory device can be connected at a time.  | Insert one memory device only in the media slot.   |
| "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." | A function of the machine other than the Scanner function is being used such as the Copier function.                        | Cancel the job in progress.<br>For example, press [Exit], and then press the [Copy] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop]. |
| "Output buffer is full. Sending the data has been cancelled. Please try again later."   | Too many jobs are in standby state, and sending was canceled.   | Retry sending after sending jobs in standby state completes.   |
| "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 your administrator.  |
| "Scanner journal is full. Please check Scanner Features."   | "Print & Delete Scanner Journal" in [Scanner Features] is set to [Do not Print: Disable Send], and Scanner Journal is full. | Print or delete Scanner Journal. For details, see "General Settings", Scanner Reference.   |
| "Selected file is currently in use. File name cannot be changed."   | 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. Password cannot be changed."  | 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.  |

| Message   | Causes   | Solutions  |
|---|--|--|
| "Selected file is currently in use. User name cannot be changed."   | You cannot change the sender's name 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 has 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 invalid destination(s) contained. Do you want to select only valid destination(s)?"   | The specified group contains e-mail destinations and Scan to Folder destinations, either of which are incompatible with the specified transmission method. | In the message that appears at each transmission, press [Select].  |
| "Some of selected files are currently in use. They could not be deleted."   | You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTopBinder.      | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the file.  |
| "Some page(s) are near blank. To cancel, press the Stop key."   | The first page of the document is almost blank.  | The original's blank side might have been scanned. Be sure to place your originals correctly.  |
| "The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. " 0 to 9 ", " A to Z ", " a to z ", ". - _ "" | The file name contains a character that cannot be used.  | Check the file name set at the time of scanning. For details about characters that can be used in file names, see "Specifying the File Name", Scanner Reference. |
| "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.   | The files can be deleted by the file administrator. To delete a file which you are not authorized to delete, contact your administrator.                         |

| Message   | Causes   | Solutions  |
|---|--|--|
| "Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]." | Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination. | Allocate sufficient space.   |
| "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 has occurred.  | Check whether the server is connected.   |
| "Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."                             | A specified destination or sender's name was cleared when the destination list in the delivery server was updated.                               | Specify the destination or sender's name again.  |
| "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 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. |
| "You do not have the privileges to use this function."  | The logged in user name does not have permission for the selected function.  | Contact your 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. If a message not described here appears, act according to the message.

| Message   | Causes   | Solutions   |
|---|--|---|
| "Any of Login User Name, Login Password or Driver Encryption Key is incorrect."   | The entered login user name, password, or driver encryption key was invalid. | <ul style="list-style-type: none"> <li>• Check the login user name, login password, and driver encryption key.</li> <li>• Permission to use this function has not been granted. Contact your administrator.</li> </ul>  |
| "Call Service"<br>"Please call your service representative."  | An unrecoverable error has occurred in the machine.                          | Contact your service representative.  |
| "Cannot add any more scanning mode."  | The maximum number of registerable scan modes has been exceeded.             | The maximum number of modes that can be stored is 100. Delete unneeded modes.   |
| "Cannot connect to the scanner. Check the network Access Mask settings in User Tools."  | An access mask is set.   | Contact the network or scanner administrator.   |
| "Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead."<br>( "XXX" and "YYY" indicate scanner names.) | The main power switch of the previously used scanner is not set to "On".     | Check whether the main power switch of the scanner used for the previous scan is turned on.   |
| "Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead."<br>( "XXX" and "YYY" indicate scanner names.) | The machine is not connected to the network correctly.                       | <ul style="list-style-type: none"> <li>• Check that the previously used scanner is connected to the network correctly.</li> <li>• Cancel the Personal Firewall 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 "Remote Maintenance Using telnet", Network and System Settings Reference.</li> <li>• Select the scanner used for the previous scan.</li> </ul> |

| Message  | Causes  | Solutions   |
|--|---|---|
| "Cannot specify any more scanning area."           | The maximum number of registerable scan areas has been exceeded.                          | The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning areas.   |
| "Clear Misfeed(s) in ADF."                         | A paper misfeed has occurred inside the ADF.  | Remove jammed originals, and then insert them again. For details, see page 125 "Removing Jammed Paper".<br>Check whether the originals are suitable to be scanned by the machine.   |
| "Communication error has occurred on the network." | A communication error has occurred on the network.  | Check whether the client computer can use the TCP/IP protocol.  |
| "Error has occurred in the scanner driver."        | An error has occurred in the driver.  | <ul style="list-style-type: none"> <li>• Check whether the network cable is connected correctly to the client computer.</li> <li>• Check whether the Ethernet board of the client computer is recognized correctly by Windows.</li> <li>• Check whether the client computer can use the TCP/IP protocol.</li> </ul> |
| "Error has occurred in the scanner."               | The application-specified scan conditions have exceeded the setting range of the machine. | <ul style="list-style-type: none"> <li>• Check whether the scanning settings made with the application exceed the setting range of the machine.</li> <li>• Disable the client computer's own firewall. For details, see Windows Help.</li> </ul>  |
| "Fatal error has occurred in the scanner."         | An unrecoverable error has occurred in the machine.                                       | An unrecoverable error has occurred in the machine. Contact your service representative.  |

