



User Guide

Getting Started 1

Loading Paper 2

Troubleshooting 3

For information not found in paper manuals, see the online manuals available on our web site (<https://www.ricoh.com/>).

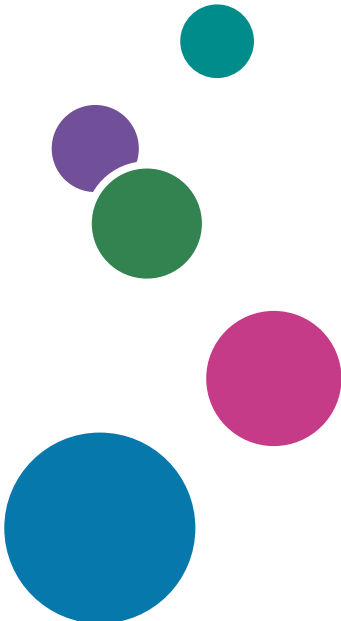







TABLE OF CONTENTS

Manuals for This Machine.....	4
Information for This Printer.....	6
User Information on Electrical & Electronic Equipment  Region A.....	6
Note for the Battery and/or Accumulator Symbol (For EU countries only)  Region A.....	6
Environmental Advice for Users  Region A.....	7
Notes for users in the state of California  Region B.....	8
ENERGY STAR Program  Region B.....	8

1. Getting Started

Before You Start.....	11
How to Read the Manuals.....	11
Model-Specific Information.....	12
List of Options.....	13
Guide to Names and Functions of Components.....	15
Guide to Components.....	15
Guide to the Names and Functions of the Control Panel.....	19
Guide to the Names and Functions of the Control Panel Screen.....	20
Installing Options.....	22
Order of Option Installation.....	22
Attaching the 500-sheet Paper Feed Unit.....	22
Installing the Hard Disk.....	24
Installing the Interface Units.....	28
Installing SD Card Options.....	33
Turning On/Off the Power.....	35
Turning On the Power.....	35
Turning Off the Power.....	35
Saving Energy.....	36
Replenishing and Replacing Consumables.....	38
Replacing the Print Cartridge.....	38
Replacing the Waste Toner Bottle.....	42
Displaying the Printer Configuration Screens Using the Control Panel.....	47
Configuring Printer Settings from the [Menu] key.....	47
Using Web Image Monitor.....	48
Displaying the top page.....	49

2. Loading Paper

Paper Loading Procedure.....	53
Paper Size Specifications.....	54
Paper Type Specifications.....	57
Paper Precautions.....	59
Loading Paper into Paper Trays.....	62
Loading Paper into the Bypass Tray.....	65
Loading Orientation-Fixed Paper or Two-Sided Paper.....	67
Loading Envelopes.....	69
Printing on Envelopes with Windows (PCL 6/PostScript 3).....	71
Printing on Envelopes with OS X/macOS.....	71
Paper Settings.....	73
Specifying a Paper Size.....	73
Specifying a Paper Type.....	74
Configuring Envelope Settings Using the Control Panel.....	74

3. Troubleshooting

When a Panel Tone Beeps.....	77
When Checking the Indicator Lamps, Status Icons, and Messages on the Control Panel.....	78
Indicators.....	78
If USB Connection Fails.....	79
When Messages Are Displayed.....	80
Status Messages.....	80
Alert Messages (Displayed on the Control Panel).....	81
Alert Messages (Printed on Error Logs and Reports).....	87
When You Cannot Print.....	93
Other Printing Problems.....	97
When You Cannot Print Properly.....	97
Paper Misfeeds Occur Frequently.....	103
Additional Troubleshooting.....	106
The Printed Image is Different from the Image on the Computer.....	111
When Printer Is Not Functioning Properly.....	113
Removing Jammed Paper.....	115
Paper Misfeed Message (A) (E).....	115

Paper Misfeed Message (B) (Z).....	117
Paper Misfeed Message (C) (D).....	119
Paper Misfeed Message (Y1) (Y2) (Y3).....	119
Trademarks.....	121
INDEX	123

Manuals for This Machine

The operating instructions of this machine are provided in the following formats:

Format	Manuals
Printed manuals	<ul style="list-style-type: none">• Safety Information• Quick Installation Guide
CD-ROM	<ul style="list-style-type: none">• Setup Guide
Web page	<ul style="list-style-type: none">• Safety Information• User Guide• Operating Instructions (HTML manuals)• Quick Installation Guide

Safety Information

Before using the machine, be sure to read the section of this manual entitled Safety Information. It also describes each regulation and environmental conformance.

User Guide

Regarding the basic usage of this machine, frequently used functions, troubleshooting when an error message appears, etc., summaries are provided for each user manual.

Operating Instructions (HTML manuals)

Describes the setup for using the machine, how to use functions to print or for maintenance and specifications, troubleshooting, system settings, and security functions.

Manuals are available in English, German, French, Italian, Spanish, Dutch, and Russian.

User Guide and Security Guide are available in the seven languages above and other languages.

For details about how to use the HTML manuals, see "How to Use the Operating Instructions", Read This First.

Quick Installation Guide

Describes procedures for unpacking and setting up the machine, which include loading paper and installing print cartridge and waste toner bottle, etc.

Setup Guide

Describes how to install and configure each driver. This manual is included in the drivers CD.

Note

- Before you configure the extended security and authentication settings, refer to "Before Using This Printer" in the Security Guide.

-
- You can see the following manuals on the Web page.
 - DHCP Option 204

Information for This Printer

User Information on Electrical & Electronic Equipment Region **A**

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling.

Our products or product packaging are marked with the symbol below.



The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

Note for the Battery and/or Accumulator Symbol (For EU countries only)



In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

Environmental Advice for Users Region A

Users in the EU, Switzerland and Norway

Consumables yield

Please refer to either the User's Manual for this information or the packaging of the consumable.

Recycled paper

The machine can use recycled paper which is produced in accordance with European standard EN 12281:2002 or DIN 19309. For products using EP printing technology, the machine can print on 64 g/m² paper, which contains less raw materials and represents a significant resource reduction.

Duplex printing (if applicable)

Duplex printing enables both sides of a sheet of paper to be used. This saves paper and reduces the size of printed documents so that fewer sheets are used. We recommend that this feature is enabled whenever you print.

Toner and ink cartridge return program

Toner and ink cartridge for recycling will be accepted free of charge from users in accordance with local regulations.

For details about the return program, please refer to the Web page below or consult your service person.

<https://www.rioh-return.com/>

Energy efficiency

The amount of electricity a machine consumes depends as much on its specifications as it does on the way you use it. The machine is designed to allow you to reduce electricity costs by switching to Ready mode after it prints the last page. If required, it can immediately print again from this mode. If no additional prints are required and a specified period of time passes, the device switches to an energy saving mode.

In these modes, the machine consumes less power (watts). If the machine is to print again, it needs a little longer to return from an energy saving mode than from Ready mode.

For maximum energy savings, we recommend that the default setting for power management is used.

Products that comply with the Energy Star requirement are always energy efficient.

Notes for users in the state of California Region B

Perchlorate Material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

ENERGY STAR Program Region B

ENERGY STAR® Program Requirements for Imaging Equipment



The ENERGY STAR® Program Requirements for Imaging Equipment encourage energy conservation by promoting energy efficient computers and other office equipment.

The program backs the development and dissemination of products that feature energy saving functions.

It is an open program in which manufacturers participate voluntarily.

Targeted products are computers, monitors, printers, facsimiles, copiers, scanners, and multifunction devices. Energy Star standards and logos are internationally uniform.

Sleep mode

If this machine remains idle for a specified period, it enters Sleep mode to reduce its electrical consumption.

The default delay time the machine waits before entering Sleep mode is 1 minute. This default time can be changed.

The machine can print jobs from computers while in Sleep mode.

Specification

Reduced electrical consumption in Sleep mode ^{*1}	0.53 W
--	--------

Time of switch into Sleep mode	1 minute
Time of switch out from Sleep mode ^{*1}	21 seconds
Duplex Function ^{*2}	Standard

*1 The time it takes to switch out from energy saving functions and electrical consumption may differ depending on the conditions and environment of the machine.

*2 Achieves ENERGY STAR energy savings; product fully qualifies when packaged with (or used with) a duplex tray and the duplex function is enabled as an option.



1. Getting Started

This section describes available options, and names and functions of components.

Before You Start

How to Read the Manuals

Symbols used in the manuals

This manual uses the following symbols:

Important

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

Note

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

[]

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




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

Example:

Select [Host Interface] ▶ Press [OK]

(Select [Host Interface], and then press the [OK] key.)

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

 Region **B** (mainly North America)

Differences in the functions of Region A and Region B models are indicated by the two symbols. Read the information indicated by the symbol that corresponds to the region of the model you are using. For details about which symbol corresponds to the model you are using, see page 12 "Model-Specific Information".

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

Notes

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

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.

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

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

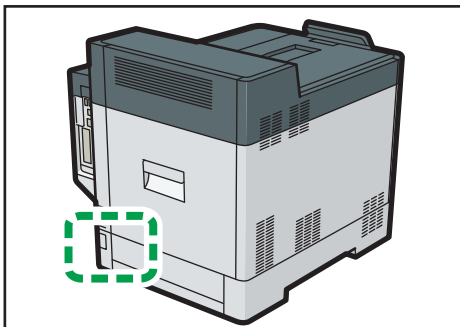
About IP addresses

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

Model-Specific Information

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

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



EAG335

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

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

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



- CODE XXXX -27, -29
- 220–240 V

 **Region B** (mainly North America)

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

- CODE XXXX -17
- 120–127 V

Note

- Dimensions in this manual are given in two measurement units: metric and imperial. If your printer is a Region A model, refer to the metric units. If your printer is a Region B model, refer to the imperial units.
- If your machine is a region A model and "CODE XXXX -27" is printed on the label, see " **Region A** (mainly Europe)" also.
- If your machine is a region A model and "CODE XXXX -29" is printed on the label, see " **Region A** (mainly Asia)" also.

List of Options

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

Option name	Description
Paper Feed Unit PB1150	500-sheet paper feed unit
Hard Disk Drive Option Type P17	Hard disk
Enhanced Security HDD Option Type M10	Enhanced Security HDD
IEEE 802.11 Interface Unit Type M24	Wireless LAN interface board
IEEE 1284 Interface Board Type M19	IEEE 1284 interface board
USB Device Server Option Type M19A	USB device server board
XPS Direct Print Option Type P17	XPS card
VM CARD Type P18	VM card

Option name	Description
PostScript3 Unit Type P17	PostScript 3 Unit
Camera Direct Print Card Type P17	Camera Direct Print Card

Guide to Names and Functions of Components

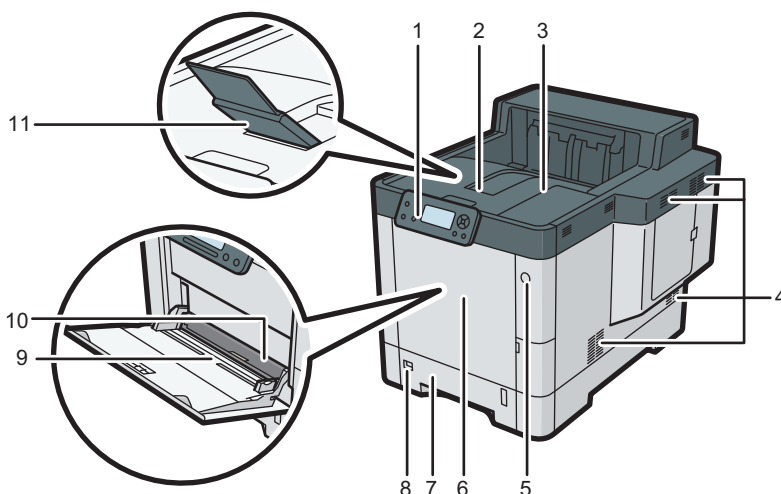
Guide to Components

1

⚠ CAUTION

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

Exterior: Front view



EAG336

1. Control panel

For details, see page 19 "Guide to the Names and Functions of the Control Panel".

2. Top cover

Open to access the inside of the printer and remove jammed paper.

Open here to replace the print cartridge.

3. Standard tray

Output is stacked here with the print side down.

4. Vents

Prevent overheating.

5. Main power switch

Use this switch to turn the power on and off.

For details about how to shut down the printer, see page 35 "Turning Off the Power".

6. Front cover

Open to access the inside of the printer and remove jammed paper.
Open here to replace the print cartridge.

7. Tray 1

Up to 500 sheets of plain paper can be loaded.
For details about the sizes and types of paper that can be used, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".

8. Paper size dial

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

9. Bypass tray

Up to 100 sheets of plain paper can be loaded.
For details about the sizes and types of paper that can be used, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".

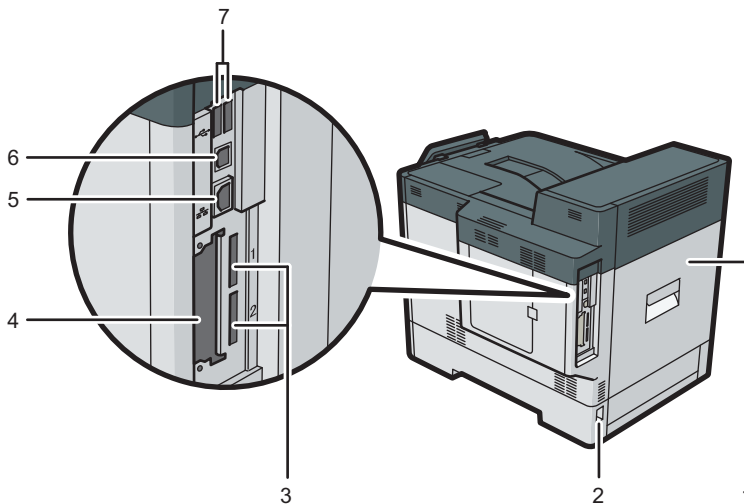
10. Paper guides

When loading paper in the bypass tray, align the paper guides flush against the paper.

11. Tray Extension

Pull this fence to prevent paper from falling off.

Exterior: Rear view



EAG363

1. Rear cover

Open to access the inside of the printer.
Open here to replace the fusing unit.