| Message   | Causes  | Solutions  |
|---|---|--|
| "Insufficient memory. Close all other applications, then restart scanning." | Memory is insufficient.   | <ul style="list-style-type: none"> <li>• Close all the unnecessary applications running on the client computer.</li> <li>• Uninstall the TWAIN driver, and then reinstall it after restarting the computer.</li> </ul>   |
| "Insufficient memory. Reduce the scanning area."                            | Scanner memory is insufficient.   | <ul style="list-style-type: none"> <li>• Reset the scan size.</li> <li>• Lower the resolution.</li> <li>• Set with no compression. 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> |
| "Invalid Winsock version. Please use version 1.1 or higher."                | You are using an invalid version of Winsock.                              | Install the operating system of the computer or copy Winsock from the operating system CD-ROM.   |
| "No User Code is registered. Consult your system administrator."            | Access is restricted with user codes.                                     | Contact your administrator of the machine.   |
| "No response from the scanner."   | The machine or client computer is not connected to the network correctly. | Check whether the machine or client computer is connected to the network correctly.  |
| "No response from the scanner."   | The network is crowded.   | Wait for a while, and then try to reconnect.   |

| Message  | Causes   | Solutions   |
|--|--|---|
| "Scanner is in use for other function. Please wait."             | A function of the machine other than the Scanner function is being used such as the Copier function. | <ul style="list-style-type: none"> <li>• Wait for a while, and then reconnect.</li> <li>• Cancel the job in progress.<br/>For example, press [Exit], and then press the [Copy] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].</li> </ul>  |
| "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.  | Turn on the main power switch.  |
| "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>• Deselect the personal firewall function 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 "Remote Maintenance Using telnet", Network and System Settings Reference.</li> </ul> |
| "Scanner is not ready. Check the scanner and the options."       | The ADF cover is open.   | Check whether the ADF cover is closed.  |
| "The name is already in use. Check the registered names."        | You tried to register a name that is already in use.   | Use another name.   |

## 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  | Causes   | Solutions                   |
|--|--|-----------------------------|
| The stored file is locked and is not accessible. | The file, which is password protected, is locked because the password was incorrectly entered ten times. | Contact your administrator. |

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### When Stored Files Cannot Be Edited

This section describes likely causes of and possible solutions for stored files being unable to be edited.

| Problem  | Causes   | Solutions                   |
|--|--|-----------------------------|
| Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered. | Limits have been imposed using the available extended security function. | Contact your administrator. |

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

This section describes likely causes of and possible solutions for the network browsing failing to operate when files are sent.

| Problem   | Causes   | Solutions  |
|---|--|--|
| The network cannot be browsed when specifying the destination folder. | The following machine settings may not be correct: <ul style="list-style-type: none"> <li>• IP address</li> <li>• Subnet Mask</li> </ul> | Check the settings. See "Interface Settings", Network and System Settings Reference. |

## When the TWAIN Driver Cannot Be Started

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

| Problem  | Causes   | Solutions  |
|--|--|--|
| 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 the Network Delivery Function Cannot Be Used

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

| Problem                                   | Causes  | Solutions   |
|---|---|---|
| Cannot use the network delivery function. | The delivery software may be an old version or a security setting may be specified. | Contact your 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 Reference. |

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## When S/MIME Cannot Be Used

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

| Problem  | Causes   | Solutions  |
|--|--|--|
| If several destinations are selected for the broadcasting sequence, the data is sent over 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.<br>Contact your administrator. For details about destination settings. |

| Problem   | Causes   | Solutions                   |
|---|--|-----------------------------|
| When putting a signature on an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From". | When S/MIME is applied, the administrator appears in the "From" field, and the sender appears in the "Reply-to" field. | Contact your administrator. |

**Note**

- Using S/MIME makes e-mail larger than when not using S/MIME.

## When You Cannot Send Scan Files Using WSD

5

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

| Problem                                  | Causes  | Solutions  |
|--|---|--|
| 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. |

## When Scanning Is Not Done As Expected

This section describes causes and remedies when scan results are not as expected.