2. Power connector

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

3. SD card slot

Insert the SD card into this slot.

4. Optional interface board slot

Optional interface boards can be inserted. Remove the cover to use this slot.

Insert an optional wireless LAN interface board, IEEE 1284 interface board, USB device server.

5. Ethernet port

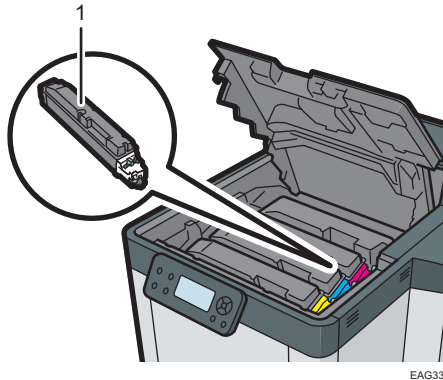
Use a network interface cable to connect the printer to a network.

6. USB port B

Use a USB cable to connect the printer to a computer or USB device server.

7. USB port A

Connect external devices such as a card authentication device, etc.

Interior: Front view

EAG337

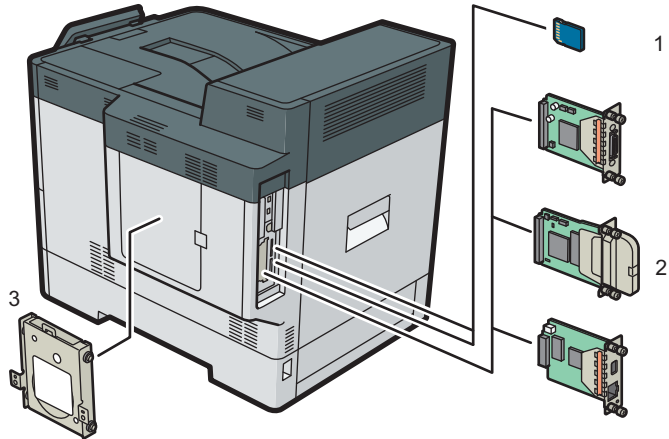
1. Print cartridge

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

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

For details about the messages that appear on the screen when consumables need to be replaced, see page 38 "Replenishing and Replacing Consumables".

Guide to functions of the printer's internal options



EAG338

1. SD memory card options

- Camera direct print card
Allows you to directly print images taken with a PictBridge-compatible digital camera.
- VM card
With this card, you can install embedded software applications.
- XPS card
Allows you to print XPS files.
To attach this option, see page 33 "Installing SD Card Options".

2. Optional interface units

- IEEE 1284 interface board
Allows you to connect to an IEEE 1284 cable.
- Wireless LAN board
Allows you to communicate over a wireless LAN.
- USB device server
Allows you to add an Ethernet port to the printer and use two IP addresses at the same time.
To attach this option, see page 28 "Installing the Interface Units".

3. Hard Disk

- Hard disk
Allows you to store documents to be printed.
- Enhanced Security HDD
To install the hard disk, contact your service representative.
Allows you to enhance the security of the hard disk by using an encryption function that is compliant with FIPS 140-2.

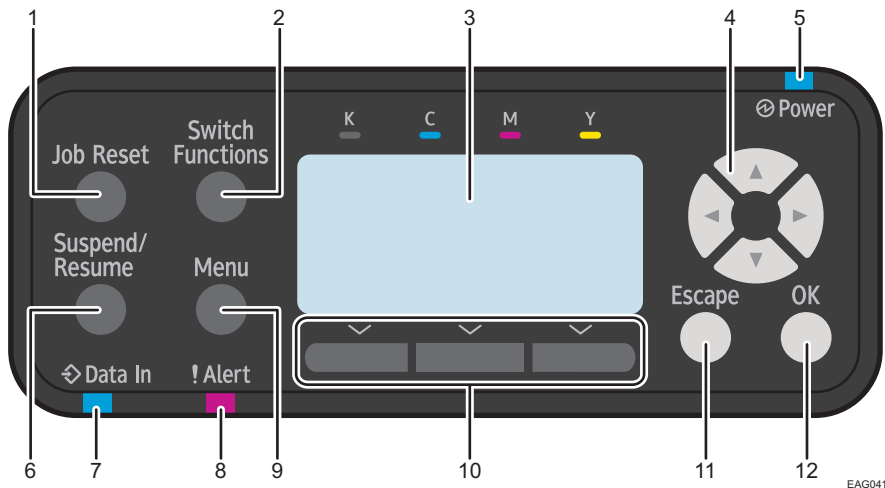
Note

- If you want to use two or more SD cards that can be inserted in the same slot, contact your sales or service representative.

1

Guide to the Names and Functions of the Control Panel

This illustration shows the control panel of the printer.



1. [Job Reset] key

Press to cancel the current print job.

2. [Switch Functions] key

Press this key to switch between the operation screen of the printer function and the function screens of the extended features currently in use.

3. Display

Displays current printer status and error messages.

Entering energy saver mode turns off the back light. For details about energy saver mode, see page 36 "Saving Energy".

4. Scroll keys

Press these keys to move the cursor in each direction.

When the [▲] [▼] [◀] [▶] keys appear in this manual, press the applicable key for the direction that you want to move the cursor.

5. Power indicator

Lights up when the printer is ready to receive data from a computer. Flashes when the printer is warming up or receiving data. It is unlit when the power is off or when the printer is in energy saver mode.

6. [Suspend/Resume] key

Press this to suspend the print job currently being processed. The indicator remains lit as long as the job is suspended.

To resume the job, press this key again. The suspended job will resume automatically when the time specified in [Auto Reset Timer] elapses (default: **60 seconds**).

For details about the [Auto Reset Timer] setting, see "Timer Settings", Operating Instructions.

7. Data in indicator

Flashes when the printer is receiving data from a computer. The data in indicator is lit if there is data to be printed.

8. Alert indicator

Lights up or flashes when a printer error occurs.

Steady red: printing is not possible, or is possible but print quality cannot be ensured.

Flashing yellow: the printer will soon require maintenance or a replacement consumable such as print cartridge.

Follow the instructions that appear on the display.

9. [Menu] key

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

Press to change the default settings to meet your requirements. See "Function Details of the Printer Configuration Items", Operating Instructions.

10. Selection keys

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

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

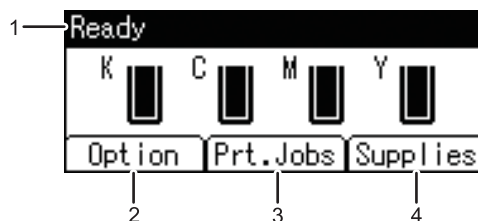
11. [Escape] key

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

12. [OK] key

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

Guide to the Names and Functions of the Control Panel Screen



CYN901

1. Operational Status or Messages

Displays the printer status and messages.

2. [Option]

Press to display the following items:

- Form Feed

You can output data that is unprintable due to errors such as a missing line-feed code.

- Error Log

If a document cannot be printed due to errors or other reasons, an error log is created. You can check the error log using the control panel.

3. [Prt.Jobs]

Press to display print jobs sent from a computer.

4. [Supplies]

Press to display the information about printer supplies.

Note

- By default, the remaining amount of toner is displayed. To avoid displaying the remaining amount of toner, set [Display Supply Info] to [Off] in [General Settings] under [Maintenance].

Installing Options

By installing options, you can improve printer performance and expand the available features.

Order of Option Installation

When installing multiple options, the following order is recommended:

1. Attach the paper feed unit.

Attach the paper feed unit to the bottom of the printer.

You can attach up to three paper feed units. Up to 2,000 sheets of paper can be loaded in total.

2. Install the hard disk.

3. Install the optional interface board.

Install in the slot of the printer.

4. Insert SD card options.

Insert in the SD card slot of the printer.

There are two slots for SD cards.

Each slot supports different types of SD cards.

If you want to use two or more SD cards that can be inserted in the same slot, contact your sales or service representative.

Attaching the 500-sheet Paper Feed Unit

You can install a 500-sheet paper feed units.

⚠ WARNING

- It is dangerous to handle the power cord plug with wet hands. Doing so could result in electric shock.

⚠ CAUTION

- The printer weighs approximately 34 kg (75.0 lb.) without toner bottles.
- When moving the machine, use the inset grips on both sides, and lift slowly in pairs. The machine will break or cause injury if dropped.

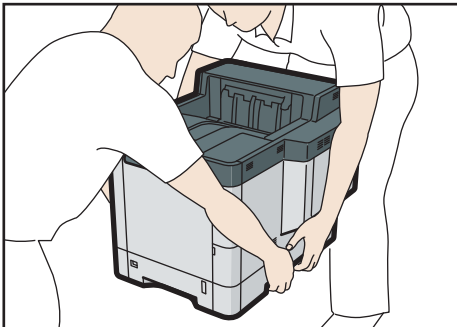
- Lifting the paper feed unit carelessly or dropping may cause injury.

⚠ CAUTION

- Unplug the power cord from the wall outlet before you move the machine. While moving the machine, take care that the power cord is not damaged under the machine. Failing to take these precautions could result in fire or electric shock.

★ Important

- Do not place the printer directly on the floor.
 - When attaching multiple options, attach the paper feed unit first.
 - To attach two or three paper feed units at the same time, first stack them one upon the other, and then attach them as a single unit.
 - Before turning on the power, remove the packaging material from the paper feed unit.
1. Turn the printer off and unplug the power cord.
 2. Remove the packaging from the paper feed unit.
 3. Lift the printer using the inset grips on both sides of the printer.



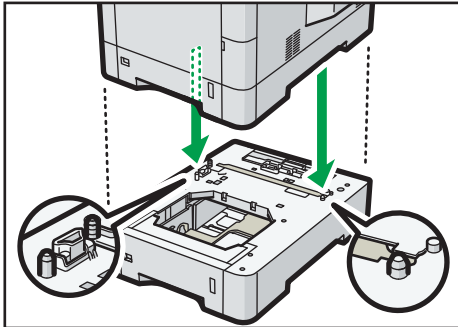
EAG036

Lifting the machine requires two people.

When moving the printer, do not touch the following parts:

- Convex parts on the right side of the machine
- Places indicated on the labels attached to the machine
- The bottom of the optional paper tray

- There are two upright pins on the optional paper feed unit. Align them with the holes on the underside of the printer, and then carefully lower the printer.



- Plug in the power cord, and then turn on the printer.
- Print the configuration page to confirm that the unit was attached correctly.

Note

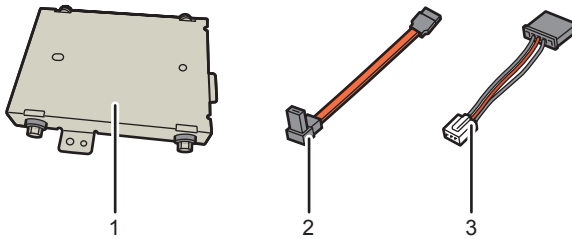
- To check whether the optional paper feed unit was correctly attached, print the configuration page, and check "Attached Equipment" on the configuration page. If the unit was attached correctly, "Tray 2", "Tray 3" and "Tray 4" will appear.
- For information about printing the configuration page, see "Test Printing", Operating Instructions.
- If the optional paper feed unit was not installed properly, repeat the procedure from the beginning. If it cannot be installed correctly even after trying the installation a second time, contact your sales or service representative.
- To use the paper feed unit, configure the printer options in "Accessories" in the printer driver. For details about opening "Accessories", see "Configuring Option Settings for the Printer", Setup Guide.

Installing the Hard Disk

Important

- Do not touch the inside of the controller board compartment. Doing so may cause a printer malfunction or a burn.
- Before beginning the installation, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the memory expansion units.
- Do not subject the memory expansion unit to physical shocks.
- Before using the new hard disk, you must configure settings in the printer driver.
- Do not remove the screws on the optional hard disk.

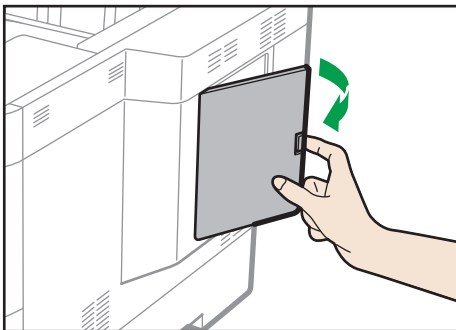
1. Check the contents of the package.



EAG373

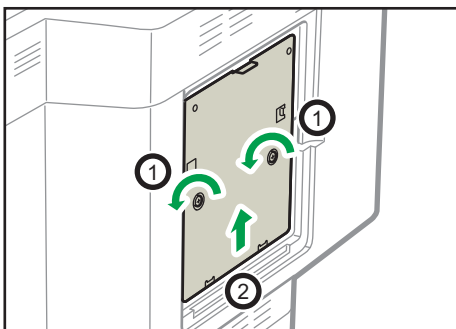
1. Hard disk
2. Flat cable
3. Power cord

2. Remove the HDD cover.



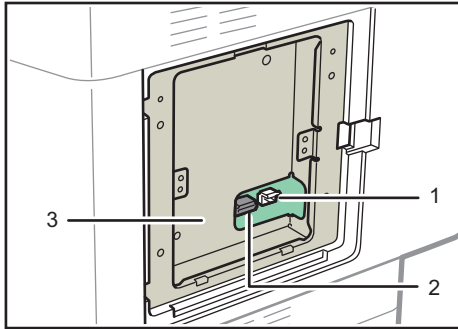
EAG355

3. Loosen the screws by using a coin, and then slide the inner cover to the top to remove it.



EAG356

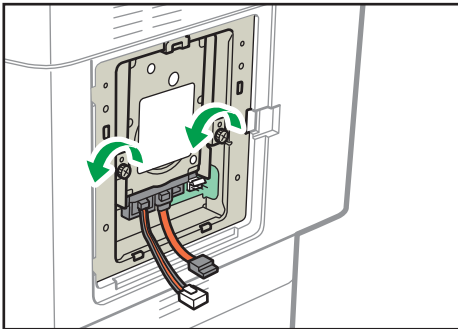
The figure below shows the location to attach the hard disk drive. It also shows the locations of the receptacles to plug the power cord and the SATA flat cable.



EAG357

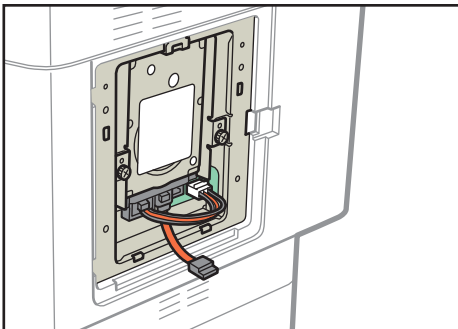
1. Power cord receptacle
2. SATA flat cable receptacle
3. Location to attach the hard disk drive

- 4. Connect the flat cable and power cord to the hard disk.**
- 5. Lock the hard disk drive on the printer using two screws.**



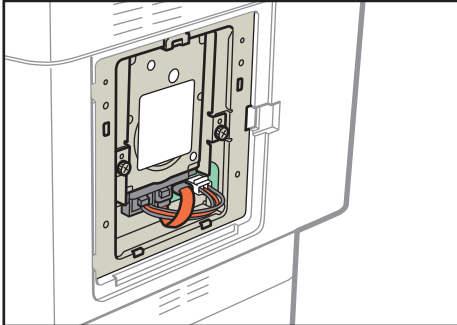
EAG374

- 6. Plug the power cord into the power cord receptacle with the claw on the cord facing upward.**



EAG375

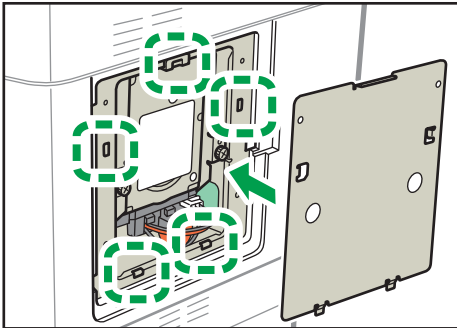
7. Insert the SATA flat cable into the SATA flat cable receptacle with the claw on the cable facing upward.



EAG376

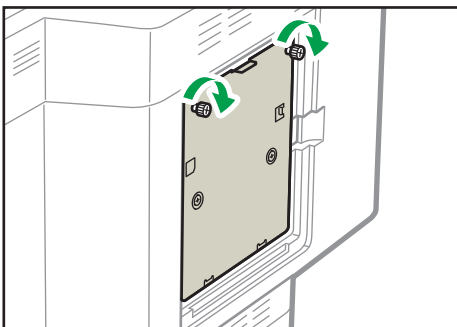
★ Important

- Connect the SATA flat cable in a way so that the cable goes around the power cord from below.
 - Do not twist the SATA flat cable.
8. Insert the five protrusions on the provided inner cover into the notches on the printer.



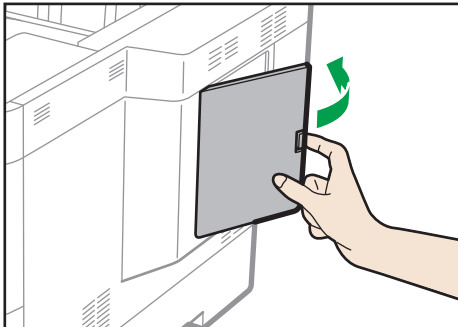
EAG360

9. Tighten the screw.



EAG361

10. Attach the HDD cover.



EAG362

11. Plug in the power cord, and then turn on the printer.

When you switch the power on, a message is displayed indicating that the external hard disk drive will be formatted.

Press [OK] to start formatting the drive.

The message is also displayed after replacing the hard disk drive.

12. Print the configuration page to confirm the installation.

Note

- Check that the hard disk was correctly installed by printing the configuration page. If it is correctly installed, "Hard Disk" will appear for "Device Connection" on the configuration page. For details about printing the configuration page, see "Test Printing", Operating Instructions.
- If the hard disk was not installed properly, repeat the procedure from the beginning. If it cannot be installed correctly even after trying the installation a second time, contact your sales or service representative.
- To use the installed hard disk, configure the printer options in "Accessories" in the printer driver. For information about opening "Accessories", see "Configuring Option Settings for the Printer", Setup Guide.

Installing the Interface Units

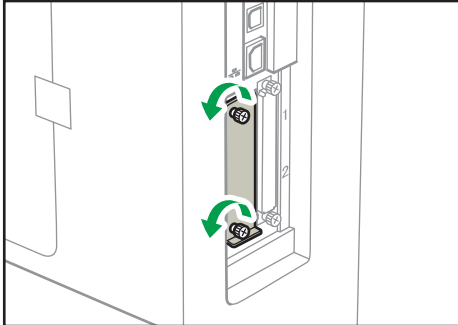
Important

- Before beginning work, ground yourself by touching something metal to discharge any static electricity. Static electricity can damage the interface units.
- Do not subject the interface units to physical shocks.

Installing the Wireless LAN interface board

1. Check the contents of the package.

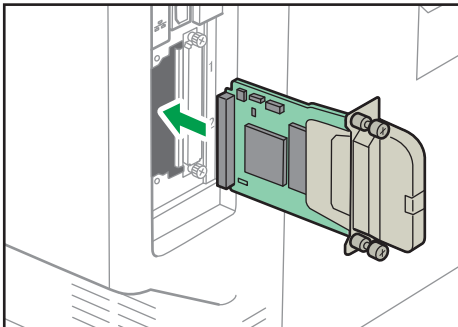
2. Turn the printer off and unplug the power cord.
3. Loosen the two screws and remove the slot cover.



EAG339

The removed cover will not be reused.

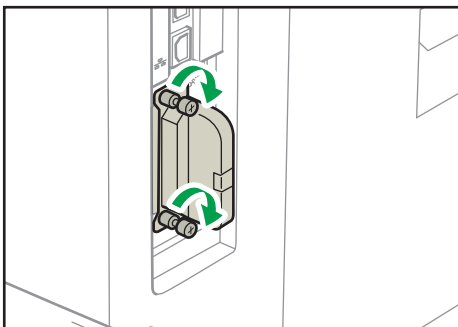
4. Fully insert the interface board.



EAG340

Check that the interface board is firmly connected to the controller board.

5. Tighten the two screws to secure the interface board.



EAG378

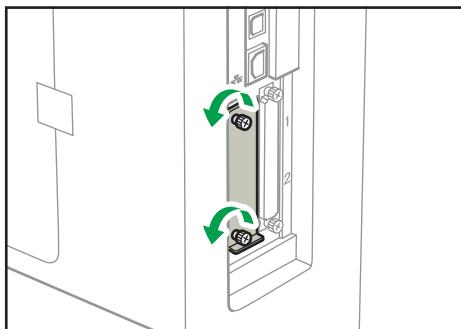
6. Plug in the power cord, and then turn on the printer.
7. Print the configuration page to confirm that the board was attached correctly.

Note

- Check that the board was correctly installed by printing the configuration page. If it is correctly installed, "Wireless LAN" will appear for "Device Connection" on the configuration page. For details about printing the configuration page, see "Test Printing", Operating Instructions.
- If the board was not installed properly, repeat the procedure from the beginning. If it cannot be installed correctly even after trying the installation a second time, contact your sales or service representative.
- Before using the board, you must configure settings from the printer control panel. For details, see "Wireless LAN Configuration", Operating Instructions.

Installing the IEEE 1284 interface board

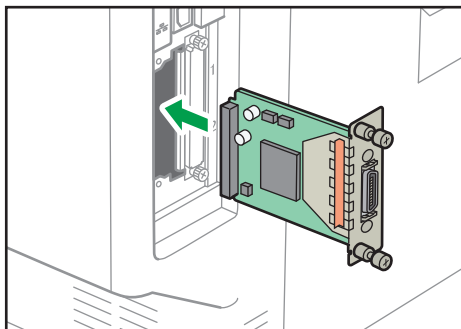
1. Check the contents of the package.
2. Turn the printer off and unplug the power cord.
3. Loosen the two screws and remove the slot cover.



EAG339

The removed cover will not be reused.

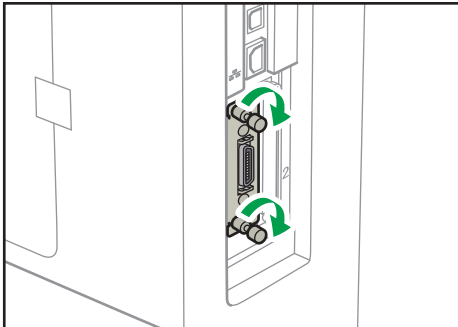
4. Fully insert the IEEE 1284 interface board.



EAG341

Check that the IEEE 1284 interface board is firmly connected to the controller board.

5. Tighten the two screws to secure the interface board.



EAG342

6. Plug in the power cord, and then turn on the printer.

7. Print the configuration page to confirm that the board was attached correctly.

Note

- Check that the board was correctly installed by printing the configuration page. If it is correctly installed, "Parallel Interface" will appear for "Device Connection" on the configuration page. For details about printing the configuration page, see "Test Printing", Operating Instructions.
- If the board was not installed properly, repeat the procedure from the beginning. If it cannot be installed correctly even after trying the installation a second time, contact your sales or service representative.

Installing the USB device server

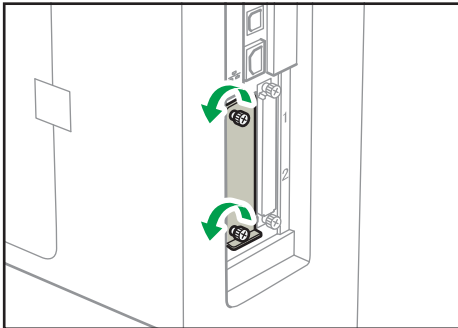
The USB device server is an interface board that adds an Ethernet port to the printer.

With this device installed, two Ethernet cables can be connected at the same time using the standard port on the printer and an additional port on the USB device server. You can assign different IP addresses to each port, so the printer can print jobs from different network segments.

Procedure for installing the USB device server

1. Check the contents of the package.
2. Turn the printer off and unplug the power cord.

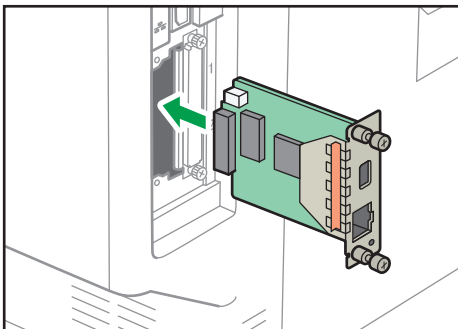
3. Loosen the two screws and remove the slot cover.



EAG339

The removed cover will not be reused.

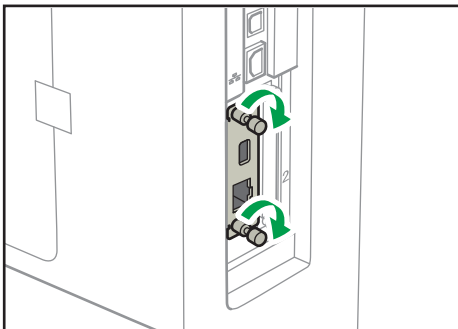
4. Fully insert the interface board.



EAG343

Check that the interface board is firmly connected to the controller board.

5. Tighten the two screws to secure the interface board.



EAG344

6. Connect the USB device server to the printer.

For details, see the Setup Guide provided with the USB device server.

Configuring settings

To use the USB device server, configure the printer settings.

★ Important

- When using the USB device server, set [Engy Sv Md to Dsbl Prt Srv] to [Disable mode] to prevent the printer from entering Energy Saver mode. Otherwise, the USB device server loses communication with the network while the printer is in Energy Saver mode, and the printer cannot receive print jobs.
1. Select [System] ▶ Press [OK]
 2. Select [Engy Sv Md to Dsbl Prt Srv] ▶ Press [OK]
 3. Select [Disable Mode] ▶ Press [OK]

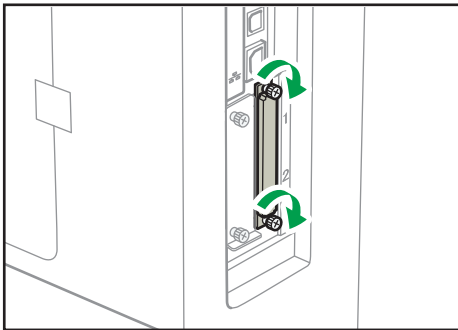
Installing SD Card Options

⚠ CAUTION

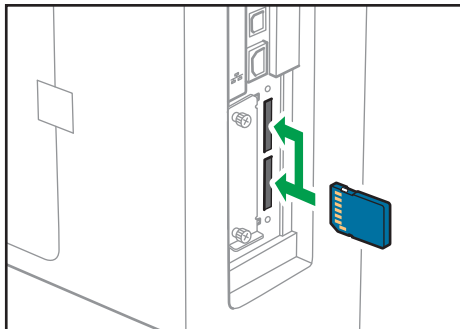
- Keep SD cards or USB flash memory devices out of reach of children. If a child accidentally swallows an SD card or USB flash memory device, consult a doctor immediately.

★ Important

- Do not subject the card to physical shocks.
1. Turn the printer off and unplug the power cord.
 2. Loosen the two screws and remove the slot cover.



EAG345

3. Insert the SD card into the slot until it clicks.

EAG346

If you insert only one SD card, use the upper slot. If you insert two SD cards simultaneously, use both slots. If you insert the optional VM card, use only the lower slot.

If you want to use two or more SD cards simultaneously, contact your service representative.

4. Tighten the two screws to secure the slot cover.**5. Plug in the power cord, and then turn on the printer.****6. Check that the SD card was installed correctly.****Note**

- You can confirm that the SD card was installed correctly by checking the control panel menu or configuration page.
 - VM card: Make sure [Java™/X] appears when the [Switch Functions] key is pressed.
 - Camera direct print card: Printing the configuration page, if the camera direct print card is installed properly, "PictBridge" will appear for "Printer Language" in "System Reference". For details about printing the configuration page, see "Test Printing", Operating Instructions.
 - XPS card: Printing the configuration page, if the XPS card is installed properly, "XPS" will appear for "Printer Language" in "System Reference". For details about printing the configuration page, see "Test Printing", Operating Instructions.
- If the card is not installed properly, repeat the procedure from the beginning. If it cannot be installed correctly even after trying the installation a second time, contact your sales or service representative.
- Do not touch the card while the printer is in use. It may come loose, even if pushed only slightly. The slot cover must be reattached.