| Problem                                    | Causes  | Solutions   |
|--|---|---|
| The scanned image is dirty.                | The exposure glass, scanning glass, or ADF is dirty.  | Clean them. See "Cleaning the 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 pressed flat against the exposure glass.   | Make sure the original is pressed flat against 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 the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is inserted into the ADF, the side to be scanned must face up.   |
| Images are scanned in rotated.             | If you set the original with its top edge backward and save full color/gray scale images as a TIFF or JPEG file, they are scanned in rotated. | When placing an original directly on the exposure glass, align its top edge flush against the left side of the exposure glass.<br><br>When inserting a stack of originals into the ADF, insert them top edge leading in. For details, see "Setting of Original Feed Type", Scanner Reference. |

| Problem  | Causes   | Solutions  |
|--|--|--|
| <p>The scanned image contains white spaces.</p>  | <ul style="list-style-type: none"> <li>• If you scan originals using functions 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 being added to the sides.</li> <li>• If the File Format Converter (optional) is installed, the margins may become wider.</li> </ul> | <p>Scanning at a higher resolution may reduce the margins.</p>   |
| <p>The scanned image is grayed out or a text pattern appears in the background.</p>  | <p>You have scanned a copy guarded document protected from unauthorized copying.</p>   | <p>Check the document. For details about how to prevent unauthorized copying of the document, see "Preventing an Unauthorized Copy", About This Machine.</p> |
| <p>After an original is scanned, the following settings are canceled:<br/>Destination, Sender, E-mail text, Subject, and File name</p> | <p>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.</p>   | <p>Contact your service representative.</p>  |

# 6. Clearing Misfeeds

This chapter describes what to do when paper or originals misfeed (become jammed inside the machine).

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

### Important

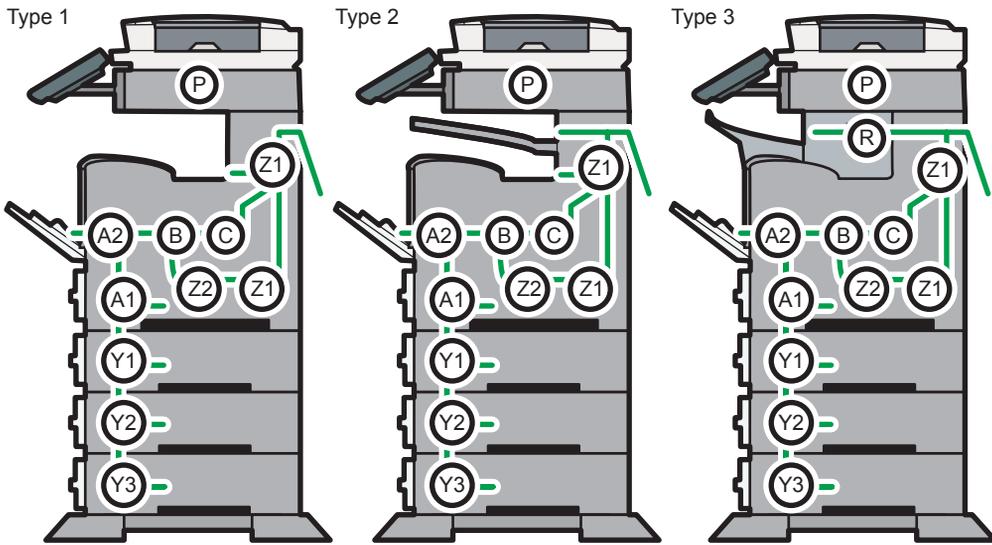
- When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.
- To prevent misfeeds, do not leave any torn scraps of paper inside the machine.
- Contact your service representative if misfeeds occur frequently.
- When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.
- Do not remove the fusing unit. Doing so will result in loss of print quality.
- If the error message remains displayed even after you remove misfed paper, open and close the front cover.

### Note

- 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.

## Locating Jammed Paper

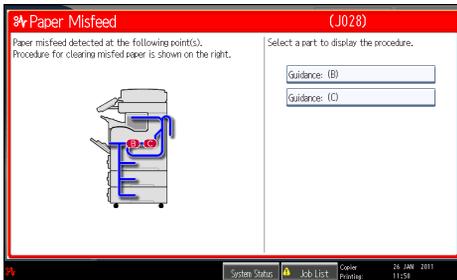
A misfeed has occurred in the place corresponding to the letter displayed on the control panel.



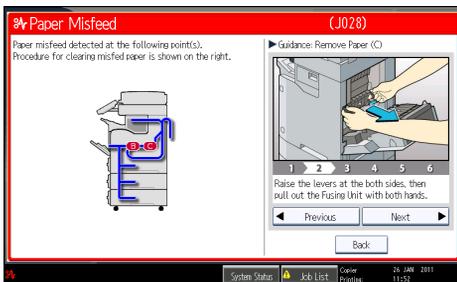
CFF001

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

6



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



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

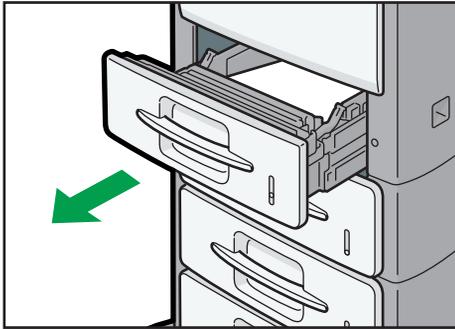
**Note**

- More than one misfeed may be indicated. When this happens, check all the areas indicated.
- If there is no misfed paper in the first area you check, see the other areas that are indicated.