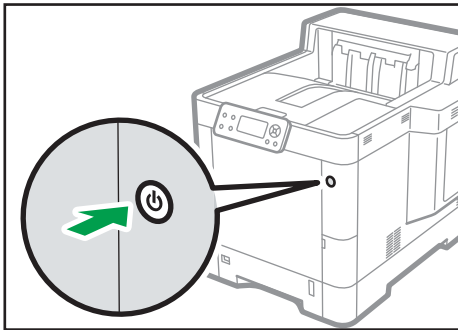
Turning On/Off the Power

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

1

Turning On the Power

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



EAG033

The power indicator turns on.

Turning Off the Power

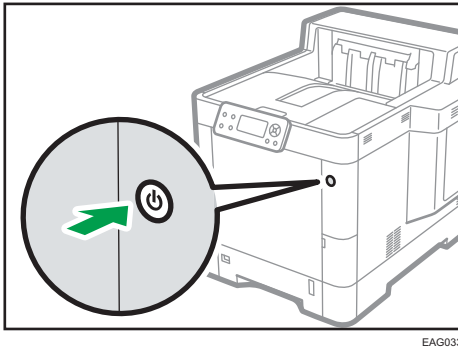
! CAUTION

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

1. Push the main power switch.



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

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

Saving Energy

This printer has the following energy saving functions:

Sleep mode

If the printer remains inactive for a specified period, it enters Sleep mode to reduce the power consumption. The printer also enters Sleep mode when:

- The printer waits before entering Sleep mode is set in [Sleep Mode Timer]
- It is the day and time specified in [Weekly Timer]

The printer can print jobs from computers.

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

For details about setting [Sleep Mode Timer] and [Weekly Timer], see "System", Operating Instructions.

To exit Sleep mode, do one of the following:

- Press one of the keys on the control panel
- Start print jobs

↓ Note

- The energy saving functions will not activate when:
 - Communicating with external devices
 - The hard disk is active
 - A warning message is displayed
 - The service call message is displayed

- Paper is jammed
 - The printer's covers are opened
 - Toner is being replenished
 - The printer settings screen is displayed
 - Fixed warm-up is in progress
 - Data is being processed
 - Operations are suspended during printing
 - The Data In indicator is on or flashing
 - The sample print, locked print, hold print, or stored print screen is displayed
 - Accessing the printer using Web Image Monitor
- The printer consumes less energy when in Sleep mode, but it takes longer to start printing.

Replenishing and Replacing Consumables

This section explains how to replenish consumables when they run out.

1

Replacing the Print Cartridge

This section explains precautions to add toner when it has run out, and how to dispose of used toner.

WARNING

- Do not incinerate toner (new or used) or toner containers. Doing so risks burns. Toner will ignite on contact with naked flame.
- Do not store toner (new or used) or toner containers anywhere near naked flames. Doing so risks fire and burns. Toner will ignite on contact with naked flame.
- Do not use a vacuum cleaner to remove spilled toner (including used toner). Absorbed toner may cause a fire or explosion due to electrical contact flickering inside the vacuum cleaner. However, it is possible to use a vacuum cleaner that is explosion-proof and dust ignition-proof. If toner is spilled on the floor, remove the spilled toner slowly using a wet cloth, so that the toner is not scattered.

CAUTION

- Do not crush or squeeze toner containers. Doing so can cause toner spillage, possibly resulting in dirtying of skin, clothing, and floor, and accidental ingestion.
- Store toner (new or used), toner containers, and components that have been in contact with toner out of reach of children.
- If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.
- If toner or used toner gets into your eyes, flush immediately with large amounts of water. Consult a doctor if necessary.
- If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.
- When removing jammed paper or replacing toner, avoid getting toner (new or used) on your clothing. If toner comes into contact with your clothing, wash the stained area with cold water. Hot water will set the toner into the fabric and make removing the stain impossible.

⚠ CAUTION

- When removing jammed paper or replacing toner, avoid getting toner (new or used) on your skin. If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.

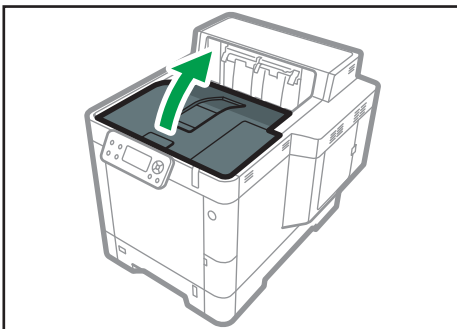
★ Important

- Always replace the print cartridge when a notification appears on the display.
- Errors may occur if you use toner other than the recommended one.
- When adding toner, do not turn off the main power. Otherwise, settings will be lost.
- Store toner where it will not be exposed to direct sunlight, temperatures rise above 35 °C (95 °F), or high humidity.
- Store toner on a flat surface.
- Do not shake the print cartridge with its mouth down after removing it. Residual toner may scatter.
- Do not repeatedly install and remove print cartridges. This will result in toner leakage.
- When installing the print cartridge, hold it with both hands and insert it into the printer fully until it reaches the position on the printer. If the front cover does not close, do not force it. Check if the print cartridge is properly installed.

For details about installing the toner, see the instructions on the package of the toner.

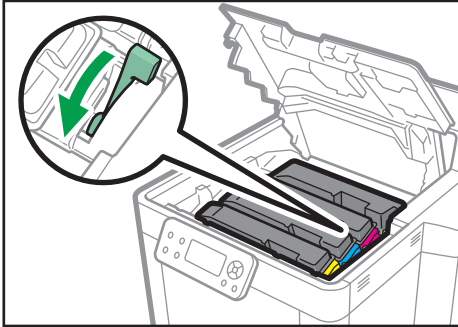
When the following messages appear on the display, the toner has almost run out. Have a replacement print cartridge at hand.

" Toner is almost empty."

1. Open the top cover.

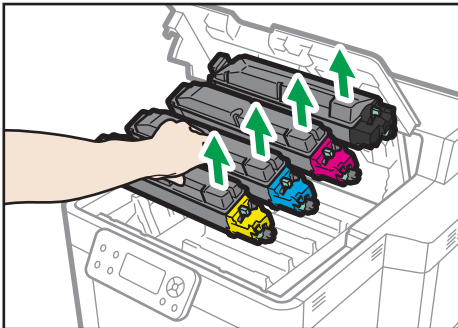
EAG156

2. Hold the print cartridge with one hand as you release the print cartridge lever with another hand.



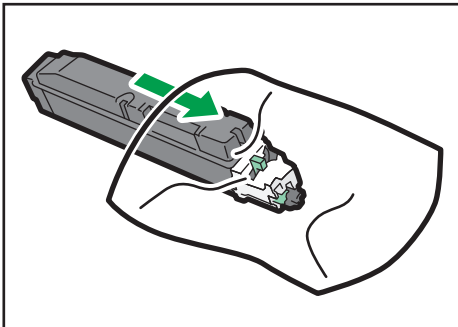
EAG010

3. Squeeze the clip on the print cartridge and lift it.



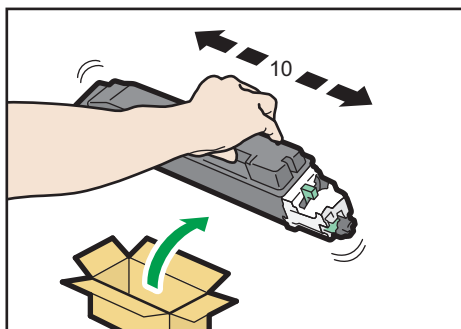
EAG011

4. Put the used print cartridge in a plastic bag and seal it so that the toner does not spill out.



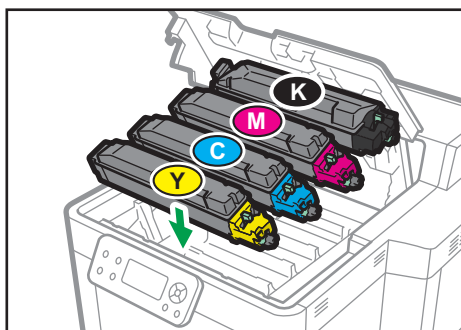
EAG159

5. Remove the new print cartridge from the toner kit. Shake the new print cartridge at least 10 times to the left and right so that the toner inside it spreads uniformly.



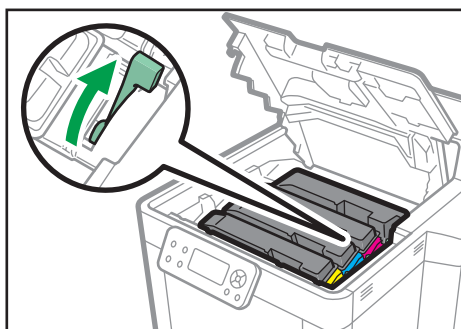
EAG160

6. Insert the new print cartridge into the printer.
Press the new print cartridge until it clicks into place.



EAG012


7. Lock the lever of the print cartridge.



EAG013

8. Close the top cover.

Note

- If  appears when there is a lot of toner, follow the toner replacement instructions that appear on the screen: Pull out the cartridge, and then reinstall it.

- Comply with our Print Cartridge Recycling Program, whereby used print cartridges are collected for processing. For details, ask your sales or service representative.

1

Disposing of used toner

This section describes what to do with used toner.

Toner cannot be re-used.

Pack used toner containers in the container's box or a bag to prevent the toner from leaking out of the container when you dispose of it.

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

If you want to discard your used toner container, please contact your local sales office. If you discard it by yourself, treat it as general plastic waste material.

 **Region B** (mainly North America)

Please see our local company website for information on the recycling of supply products, or you can recycle items according to the requirements of your local municipalities or private recyclers.

Replacing the Waste Toner Bottle

WARNING

- The following explains the warning messages on the plastic bag used in this product's packaging.
 - Keep the polythene materials (bags, etc.) supplied with this machine away from babies and small children at all times. Suffocation can result if polythene materials are brought into contact with the mouth or nose.
- Do not incinerate toner (new or used) or toner containers. Doing so risks burns. Toner will ignite on contact with naked flame.
- Do not store toner (new or used) or toner containers anywhere near naked flames. Doing so risks fire and burns. Toner will ignite on contact with naked flame.
- Do not use a vacuum cleaner to remove spilled toner (including used toner). Absorbed toner may cause a fire or explosion due to electrical contact flickering inside the vacuum cleaner. However, it is possible to use a vacuum cleaner that is explosion-proof and dust ignition-proof. If toner is spilled on the floor, remove the spilled toner slowly using a wet cloth, so that the toner is not scattered.

⚠ CAUTION

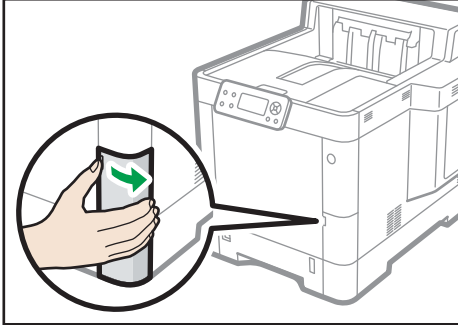
- Do not crush or squeeze toner containers. Doing so can cause toner spillage, possibly resulting in dirtying of skin, clothing, and floor, and accidental ingestion.
- Store toner (new or used), toner containers, and components that have been in contact with toner out of reach of children.
- If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.
- If toner or used toner gets into your eyes, flush immediately with large amounts of water. Consult a doctor if necessary.
- If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.
- When removing jammed paper or replacing toner, avoid getting toner (new or used) on your clothing. If toner comes into contact with your clothing, wash the stained area with cold water. Hot water will set the toner into the fabric and make removing the stain impossible.
- When removing jammed paper or replacing toner, avoid getting toner (new or used) on your skin. If toner comes into contact with your skin, wash the affected area thoroughly with soap and water.
- When replacing a toner or waste toner container or consumables with toner, make sure that the toner does not splatter. Put the waste consumables in a bag after they are removed. For consumables with a lid, make sure that the lid is shut.

★ Important

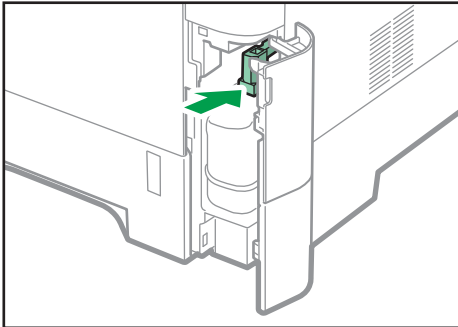
- Waste toner bottles cannot be reused.
- Before removing the waste toner bottle from the machine, spread paper or some other material around the area to keep toner from dirtying your workspace.
- When removing the waste toner bottle, do not touch the inside of the machine.
- Be careful to not allow the toner to leak from the waste toner bottle when you remove it.
- Carefully pull the waste toner bottle out horizontally when you are replacing it.
- Do not use a waste toner bottle that has not been used for a long time.
- Take care not to drop the waste toner bottle.
- Make sure the waste toner bottle is fully inserted. If it is not, toner will leak inside the machine.

- We recommend purchasing and keeping a spare waste toner bottle on hand since waste toner bottles are consumable items.

1. Open the right cover.

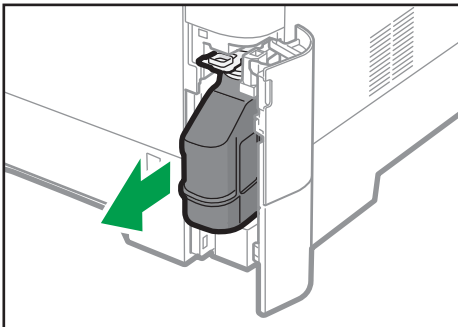


EAG015



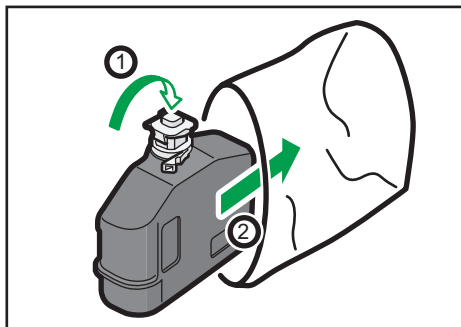
EAG016

2. Remove the waste toner bottle from the printer.



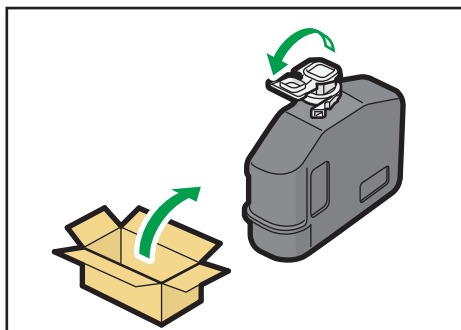
EAG017

- Put the full waste toner bottle in a plastic bag and seal it so that the toner does not spill out.



EAG161

- Remove the new waste toner bottle from the toner kit.

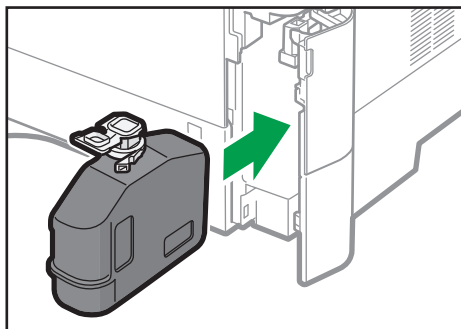


EAG162

- Insert the new waste toner bottle into the printer.

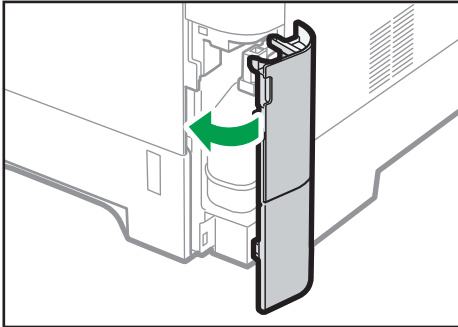
Leave the cap open.

Press the new waste toner bottle it clicks into place.



EAG020

6. Close the left cover.



EAG165

↓ Note

- Replace the waste toner bottle if "Waste Toner Bottle is full or not set correctly" appears on the display.
- Your service representative can replace the waste toner bottle if it is included in your contract. For details, contact your local dealer or service representative.

Displaying the Printer Configuration Screens Using the Control Panel

1

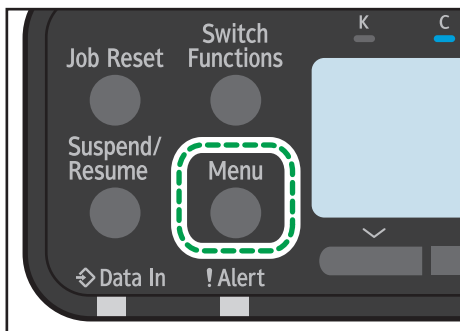
Configuring Printer Settings from the [Menu] key

The configuration screens allow you to change or set defaults.

★ Important

- If Administrator Authentication Management is specified, contact your administrator.

1. Press the [Menu] key.



EAG152

2. Select the settings you want to change.

Press the [▼] or [▲] key to select the next or previous items.

3. Press the [OK] key.

↓ Note

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

Using Web Image Monitor

★ Important

- You cannot configure the printer settings using Web Image Monitor from a computer connected to the USB device server's network. Be sure to access Web Image Monitor from the printer's network.

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

Available operations

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

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

Configuring the printer

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

Recommended Web browser

- Windows:
 - Internet Explorer 11
 - Microsoft Edge 20 or higher
 - Firefox 52 or higher
 - Google Chrome 50 or higher
- OS X/macOS:
 - Safari 3.0 or higher
 - Firefox 52 or higher
 - Google Chrome 50 or higher

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

Note

- Display and operation problems may occur if you do not enable JavaScript and cookies, or if you are using a non-recommended Web browser.
- If you are using a proxy server, change the Web browser settings. Contact your administrator for information about the settings.
- We recommend using Web Image Monitor in the same network.
- If the printer is firewall-protected, it cannot be accessed from computers outside the firewall.
- If the printer under DHCP is used, the IP address may be changed automatically by the DHCP server settings. Enable DDNS setting on the printer, and then connect using the printer's host name. Alternatively, set a static IP address to the DHCP server.
- If the HTTP port is disabled, a connection to the printer using the printer's URL cannot be established. SSL settings must be enabled on this printer. For details, contact your network administrator.
- If Firefox is used, fonts and colors may be different, or tables may not appear properly configured.
- When using a host name under Windows Server 2008/2008 R2/2012/2012 R2/2016 with IPv6 protocol, perform host name resolution using an external DNS server. The host file cannot be used.
- To use JAWS 7.0 under Web Image Monitor, you must be running Windows and Internet Explorer 6.0 or a later version.
- If you are using Internet Explorer 11, downloading will be slower than with other browsers. To download faster with Internet Explorer 8.0 or higher, open the browser's [Internet Options] menu and register the printer's URL as a trusted site, and then disable SmartScreen filter for trusted sites. For details about these settings, see the Internet Explorer Help files.
- You can access Web Image Monitor more quickly by registering the printer's URL as a bookmark. Note that the URL you register must be the URL of the top page, which is the page that appears before login. If you register the URL of a page that appears after login, Web Image Monitor will not open properly from the bookmark.
- If user authentication is activated, you must enter your login user name and password to use Web Image Monitor. For Details, see "Logging In Using Web Image Monitor", Operating Instructions.
- When you configure settings using Web Image Monitor, do not log in from the control panel. The settings you have configured using Web Image Monitor may become invalid.

Displaying the top page

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

Displayed items may differ depending on the printer type.

Guest mode

This mode requires no login to enter.

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

Administrator mode

This mode requires an administrator login to enter.

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

★ Important

- When entering an IPv4 address, do not begin segments with zeros. For example: If the address is "192.168.001.010", you must enter it as "192.168.1.10".

1. Start your Web browser.

2. Enter "http://(printer's IP address or host name)/" in your Web browser's address bar.

The top page of Web Image Monitor appears.

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

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

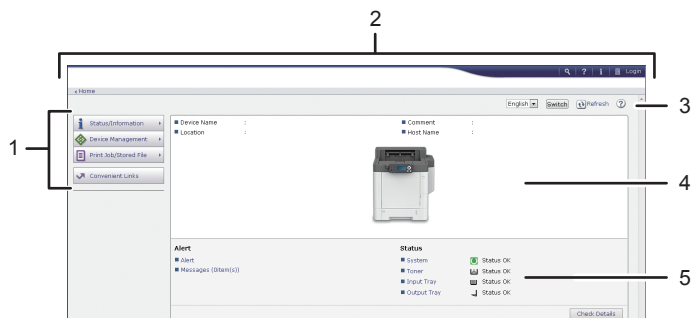
3. To log in to Web Image Monitor in the administrator mode, click [Login] on the top page.

The window for entering the login user name and password appears.

4. Enter your login user name and password, and then click [Login].

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

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



DPL053



1. Menu area


Displays the content of a selected menu item.

2. Header area

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

3. Refresh/Help

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

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

4. Basic Information area

Displays the basic information of the printer.

5. Work area

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

2. Loading Paper

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

Paper Loading Procedure

2

To achieve the print results you expect, it is important to select an appropriate input tray according to the size, type, and weight of the paper you want to use for printing. You also need to specify the paper size and type properly using the control panel or Web Image Monitor, and/or the paper size dial on the tray.

Follow the procedure below to load paper.

- 1. Check the paper tray available for the size, type, and weight of the paper you want to use for printing.**

For details about available paper trays for each paper size and type, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".

- 2. Change the paper size and type settings for the tray you selected.**

Use the control panel of the printer or Web Image Monitor to change the paper size and type.

When loading paper into Trays 1 to 4, adjust the paper size dial on the trays.



For details about changing paper settings using the control panel, see page 73 "Paper Settings".

- 3. Load paper into the tray.**

For details about loading paper, see page 62 "Loading Paper into Paper Trays" or page 65 "Loading Paper into the Bypass Tray".

For details about loading envelopes, see page 69 "Loading Envelopes".










Paper Size Specifications

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

The letters in the tables indicate the following:

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

Metric sizes

Paper size name	Actual size	Bypass tray	Tray 1	Trays 2-4	Two-sided
A4 	210 × 297 mm	A	B	B	✓
A5 	148 × 210 mm	A	B	B	✓
A5 	148 × 210 mm	A	C	-	-
A6 	105 × 148 mm	A	B	-	-
B5 JIS 	182 × 257 mm	A	C	C	✓
B6 JIS 	128 × 182 mm	A	C	C	-
C5 Env 	162 × 229 mm	A	-	C	-
C6 Env 	114 × 162 mm	A	-	C	-
DL Env 	110 × 220 mm	A	-	C	-

Paper size name	Actual size	Bypass tray	Tray 1	Trays 2-4	Two-sided
16K	195 × 267 mm	A	C	C	✓

Imperial sizes

Paper size name	Actual size	Bypass tray	Tray 1	Trays 2-4	Two-sided
8 ¹ / ₂ × 14	8.5" × 14"	A	B	B	✓
8 ¹ / ₂ × 13 2/5	8.5" × 13.4"	A	A	A	✓
8 ¹ / ₂ × 13	8.5" × 13"	A	C	C	✓
8 ¹ / ₂ × 11	8.5" × 11"	A	B	B	✓
8 ¹ / ₄ × 14	8.25" × 14"	A	C	C	✓
8 ¹ / ₄ × 13	8.25" × 13"	A	C	C	✓
8 × 13	8" × 13"	A	C	C	✓
8 × 10	8" × 10"	A	C	C	✓
7 ¹ / ₄ × 10 ¹ / ₂	7.25" × 10.5"	A	C	C	✓
5 ¹ / ₂ × 8 ¹ / ₂	5.5" × 8.5"	A	B	B	✓
4 ¹ / ₈ × 9 ¹ / ₂	4.125" × 9.5"	A	-	C	-
3 ⁷ / ₈ × 7 ¹ / ₂	3.875" × 7.5"	A	-	C	-

Custom Size Specifications

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

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

Metric sizes

Tray	Horizontal size (One-sided)	Vertical size (One-sided)	Horizontal size (Two-sided)	Vertical size (Two-sided)
Bypass tray	70.0 to 216.0 mm	148.0 to 356.0 mm	140.0 to 216.0 mm	210.0 to 356.0 mm

Tray	Horizontal size (One-sided)	Vertical size (One-sided)	Horizontal size (Two-sided)	Vertical size (Two-sided)
Tray 1	105.0 to 216.0 mm	148.0 to 356.0 mm	140.0 to 216.0 mm	210.0 to 356.0 mm
Trays 2-4	105.0 to 216.0 mm	162.0 to 356.0 mm	140.0 to 216.0 mm	210.0 to 356.0 mm

Imperial sizes

Tray	Horizontal size (One-sided)	Vertical size (One-sided)	Horizontal size (Two-sided)	Vertical size (Two-sided)
Bypass tray	2.76 to 8.50"	5.83 to 14.01"	5.52 to 8.50"	8.27 to 14.01"
Trays 1	4.14 to 8.50"	5.83 to 14.01"	5.52 to 8.50"	8.27 to 14.01"
Trays 2-4	4.14 to 8.50"	6.38 to 14.01"	5.52 to 8.50"	8.27 to 14.01"

Note

- Print speed will be lowered in Silent Mode when printing on any paper other than envelopes is performed.

Paper Type Specifications

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

The letters in the tables indicate the following:

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

Paper type	Paper weight No.	Bypass tray	Tray 1	Trays 2-4	Two-sided
Plain Paper 1	1	A	A	A	✓
Plain Paper 2	2	A	A	A	✓
Middle Thick Paper	3	A	A	A	✓
Thick Paper 1	4	A	A	A	✓
Thick Paper 2	5	A	A	A	✓
Thick Paper 3	6	A	-	A	-
Recycled Paper	1 to 3	A	A	A	✓
Color Paper	1 to 5	A	A	A	✓
Color Paper	6	A	-	A	-
Letterhead Paper	1 to 5	A	A	A	✓
Letterhead Paper	6	A	-	A	-
Preprinted Paper	1 to 5	A	A	A	✓
Preprinted Paper	6	A	-	A	-
Bond Paper	1 to 5	A	A	A	✓
Bond Paper	6	A	-	A	-
Card Stock	4 to 6	A	-	-	-
OHP (Transparency)	4 to 6	A	-	-	-

Paper type	Paper weight No.	Bypass tray	Tray 1	Trays 2-4	Two-sided
Label Paper	1 to 6	A	-	A	-
Envelope	4 to 6	A	-	A	-
Coated Paper	1 to 6	A	-	A	-
Custom Paper Type	1 to 5	*1	-	-	✓
Custom Paper Type	6	*1	-	-	-

* 1 It is not necessary to specify the paper weight for this paper type.

Paper weight

No.	Paper weight
1	60–74 g/m ² (16–20 lb. BOND)
2	75–90 g/m ² (20–24 lb. BOND)
3	91–105 g/m ² (24–28 lb. BOND)
4	106–135 g/m ² (28–36 lb. BOND)
5	136–170 g/m ² (36 lb. BOND–63 lb. COVER)
6	171–220 g/m ² (63–80 lb. COVER)

Note

- When you print using envelope, the print speed may change.
- Print speed will be lowered in Silent Mode when printing on any paper other than envelopes is performed.