## When A1 is displayed

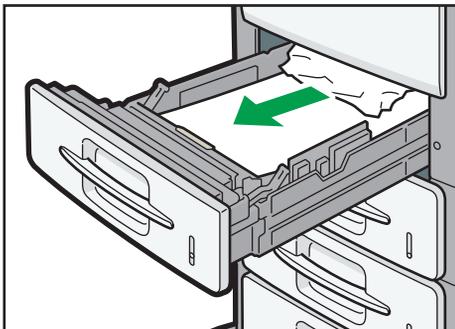
This section describes how to remove misfeeds from location "A1".

1. Carefully pull out tray 1 until it stops.



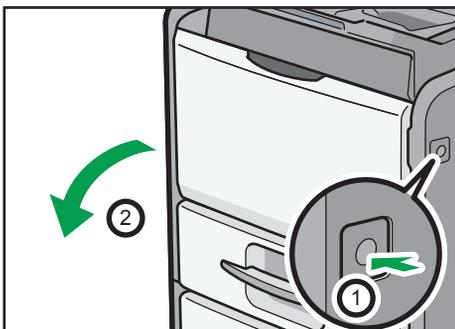
CFF002

2. Remove the misfed paper, and then carefully push tray 1 fully in.



CFF003

3. Push the button on the right side of the machine to open the front cover.



CFF004

4. Close the front cover.

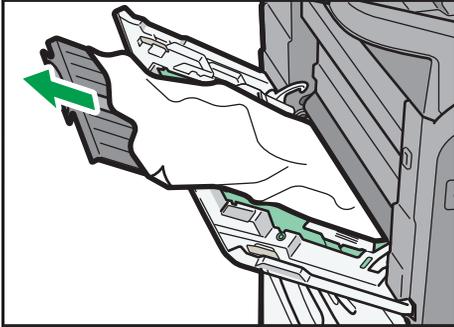
---

## When A2 is displayed

---

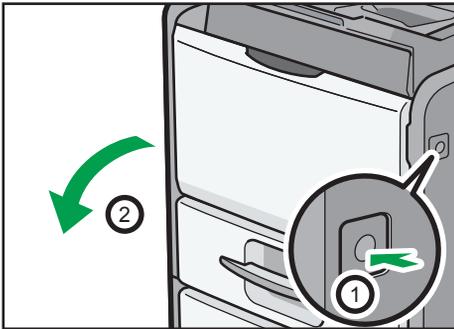
This section describes how to remove misfeeds from location "A2".

1. Remove the misfed paper, and then close the bypass tray.



CFF005

2. Push the button on the right side of the machine to open the front cover.



CFF004

3. Close the front cover.

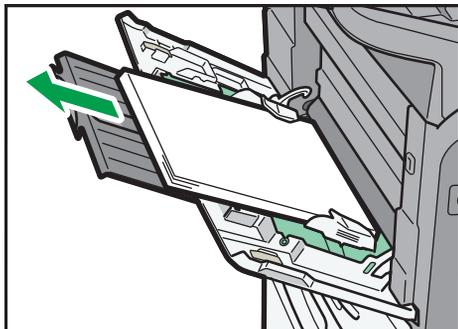
---

## When B is displayed

---

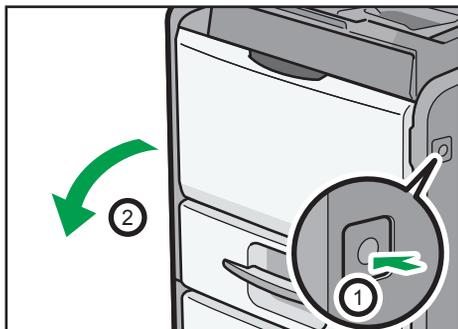
This section describes how to remove misfeeds from location "B".

1. Remove any paper from the bypass tray.



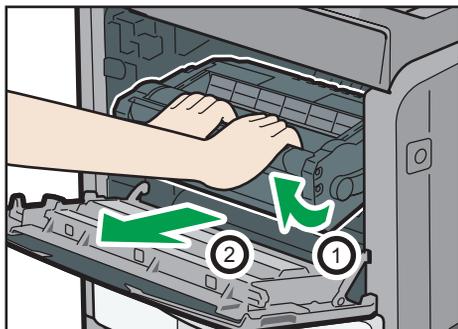
CFF006

2. Close the bypass tray.
3. Push the button on the right side of the machine to open the front cover.



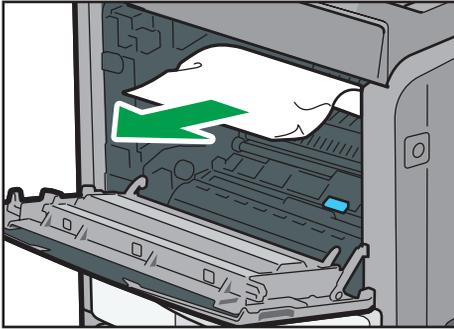
CFF004

4. Hold the print cartridge's front handle to lift and pull it out.



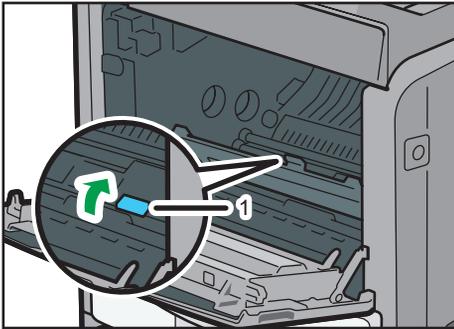
CFF008

**5. Remove the misfed paper.**



CFF009

**6. Raise the lever B.**



CFF010

**1. Lever B**

**7. Remove the misfed paper, and then lower the lever B.**



CFF011

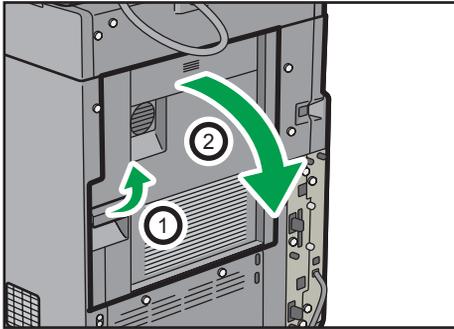
**8. Return the print cartridge to its original position.**

**9. Close the front cover.**

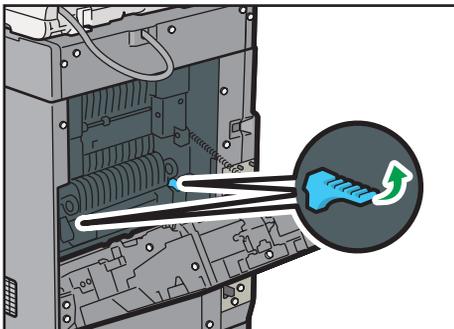
## When C is displayed

This section describes how to remove misfeeds from location "C".

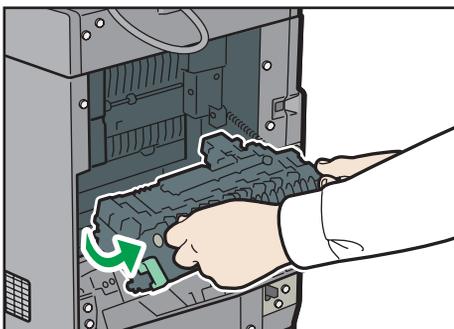
1. Pull up on the lever to open the rear cover.



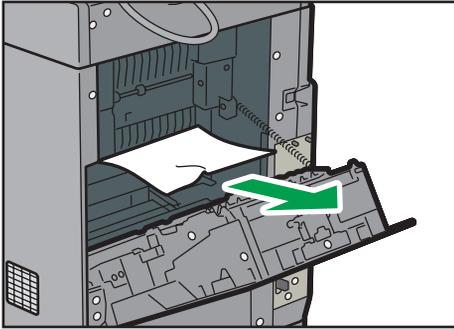
2. Release the lock of the fusing unit.



3. Pull out the fusing unit.

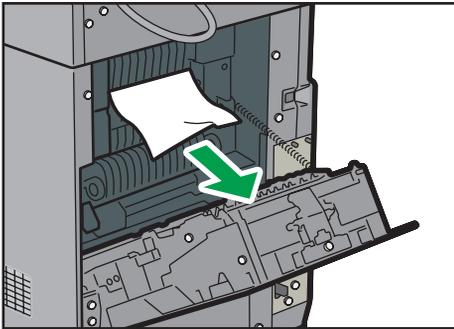


4. Remove the misfed paper, and then return the fusing unit to its original position.



CFF015

5. Remove the misfed paper.



CFF016

6. Remove the misfed paper from the paper exit.

- Type 1



CFF017

- Type 2



CFF018

- Type 3



CFF019

7. Close the rear cover.

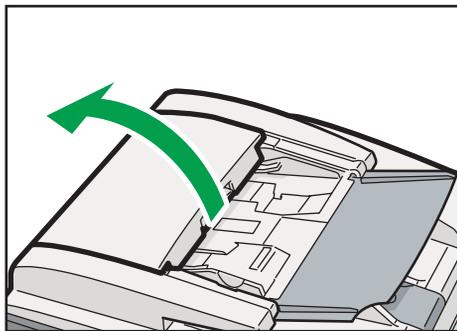
---

## When P is displayed

---

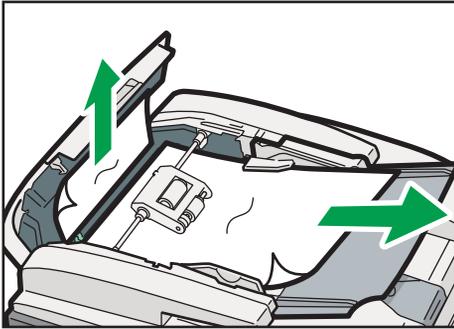
This section describes how to remove misfeeds from location "P".