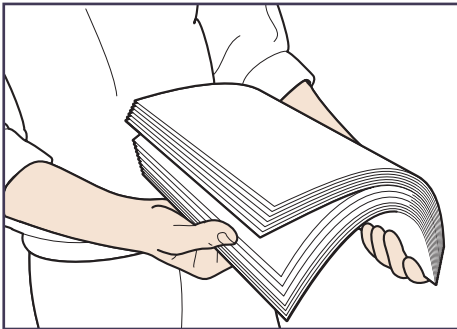
Paper Precautions

CAUTION

- Do not attempt to print on stapled sheets, aluminum foil, carbon paper, or any kind of conductive paper. Doing so risks fire.
- If Tray 2, 3, and 4 are installed, do not pull out more than one tray at a time when you are changing or replenishing paper or resolving paper jams. Pressing down forcefully on the machine's upper surfaces can result in malfunctions and/or user injury.

Precautions

- Print quality is not guaranteed if paper other than the ones recommended is used. For more information about recommended paper, contact your sales or service representative.
- If paper jams occur or multiple sheets are fed at once, fan the paper before loading it.



CBK254

- If you load paper when only a few sheets of paper remain in the tray, multiple sheet feeding may occur. Remove any remaining paper, stack them upon the new sheets of paper, and then fan the entire stack before loading it into the tray.
- Straighten curled or warped paper before loading.
- For details about available paper sizes and types for each paper tray, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
- Depending on the environment where the printer is being used, you might at times hear a rustling noise from paper moving through the printer. This noise does not indicate a malfunction.
- If paper cannot be fed properly because of burrs on the edges of paper, load paper upside down.
- It is recommended to load envelopes and labels into the bypass tray.

Unusable Paper

To prevent errors and misfeeds, do not use:

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

Note

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

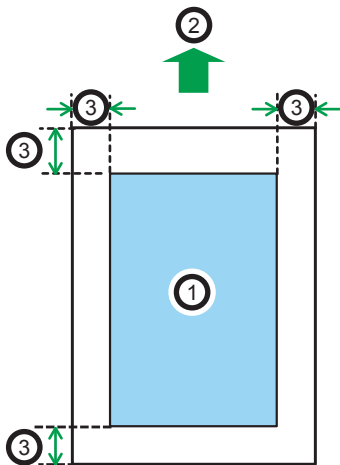
Paper Storage

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

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

Print Area

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



DPL059

1. **Print area**
2. **Feed direction**

3. 4.2 mm (0.2 inches)

Note

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

Loading Paper into Paper Trays

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

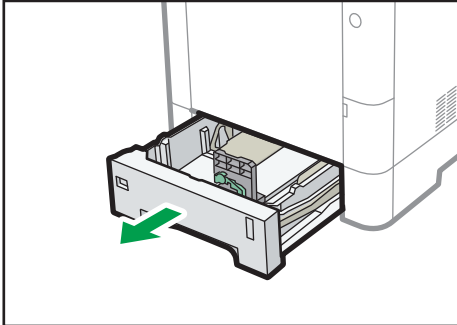
CAUTION

- When loading paper, take care not to trap or injure your fingers.
- If Tray 2, 3 and 4 are installed, do not pull out more than one tray at a time when you are changing or replenishing paper or resolving paper jams. Pressing down forcefully on the machine's upper surfaces can result in malfunctions and/or user injury.

Important

- For details about trays that can be loaded for each paper size and type, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
- Be sure to select the correct paper size and feed direction using the paper size dial on the tray. Otherwise, the printer might be damaged, or printing problems might occur.
- Make sure the paper stack does not exceed the upper limit mark inside the paper tray. Excessive stacking can cause paper jams.
- If paper jams occur frequently, flip the paper stack in the tray.
- Do not mix different types of paper in the same paper tray.
- After loading paper, specify the paper size using the control panel or paper size dial, and paper type using the control panel. When printing a document, specify the same paper size and type in the printer driver as specified on the printer.
- Do not move the side paper guides and end paper guide forcefully. Doing so may damage the tray.
- When loading label paper, load it one by one.
- If a paper tray is pushed vigorously when putting it back into place, the position of the tray's side fences may slip out of place.
- When loading a low number of sheets, be sure not to squeeze the side fences in too tightly. If the side fences are squeezed too tightly against the paper, the edges may crease or the paper may misfeed.

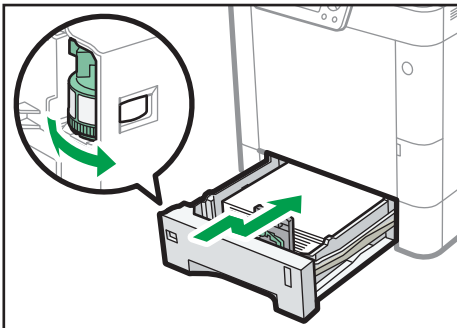
1. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.



EAG025

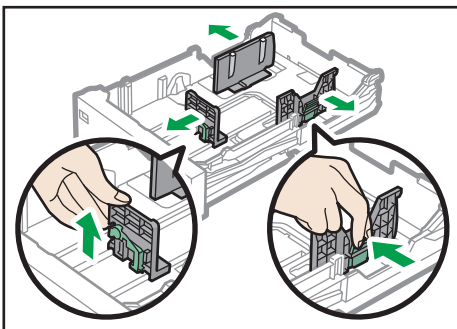
Place the tray on a flat surface.

2. Adjust the paper size dial to match the size and feed direction of paper in the paper tray.



EAG031

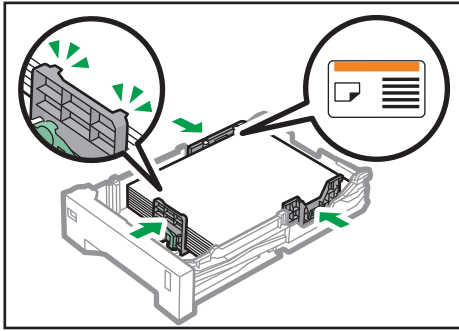
3. Squeeze the clips on the side and end paper guides and slide it to match the paper size.



EAG027

4. Load the new paper stack print side down.

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



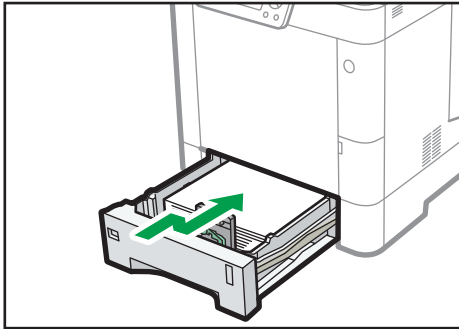
EAG029

5. Adjust the paper guides to close any gaps.

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

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

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



EAG352

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

Note

- Letterhead paper must be loaded in a specific orientation. For details, see page 67 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into Trays 2-4. Envelopes must be loaded in a specific orientation. For details, see page 69 "Loading Envelopes".

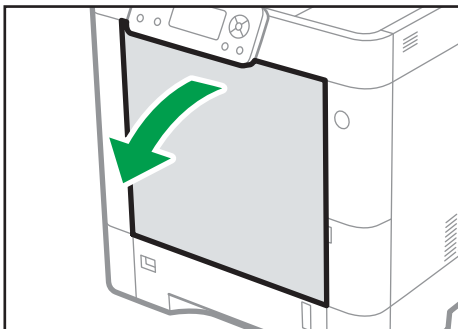
Loading Paper into the Bypass Tray

★ Important

- For details about trays that can be loaded for each paper size and type, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
- Make sure the paper stack does not exceed the upper limit mark. Excessive stacking can cause paper jams.
- Do not mix different types of paper.
- After loading paper, specify the paper size and type using the control panel. When printing a document, specify the same paper size and type in the printer driver as specified on the printer.
- When loading label paper, load it one by one.
- Paper feeding conditions and printing quality may vary depending on the paper thickness and width. Be sure to perform test printing using the same paper beforehand.

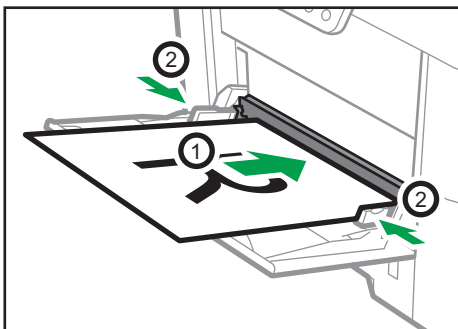
2

1. Open the bypass tray.



EAG390

2. Load paper face up until it stops, and then adjust both sides of the paper guide to match the paper width.



EAG391

↓ Note

- When using the bypass tray, it is recommended that you set the paper direction to .

- Letterhead paper must be loaded in a specific orientation. For details, see page 67 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into the bypass tray. Envelopes must be loaded in a specific orientation. For details, see page 69 "Loading Envelopes".

Loading Orientation-Fixed Paper or Two-Sided Paper



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





Settings using the control panel

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

Paper orientation

The meanings of the icons are as follows:

Icon	Meaning
	Place or load paper printed side face up.
	Place or load paper printed side face down.

Print side	Trays 1-4 /Bypass tray
One-sided	 
Two-sided	 

 **Note**

- To print on letterhead paper when [Letterhead Setting] is set to [Auto Detect], you must specify [Letterhead] for the paper type in the printer driver's settings.
- If a print job is changed partway through printing from one-sided to two-sided printing, one-sided output after the first copy may be printed facing a different direction. To ensure all paper is output facing the same direction, specify different input trays for one-sided and two-sided printing. Note also that two-sided printing must be disabled for the tray specified for one-sided printing.
- For details about how to make two-sided prints, see "Printing on Both Sides of a Page", Operating Instructions.

Loading Envelopes

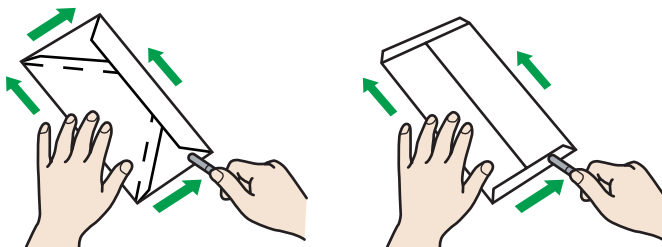
This section explains various details about and recommendations concerning envelopes.

⚠ CAUTION

- Some of this machine's internal components get very hot. For this reason, take care when removing misfed paper. Not doing so could result in burns.

★ Important



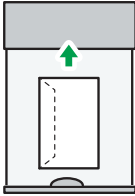
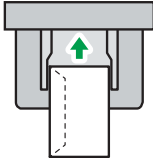
- Do not use window envelopes.
- Envelopes, especially those with glue on their flaps, may stick together. Fan the envelopes to separate them before loading. If the envelopes still stick together, load them one by one. For the envelope types that can be used with this printer, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
- Misfeeds might occur depending on the length and shape of the flaps.
- You can print with a standard envelope size setting only when printing on envelopes with their flaps closed.
- Before loading envelopes, press down on them to remove any air from inside, flattening out all four edges. If they are bent or curled, flattening their leading edges (the edge going into the printer) by running a pencil or ruler across them.



CHU024

Loading orientation for envelopes

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

Orientation	Paper trays 2-4	Bypass tray
Envelopes  	 <ul style="list-style-type: none"> • Flaps: closed • Bottom side of envelopes: toward the right of the printer • Side to be printed: face up 	 <ul style="list-style-type: none"> • Flaps: closed • Bottom side of envelopes: toward the right of the printer • Side to be printed: face up

When loading envelopes, use both the control panel and the printer driver to select "Envelope" for the paper type and specify the thickness of the envelopes. For details, see "Printing on Envelopes", Operating Instructions.

Recommended envelopes

For details about recommended envelopes, contact your local dealer.

The size of envelopes that you can load depends on the tray in which you load them. For details, see page 54 "Paper Size Specifications".

Note

- Load only one size and type of envelope at a time.
- The duplex function cannot be used with envelopes.
- Straighten any curls within 2 mm (0.1 inch) upward and 0 mm (0 inches) downward on the tray before loading.
- The output quality on envelopes may be uneven if parts of an envelope have differing thicknesses. Print one or two envelopes to check the print quality.
- When printing onto envelopes, the print speed is slower than usual.
- Flatten out prints if they are creased or curled.
- Check that the envelopes are not damp.
- High temperature and high humidity conditions can reduce print quality and cause envelopes to become creased.
- Depending on the environment, printing on envelopes may wrinkle them even if they are the recommended envelopes.
- Certain types of envelopes might be output creased, dirtied, or misprinted. If you are printing a solid color on an envelope, lines may appear where the overlapped edges of the envelope make it thicker.

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

1. After creating a document, open the [Printing Preferences] dialog box in the document's native application.
2. Click the [Detailed Settings] tab.
3. In the "Menu:" box, click the [Basic] icon, and then configure the following settings:

- Document Size:
Select the envelope size.

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

- Input Tray:
Select the paper tray where the envelopes are loaded.
- Paper Type:
Select [Envelope].

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

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

↓ Note

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 74 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 69 "Loading Envelopes".

Printing on Envelopes with OS X/macOS

1. After creating a document, open the printing preferences screen in the document's native application.

2. Configure the following settings:

- Two-Sided:
Select [Off].
- Paper Size:
Select the envelope size.
- Orientation:
Select the orientation of the envelope.

3. Select [Paper Feed] in the pop-up menu.

4. Select the paper tray where the envelopes are loaded.

5. Select [Printer Features] in the pop-up menu.

6. Select [Paper] in the "Feature Sets:" menu to configure the following settings:

- Paper Type:
Select [Envelope].

7. Change any other print settings as necessary.

8. Start printing from the application's printing preferences screen.

↓ Note

- Configure the paper settings appropriately using both the printer driver and the control panel. For details about settings using the control panel, see page 74 "Configuring Envelope Settings Using the Control Panel".
- Envelopes must be loaded in a specific orientation. For details, see page 69 "Loading Envelopes".

Paper Settings

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

↓ Note

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

Specifying a Paper Size

★ Important

- To use the paper size and feed direction other than those indicated on the paper size dial, set the dial to "✖", and set the paper size using the control panel.
- To use custom size paper, be sure to specify the paper size using the control panel and the printer driver.
- The printer cannot print on custom size paper if the application does not support custom size paper.

Specifying Standard Size Paper

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

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Size: (tray name)] ▶ Press [OK]
3. Select the size of the paper set in the specified tray ▶ Press [OK]

↓ Note

- For details about the available paper size, see page 54 "Paper Size Specifications".

Specifying Custom Size Paper

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

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

Note

- For details about the available paper size, see page 54 "Paper Size Specifications".

Specifying a Paper Type

2

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

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

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Type: (tray name)] ▶ Press [OK]
3. Select the type of the paper set in the specified tray ▶ Press [OK]

The setting is complete when specifying the following types of paper:

Plain Paper 1, Plain Paper 2, Middle Thick, Thick Paper 1, Thick Paper 2, Thick Paper 3

4. If you have selected [Recycled Paper], [Color Paper], [Letterhead], [Labels], [Transparency], [Envelope], [Coated Paper], [Preprinted], [Bond Paper], or [Cardstock] for the paper type, press [Escape]
5. Select [Maintenance] ▶ Press [OK]
6. Select [General Settings] ▶ Press [OK]
7. Select the paper thickness setting for the specified paper type ▶ Press [OK]
8. Select the tray where the specified type of paper is loaded ▶ [OK]

If you selected [Recycled Paper Setting], [Color Paper Setting], [Letterhead Setting], [Label Paper Setting], [Envelope Setting], [Coated Paper Setting], [Preprinted Paper Setting], or [Bond Paper Setting] in this step, you can specify the paper thickness for each tray separately. For other paper types, the specified paper thickness is applied to all trays.

9. Select the paper thickness ▶ Press [OK]

Note

- For details about the available paper type, see page 57 "Paper Type Specifications".

Configuring Envelope Settings Using the Control Panel

When printing on envelopes, load envelopes in bypass tray or Trays 2-4, and then follow the procedure below to specify envelope type and thickness.

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

1. Select [Paper Input] ▶ Press [OK]
2. Select [Paper Size: (tray name)] ▶ Press [OK]

3. Select the envelope type ▶ Press [OK]
4. Select [Paper Type: (tray name)] ▶ Press [OK]
5. Select [Envelope] ▶ Press [OK]
6. Press [Escape]
7. Select [Maintenance] ▶ Press [OK]
8. Select [General Settings] ▶ Press [OK]
9. Select [Envelope Setting] ▶ Press [OK]
10. Select the source tray for which you want to change the paper thickness ▶ Press [OK]
11. Select the paper thickness ▶ Press [OK]

Note

- For details about the envelope types that can be loaded in each tray, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
- For details about how to load envelopes, see page 69 "Loading Envelopes".
- Configure the paper settings appropriately using both the printer driver and the control panel. For details about paper settings using the printer driver, see "Printing on Envelopes", Operating Instructions.

3. Troubleshooting

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

When a Panel Tone Beeps

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

Beep pattern	Meaning	Causes
Single short beep	Panel/screen input accepted.	A control panel key was pressed.
Short, then long beep	Operation Invalid.	An invalid key was pressed on the control panel.
Two long beeps	Printer has warmed up.	When the power is turned on or the printer exits Sleep mode, the printer has fully warmed up and is ready for use.
Five long beeps repeated four times.	Soft alert	An error message appears on the control panel if there is no tray for the selected paper size or the tray is empty.
Five short beeps repeated five times.	Strong alert	The printer requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

Note




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

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

Indicators

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

3

Indicator	Status
 : Paper Misfeed indicator	Appears when a paper misfeed occurs. For details about removing jammed paper, see page 115 "Removing Jammed Paper".
 : Add Toner indicator	Appears when toner runs out. For details about adding toner, see page 38 "Replacing the Print Cartridge".
 : Service Call indicator	Appears when the printer is malfunctioning or requires maintenance.

If USB Connection Fails

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



When Messages Are Displayed

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

Status Messages

Message	Status
"Energy Saver"	The printer is in Energy Saver mode. Press any key to recover to the normal mode.
"Hex Dump Mode"	In Hex Dump mode, the printer receives data in a hexadecimal format. Turn off the printer after printing, and then turn it on again.
"Job Suspended"	All jobs are suspended. Turn off the printer, and turn it on again to resume the jobs.
"Offline"	The printer is offline and cannot print.
"Please wait..."	This message may appear for a few seconds. It means the printer is initializing, replenishing toner, or performing maintenance operations. Wait a while.
"Printing..."	The printer is printing. Wait a while.
"Printing Suspended"	Printing is suspended. To resume printing, press the [Suspend/Resume] key.
"Ready"	This is the default ready message. The printer is ready for use. No action is required.
"Resetting Job"	The printer is resetting the print job. Wait a while.
"Setting change..."	The printer is applying the changes made to its settings. Wait a while.
"Updating Certificate..."	The printer is updating the @Remote certificate. Turn the power off, and then turn it on again.
"Waiting for print data..."	The printer is waiting for the next data to print. Wait a while.

Alert Messages (Displayed on the Control Panel)

Message	Cause	Solution
"  :(A) (Y1) (Y2) (Y3) Remove misfeed in (Tray name)."	A paper jam has occurred.	For details, see page 115 "Removing Jammed Paper".
"  :(B) (Z) Open Rear Cover and remove misfeed."	A paper jam has occurred.	For details, see page 115 "Removing Jammed Paper".
"  :(C) (D) Remove misfeed & reset ppr in Bypas correctly"	A paper jam has occurred.	For details, see page 115 "Removing Jammed Paper".
"  :(E) Pull out Tray 1 & remove ppr."	A paper jam has occurred.	For details, see page 115 "Removing Jammed Paper".
"  Add toner. Replace Print Cartridge. Press the Menu key to check supplies."	The toner has run out. Replace the print cartridge.	For details, see page 38 "Replacing the Print Cartridge".
"  Out of toner Replace Print Cartridge."	The toner has run out. Replace the print cartridge.	For details, see page 38 "Replacing the Print Cartridge".
"  Toner is almost empty. Contact your local vendor."	The print cartridge is almost empty.	For details, see page 38 "Replacing the Print Cartridge".
"@Remote Cert. update failed"	Updating the @Remote certificate failed.	Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.
"Cannot connect=>Comm.Serv. Check proxy user/ password."	The proxy user name or password is incorrect.	Check the proxy server settings, and then change the user name and/or password if they are incorrect.
"Cannot connect with DHCP server.(101/201)"	An IP address cannot be obtained from the DHCP server.	Contact your network administrator.

Message	Cause	Solution
"Cannot print."	The printer cannot print the sent data.	Check that the file you want to print is a supported file type. Check the misfeeds and ask your network administrator for help.
"Check the network settings. (103/203)"	The IP address setting is incorrect.	Check the IP address, subnet mask, and gateway address.
"Classification Code Error"	A classification code is not specified for the print job.	Enter a classification code using the printer properties and print the document again.
"Connect failed:WirelessCard Turn power off, check card."	The printer cannot detect the wireless LAN interface board.	Check that the board is supported or installed correctly.
"Cover Open. Please close the indicated cover."	A cover of the printer is open.	Close the cover as indicated on the control panel.
"Duplex mode is in off position for (tray name)"	The duplex mode for the indicated tray is not available.	You can use one-sided printing only. Press [Change] to change the tray's settings, press [JobReset] to reset the job, or press [Form Feed] to force printing.
"Do you want to continue printing by changing an included Adobe font?"	The print data contains data that cannot be printed.	Press [Resume] to execute printing. Alternatively, press [Job Reset] to cancel printing.
"Ethernet Board Error"	An error on the Ethernet is detected.	Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.
"Exceeded max. No. of files."	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 printer.
"Exceeded max. No. of pages."	While printing a Sample Print, Locked Print, Hold Print, or Stored Print file, the maximum page capacity was exceeded.	<ul style="list-style-type: none"> Delete unneeded files stored in the printer. Reduce the number of pages to print.

Message	Cause	Solution
"Exceeded max. print size. Press [JobReset]."	The specified paper size exceeds the maximum size supported by this printer.	Press [JobReset] to cancel printing.
"Failed to connect to server for Remote Diagnostics."	The printer cannot communicate with Remote Communication Gate.	Check the connection to the Remote Server Gate.
"Independent-supply toner"	Independent-supply toner is set.	Use the toner recommended for this printer.
"Independent-supply toner"	The toner has run out.	For details, see page 38 "Replacing the Print Cartridge".
"IPv6 Address already exists Link-local Address(109/209)"	The same IPv6 address is already used.	Contact your network administrator.
"IPv6 Address already exists Stateless Address(109/209)"	The same IPv6 address is already used.	Contact your network administrator.
"IPv6 Address already exists Manual Config. Address(109/209)"	The same IPv6 address is already used.	Contact your network administrator.
"Load paper in (tray name)"	There is no paper in the specified tray.	Load the specified paper in the tray, or press [JobReset] to reset the job.
"Load paper in (tray name)"	The tray is not inserted completely into the machine.	Slide the tray into the machine until it stops.
"Paper size mismatch."	Paper of a size that is different from the setting specified in [Paper Size] under [Paper Input] is loaded.	Load the paper of the size specified in [Paper Size] under [Paper Input] and press [Continue], or press [Job Reset] to cancel the job.
"Paper size mismatch."	The tray is not inserted completely into the machine.	Slide the tray into the machine until it stops.

Message	Cause	Solution
"Paper size mismatch. Change settings to: (Paper size)"	The size of the paper in the tray does not match the paper size specified in the printer driver.	Load the paper of the displayed size and change the paper size dial, or change the paper size in [Paper Size] under [Paper Input]. Or, press [Form Feed] to force printing or [JobReset] to cancel printing.
"Paper size/type mismatch."	The paper tray loaded with the paper of the size and type specified in the printer driver is not available.	Load the paper of the size and type specified in the printer driver. Adjust the paper size dial on the tray, or change the paper size and type in [Paper Size] and [Paper Type] under [Paper Input]. Or, press [Form Feed] to force printing or [JobReset] to cancel printing.
"Paper size/type mismatch. Change settings to: (Paper size/type)"	The size and type of the paper in the tray do not match the paper size and type specified in the printer driver.	Load the paper of the displayed size and type, and change the paper size dial on the tray, or change the paper size and type in [Paper Size] and [Paper Type] under [Paper Input]. Or, press [Form Feed] to force printing or [JobReset] to cancel printing.
"Paper type mismatch. Change settings to: (Paper type) "	The type of the paper in the tray does not match the paper type specified in the printer driver.	Change the paper type in [Paper Type] under [Paper Input]. Or, press [Form Feed] to force printing or [JobReset] to cancel printing.
"Parallel I/F Error"	The printer's self-diagnostic test failed due to a loopback error.	Replace the IEEE 1284 board that caused the error.
"Printer Font Error."	There are problems with the printer's font file.	Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.

Message	Cause	Solution
"Problem with Hard Disk Please call service."	The printer cannot detect the hard disk.	Check that the hard disk installed correctly. If the problem persists, contact your sales or service representative.
"Problem:Wireless card Please call service."	The printer cannot detect a wireless LAN interface board.	Check that the wireless LAN interface board installed correctly. If the problem persists, contact your sales or service representative.
"Pull out Print Cartridge, shake it gently and then set it again."	The Print Cartridge is not set correctly.	Shake the Print Cartridge and set it again. For details, see page 38 "Replacing the Print Cartridge".
"Reset Paper (tray name) or [Cancel] to FormFeed."	The specified tray is not set correctly.	Set the tray correctly, or press [Cancel] to cancel printing.
"Replace (Black/Color) Drum Unit."	You need to replace the Black Drum Unit or the Color Drum Unit.	Contact your sales or service representative.
"Replace (Black/Color) Photoconductor Unit."	You need to replace the Black Photoconductor Unit or the Color Photoconductor Unit.	Contact your sales or service representative.
"Replace Intermediate Transfer Unit."	You need to replace the Intermediate Transfer Unit	Contact your sales or service representative.
"Replace Paper Transfer Unit"	You need to replace the Paper Transfer Unit	Contact your sales or service representative.
"Rplcmnt Rqrd:Controlr Board"	You need to replace the Controlr Board.	Contact your sales or service representative.
"SD Card authenticatn.failed"	Authentication from the SD card failed.	Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.
"Set the Print Cartridge correctly."	The print cartridge may have not been installed correctly.	Turn the printer off, and install the print cartridge again.

Message	Cause	Solution
"Set the Toner Locking Lever correctly."	The Toner Locking Lever is not set correctly.	Set the Toner Locking Lever correctly. For details about how to set the Toner Locking Lever, see page 38 "Replacing the Print Cartridge".
"Specified custom paper name does not match the setting. The job has been cancelled."	Auto job reset by the paper type name error cured, and printing is paused.	Press [Exit] to cancel printing.
"Standard Tray is full. Remove the paper."	The standard tray is full.	Remove the paper.
"Supply order has failed."	The automatic supply order failed.	The message indicates the printer tried to order the supplies.
"This NetBIOS name is already in use.(108/208)"	The NetBIOS name specified for the printer is already used by another device on the network.	Contact your network administrator.
"The same IPv4 Address already exists.(102/202)"	The IPv4 address specified for the printer is already used by another device on the network.	Contact your network administrator.
"The selected job(s) have already been printed or cancelled."	This message might appear if you print or cancell a job from Web Image Monitor.	Press Exit on the message screen.
"USB has a problem. Please call service."	The printer has detected a USB board failure.	Turn the printer off, and then turn it on again. If the problem persists, contact your sales or service representative.
"Values set for IPv6/ Gateway addresses are invalid.(110/210)"	The IPv6 address or gateway address is invalid.	Check the network settings.
"Waste Toner Bottle is full or not set correctly. Please check the bottle."	The waste toner is full.	Replace the waste toner bottle. For details, see page 42 "Replacing the Waste Toner Bottle".

Message	Cause	Solution
"WPA Auth. incomplete. (211)"	WPA authentication could not be completed.	Contact your network administrator.

Alert Messages (Printed on Error Logs and Reports)

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

Message	Cause	Solution
"84: Error"	There is no work area available for image processing.	Select [Font Priority] for [Memory Usage] in [System]. Decrease the number of files sent to the printer.
"86: Error"	Parameters of the control code are invalid.	Check the print settings.
"Address book is in use."	The printer currently cannot perform authentication because the Address Book is being used by another function.	Wait a while, and then retry the operation.
"Auto-user prog. failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the Address Book is full.	For details about the automatic registration of user information, see "Auto Registration to the Address Book", Security Guide.
"Comm. error with CM server."	The job was canceled because a Central Management communication error occurred.	Check the status of the Central Management machine.
"Cannot print."	You have no privileges to print the PDF file you want to print.	Contact the owner of the document.