1. Open the upper cover of the ADF.



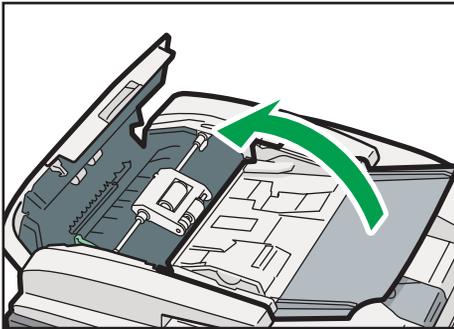
CFF020

2. Remove the misfed paper.



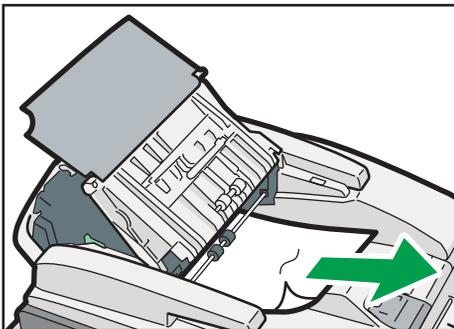
CFF021

3. Open the right cover of the ADF.



CFF022

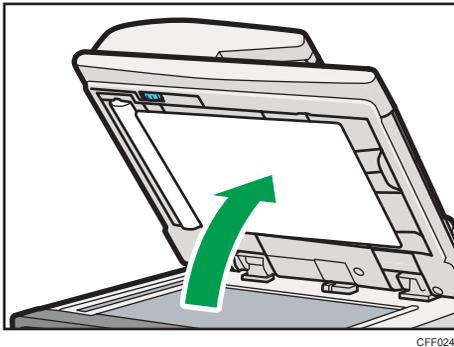
4. Remove the misfed paper.



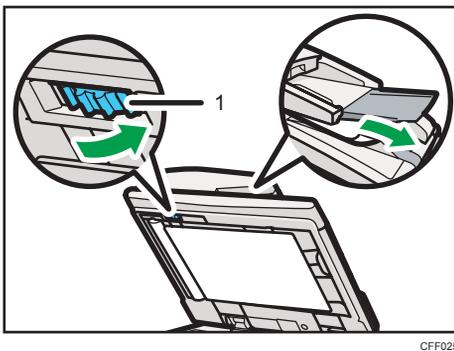
CFF023

5. Close the right and upper cover of the ADF.

**6. Lift the ADF.**



**7. Turn the knob P, and then remove the misfed paper.**



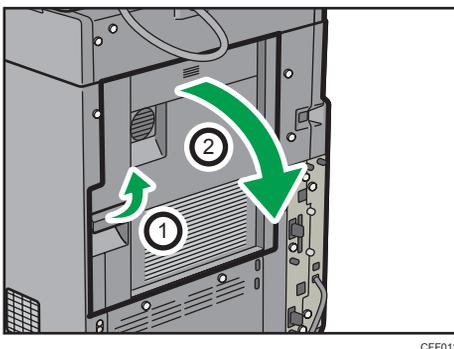
1. Knob P

**8. Lower the ADF.**

## When R is displayed (Type 3 Only)

This section describes how to remove misfeeds from location "R".

**1. Pull up on the lever to open the rear cover.**



**2. Remove the misfed paper from the paper exit.**



CFF019

**3. Close the rear cover.**

---

## When Y1 - Y3 is displayed

---

6

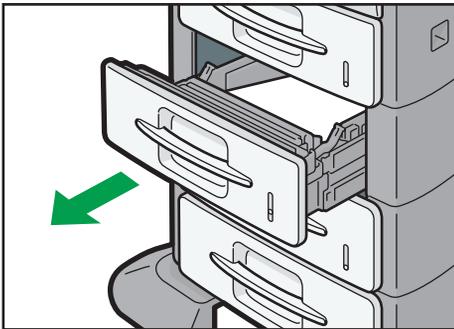
"Y1", "Y2", and "Y3" indicate a paper jam has occurred in the following optional trays:

- "Y1": Tray 2
- "Y2": Tray 3
- "Y3": Tray 4

The following example explains how to remove a paper jam in tray 2.

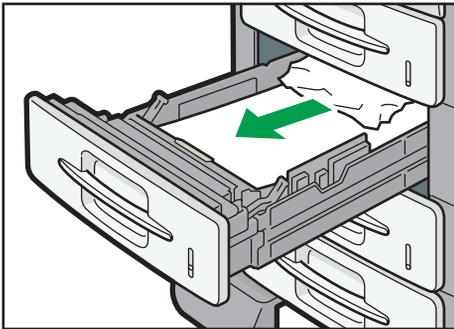
The same procedure can be used for paper in trays 3 and 4.

**1. Carefully pull out tray 2 until it stops.**



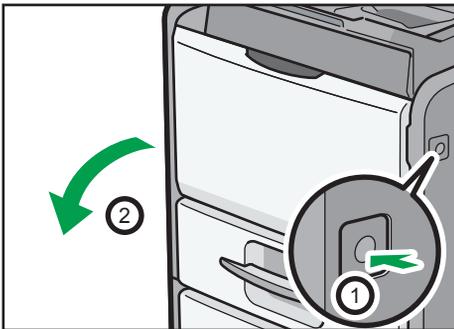
CFF026

2. Remove the misfed paper, and then carefully push tray 2 fully in.



CFF027

3. Push the button on the right side of the machine to open the front cover.



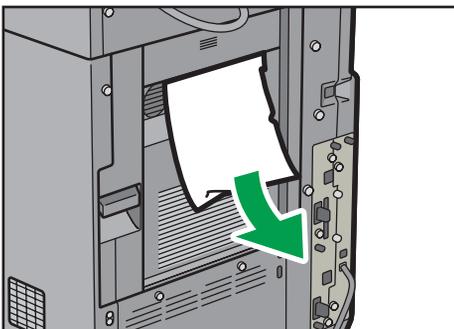
CFF004

4. Close the front cover.

## When Z1 - Z2 is displayed

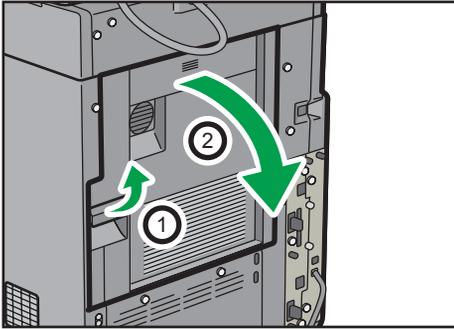
This section describes how to remove misfeeds from location "Z1" - "Z2".

1. Remove the misfed paper from the rear side of the machine.



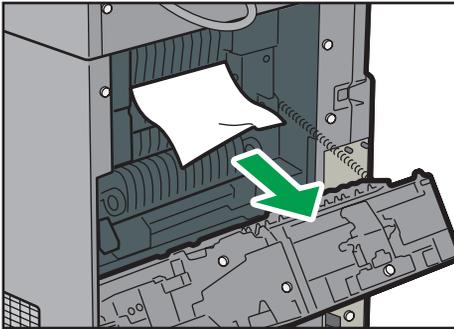
CFF028

2. Pull up on the lever to open the rear cover.



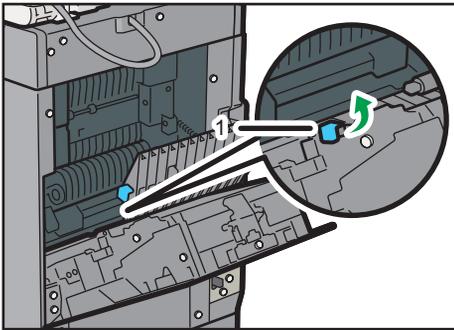
CFF012

3. Remove the misfed paper.



CFF029

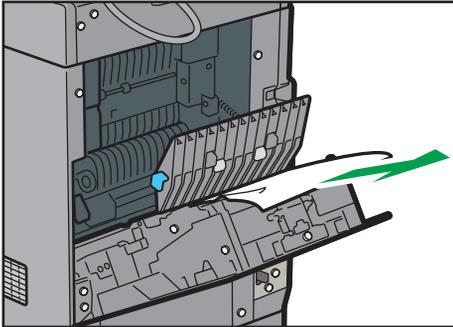
4. Lift the guide board Z1.



CFF030

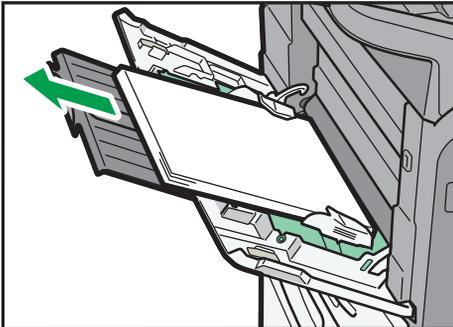
1. Guide board Z1

5. Remove the misfed paper, and then lower the guide board Z1.



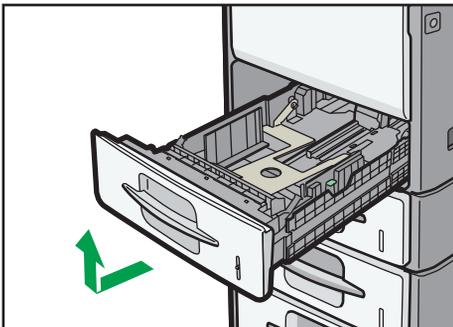
CFF031

6. Close the rear cover.
7. Remove any paper from the bypass tray.



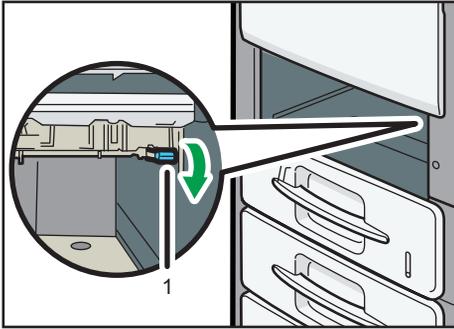
CFF006

8. Close the bypass tray.
9. Pull tray 1 out completely.



CFF032

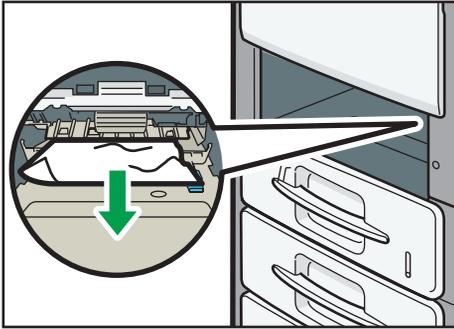
10. Lower the Z2 lever.



CFF033

1. Z2 lever

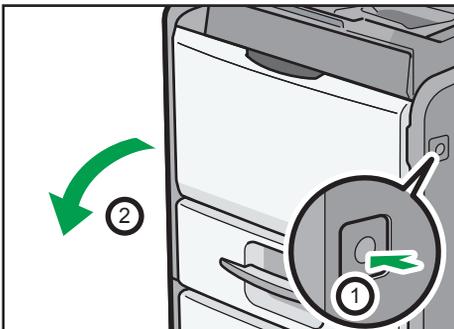
11. Remove the misfed paper, and then return the Z2 lever to its original position.



CFF034

12. Carefully push tray 1 fully in.

13. Push the button on the right side of the machine to open the front cover.



CFF004

14. Close the front cover.

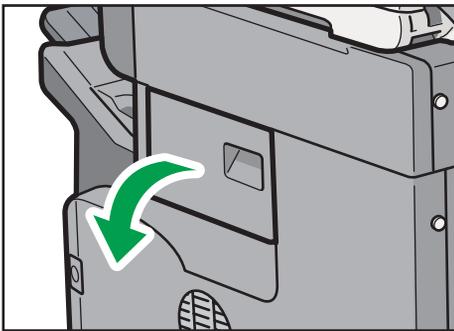
# Removing Jammed Staples

This section describes how to remove jammed staples.

## ★ Important

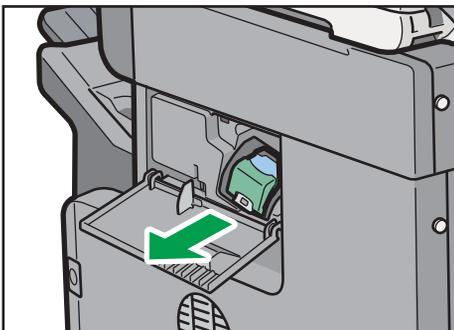
- Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.
- When using Type 3, after removing jammed staples, staples will not be ejected the first few times you try to use the stapler.

1. Open the finisher cover on the right side of the machine.



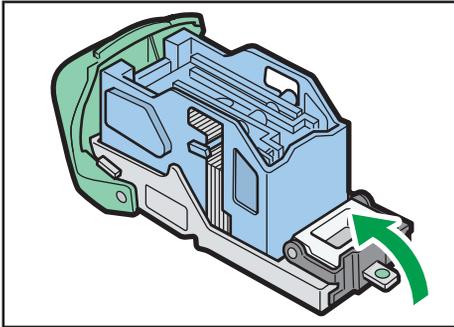
CFF035

2. Hold the lever, and then gently pull out the cartridge.



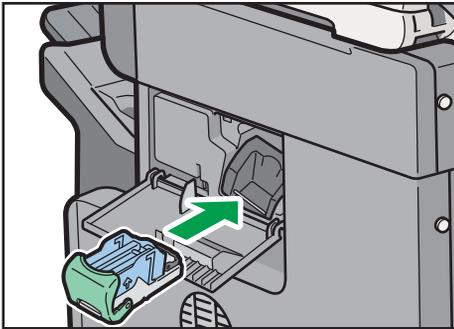
CFF036

3. Open the face plate of the cartridge, and then remove any jammed staples.



CCT030

4. Return the face plate to its original position.
5. Hold the lever, and then push in the cartridge until it clicks.



CFF037

6. Close the finisher cover on the right side of the machine.

# 7. Appendix

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  - Microsoft® Windows® XP Home Edition
  - Microsoft® Windows® XP Media Center Edition
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- The product names of Windows Vista are as follows:
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  - Microsoft® Windows Vista® Business
  - Microsoft® Windows Vista® Home Premium
  - Microsoft® Windows Vista® Home Basic
  - Microsoft® Windows Vista® Enterprise
- The product names of Windows 7 are as follows:
  - Microsoft® Windows® 7 Home Premium
  - Microsoft® Windows® 7 Professional
  - Microsoft® Windows® 7 Ultimate
  - Microsoft® Windows® 7 Enterprise
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Microsoft® Windows Server® 2003 R2 Standard Edition

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Microsoft® Windows Server® 2008 Standard

Microsoft® Windows Server® 2008 Enterprise

- The product names of Windows Server 2008 R2 are as follows:

Microsoft® Windows Server® 2008 R2 Standard

Microsoft® Windows Server® 2008 R2 Enterprise

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MEMO

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MEMO