Message	Cause	Solution
"Classification Code Error"	The classification code is not specified with the printer driver.	Specify any classification code in the printer driver, and perform printing again. For details about how to specify classification code settings, see "Registering Classification Codes", Operating Instructions.
"Collate cancelled."	Collate was canceled.	Turn the printer off, and then turn it on again. If the message appears again, contact your service representative.
"Collate: Page max."	The amount of free memory is insufficient to perform collating.	Reduce the number of pages to be printed.
"Command Error."	An RPCS command error occurred.	Check that the communication between a device and the printer is working correctly.
"Compressed Data Error"	The printer detected corrupt compressed data.	Check that the program you used to compress the data is functioning correctly.
"Duplex cancelled."	Duplex printing was canceled.	Change the setting for "Duplex Tray" in [Paper Input] to enable duplex printing for the paper tray.
"Error occured. Prntd/Cncl'd."	An error occurred during printing, but it was ignored.	Check the print settings.
"Excd Prt Vol Use max count."	Printing was canceled because the print maximum number was reached.	Contact your user administrator.
"Excd Prt Vol Use max count."	Maximum number of user codes that can be registered has been reached.	Delete unnecessary user codes.
"File System Error."	PDF direct printing could not be performed because the file system could not be obtained.	Turn the printer off, and then turn it on again. If the message appears again, contact your service representative.

Message	Cause	Solution
"File System Full."	The PDF file cannot be printed 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 printer.
"HDD is full."	The hard disk became full while printing a Sample Print, Locked Print, Hold Print, or Stored Print file. Delete unnecessary files stored in the printer.	Reduce the data size of the Sample Print, Locked Print, Hold Print, or Stored Print file. When printing with the PostScript 3 printer driver, the hard disk capacity for fonts and forms has been exceeded. Delete unnecessary forms or fonts registered to the printer.
"HDD not installed."	The printer received a stored job file but no hard disk is installed.	Contact your sales or service representative.
"I/O buffer overflow."	An input buffer overflow occurred.	<ul style="list-style-type: none"> • Select [Font Priority] for [Memory Usage] in [System]. • In [I/O Buffer] under the [Host Interface] menu, set the maximum buffer size to a larger value. • Reduce the number of files being sent to the printer.

Message	Cause	Solution
"Insufficient Memory."	A memory allocation error occurred.	<p>PCL 6</p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality: Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list. In some cases, it will take a long time to complete a print job.</p> <p>PostScript 3</p> <p>Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.</p>
"Memory Retrieval Error"	A memory allocation error occurred.	Turn off the power and then back on again. If the message appears again, replace the RAM. For details about replacing the RAM, contact your service representative.
"No Background Numbering HDD"	Background Numbering was specified while the hard disk drive was not attached. The job has been canceled.	<ul style="list-style-type: none"> • Attach the hard disk drive when using the Background Numbering function. • If this message is displayed while the hard disk drive is attached, contact your sales or service representative.
"No response from server."	A timeout occurred while the printer was connecting to the server for LDAP Authentication or Windows Authentication.	Check the status of the server.

Message	Cause	Solution
"Others using print volume."	The job was canceled because the usage count information could not be obtained from the Central Management machine.	All job slots are occupied by other devices. Check the status of the client machine.
"Paper Size Error"	Printing was canceled because the specified paper size cannot be fed from the tray.	Check the available paper size.
"Paper Type Error"	The printer does not recognize the paper type specified using the printer driver.	Check that the printer is connected to the network correctly and bidirectional communication is enabled. If the problem persists, check the user paper type settings of the printer.
"Password mismatch."	A wrong password was entered when an encrypted PDF file was printed.	Check the password.
"PDF File Error."	A syntax error, etc., occurred.	Check that the PDF file is valid.
"PDL error."	The printer language error occurred.	Press [OK].
"Print overrun."	Printing images was aborted.	Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.
"Receiving data failed."	Data reception was aborted.	Resend the data.
"Sending data failed."	The printer received a command to stop a transmission from the printer driver.	Check that the computer is working correctly.

Message	Cause	Solution
"Unauthd. Copy Prev. Error"	The [Enter User Text:] field on the [Unauthorized Copy Prevention for Pattern Details] screen is blank.	<p>PCL 6/PostScript 3</p> <p>On the printer driver's [Detailed Settings] tab, click [Effects] in "Menu:". Select [Unauthorized Copy Prevention], and then click [Details] to display [Unauthorized Copy Prevention for Pattern Details]. Enter text in [Enter User Text:].</p>
"User auth. already exists."	The same account name is already used in the newly selected domain or server in an environment using LDAP Authentication.	Contact your user administrator.

When You Cannot Print

Problem	Cause	Solution
Printing does not start.	The power is off.	For details about how to turn on the main power switch, see page 35 "Turning On/Off the Power".
Printing does not start.	The cause is displayed on the screen of the control panel.	Check the error message or warning status on the display panel, and then take the required action. For details about solutions, see page 80 "When Messages Are Displayed".
Printing does not start.	The interface cable is not connected correctly.	For details about how to connect interface cables correctly, see "Connecting the Printer", Operating Instructions.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable to use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. For details about interface cable, see "Connecting the Printer", Operating Instructions.
Printing does not start.	The interface cable was connected after the printer was switched on.	Connect the interface cable before turning on the main power switch.

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

Problem	Cause	Solution
Printing does not start.	If the printer is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check the access point settings when using the infrastructure mode. Depending on the access point, client access may be filtered by MAC address. Also, check that there are no transmission problems between the access point and wired clients, and between the access point and wireless clients.
Printing does not start.	The Login User Name, Login Password, or Driver Encryption Key is incorrect.	Check the Login User Name, Login Password, and 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. For details about Extended Security function settings, see "Specifying the Extended Security Functions", Security Guide.
[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"> • Turn the main power switch off and then back on again. For details about how to turn on/off the main power switch, see page 35 "Turning On/Off the Power". • Change [Communication Mode] in [Host Interface] to [802.11 Ad-hoc Mode], and then select [Off] for [Security Method]. For details about Communication Mode, see "Host Interface", Operating Instructions.

Problem	Cause	Solution
The Data In indicator does not light up or flash after a print job starts.	The data is not being sent to the printer.	<ul style="list-style-type: none">• When a cable is used to connect the computer directly to the printer, check whether the print ports are configured correctly.• When the computer is connected to the network, ask your administrator about the computer's network connection.

If printing does not start, contact your service representative.

Other Printing Problems

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

When You Cannot Print Properly

Problem	Cause	Solution
The printed image is smudged.	Settings for thick paper have not been configured when printing on thick paper in the bypass tray.	On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select [Bypass Tray] in the "Input Tray:" list. Then in the "Paper Type:" list, select a proper paper type.
Printed images contain blots or are patchy.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
Printed images contain blots or are patchy.	The printer is not on a level surface.	The printer must be placed on a stable and level surface. Check the printer environment and select an appropriate location. For details about the printer's environment, see "Install Location", Operating Instructions.
Printed images contain blots or are patchy.	The paper is creased, curled, or has blemishes.	Smooth out the wrinkles or replace the paper. For details about paper, see page 59 "Paper Precautions".

Problem	Cause	Solution
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
The printed image is faded over the entire page.	The paper is unsuitable. Printing on coarse or treated paper might result in faint print image.	Use recommended paper. For details about recommended paper, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
The printed image is faded over the entire page.	If [On] is selected in the "Economy Color:" list in the printer driver settings, the entire page will be faded when printed.	On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Off] in the "Economy Color:".
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select a proper paper type in the "Paper Type:" list.
The printed image is different from the image on the computer's display.	Printing will be performed by the printer's graphic processing function.	PCL 6 On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list.
The image is too dark or too light.	The paper type settings are not configured correctly.	Check that the paper loaded on the paper tray or bypass tray matches the paper type set on the display panel. For details about paper type settings, see page 73 "Paper Settings".

Problem	Cause	Solution
The image is too dark or too light.	The paper is loaded reverse side up. Printing on non-print surfaces reduces print quality and can damage the printer's internal components.	Before printing on special paper, check its surface carefully. For details about special paper, see page 59 "Paper Precautions".
Image is dirty.	Use of non-recommended toner can result in a loss of print quality and other problems.	Use genuine manufacturer toner. Contact your service representative.
Horizontal lines appear when an image filled in black is printed.	A black-and-white image is occasionally recognized as a color image and printed as a streak when a large number of pages that contain both black-and-white and color images are printed continuously.	Select [CMY + K] for [Gray Reproduction:] in the printer driver's dialog box. For details, see the printer driver's Help.
The lower half of the page appears faded when a filled-in image is printed.	When the "Toner is almost empty." message is displayed on the display panel, the toner is running low and the printed page may appear faded.	Replace the print cartridge.
Printed graphics do not match graphics on the screen.	If the printer driver is configured to use the graphics command, the graphics command from the printer is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. For details about settings for printer driver, see the printer driver Help.
Print result differs from the display.	A non-Windows operating system is being used.	Check that the application supports the printer driver.
Print result differs from the display.	The printer is not selected for printing.	Use the printer driver of the printer and check that the printer is the specified printer. For details about how to open the printer driver settings screen, see "Displaying the Printing Preferences dialog box from the [Start] menu", Operating Instructions.

Problem	Cause	Solution
Print result differs from the display.	Data transmission failed or was canceled during printing.	Check whether there is failed or canceled data remaining. For details about how to identify the cause of the error, see "Checking Error Logs", Operating Instructions.
Characters differ from the display.	The loaded paper is unsuitable.	Printing on recommended paper produces better resolution. For details about recommended paper, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
Image position differs from the display.	The page layout settings are not configured correctly.	Check the page layout settings configured using the application. For details about page layout settings, see the application's Help.
Image position differs from the display.	The page layout settings are not configured correctly.	On the printer driver's [Detailed Settings] tab, click [Basic] in "Menu:", and then select the desired size in the "Print On:" list.
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Select the correct printer driver, and then print the file again.
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. For details about the reduction function, see the printer driver Help.

Problem	Cause	Solution
Photo images are grainy.	Some applications print at a lower resolution.	Use the application's or printer driver's settings to specify a higher resolution. For details about printer driver's settings, see the printer driver Help.
A solid line is printed as a dashed line or appears blurred.	Dither patterns do not match.	<p>PostScript 3</p> <p>Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.</p>
Fine lines are fuzzy with inconsistent thickness or color, or do not appear.	Super fine lines have been specified in the application, or a color that is too light has been specified for the lines.	<p>PostScript 3</p> <p>Change the dithering settings on the printer driver. For details about the dithering settings, see the printer driver Help.</p> <p>If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the color and thickness of the lines.</p>
Images appear only partially colored.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
When printing is performed using the USB device server, a print job cannot be completed properly.	Even if the USB device server has received the data successfully, the printer cannot complete the print job properly because the timeout period set on the printer is too short.	Specify a longer period for [I/O Timeout] using the printer's control panel.

Problem	Cause	Solution
The back sides of prints are partially dirty.	The fixing ratio of toner is too low. This problem may occur when very dense images such as halftone images are printed.	<ul style="list-style-type: none"> Specify a paper thickness that is greater than the one currently set in paper type settings. If specifying thicker paper does not resolve the problem, specify a paper thickness that is further greater than the one currently used. If the problem persists, print in Silent mode.
Images smudge when rubbed. (Toner is not fixed.)	The fixing ratio of toner is too low. This problem may occur when very dense images such as halftone images are printed.	<ul style="list-style-type: none"> Specify a paper thickness that is greater than the one currently set in paper type settings. If specifying thicker paper does not resolve the problem, specify a paper thickness that is further greater than the one currently used. If the problem persists, print in Silent mode.
Prints are smeared with toner.	The fixing ratio of toner is too low. This problem may occur when very dense images such as halftone images are printed.	<ul style="list-style-type: none"> Specify a paper thickness that is greater than the one currently set in paper type settings. If specifying thicker paper does not resolve the problem, specify a paper thickness that is further greater than the one currently used. If the problem persists, print in Silent mode.
Image is too light.	The drum has condensation on it.	If this problem occurs, contact your service representative.
Image is out of focus.	The drum has condensation on it.	If this problem occurs, contact your service representative.

Problem	Cause	Solution
Toner is smudged.	The toner was smudged by moisture in the paper.	<ul style="list-style-type: none"> 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 page 59 "Paper Precautions". If the problem persists, contact your service representative.

Paper Misfeeds Occur Frequently

Problem	Cause	Solution
Paper is not fed from the selected tray.	The tray is not inserted completely into the machine.	Slide the tray into the machine until it stops.
Paper is not fed from the selected tray.	When you are using Windows, printer driver settings override those settings using the display panel.	On the printer driver's [Detailed Settings] tab, click [Paper] in "Menu:", and then select the desired input tray in the "Input Tray:" list.
Images are printed at a slant.	The tray's side fences might not be locked.	Check that the side fences are locked. For details about how to set the side fences, see page 62 "Loading Paper into Paper Trays" or page 65 "Loading Paper into the Bypass Tray".
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. For details about loading paper, see page 62 "Loading Paper into Paper Trays" or page 65 "Loading Paper into the Bypass Tray".

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the printer.	Load paper only as high as the upper limit markings on the side fences of the paper tray, or the markings on the paper guides of the bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset them.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. For details about recommended paper, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	<ul style="list-style-type: none"> • Use recommended paper. For details about recommended paper, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications". • Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed by another printer.

Problem	Cause	Solution
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the printer one at a time.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the printer one at a time.
Printed paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
Printed paper becomes creased.	The paper is too thin.	Use recommended paper. For details about recommended paper, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. For details about recommended paper, see page 54 "Paper Size Specifications" and page 57 "Paper Type Specifications".
Duplex printing is malfunctioning.	You have selected a paper tray that is not set for duplex print.	Change the setting to enable duplex printing for the paper tray.

Problem	Cause	Solution
The image on the back side of duplex printing has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	<ul style="list-style-type: none"> Do not install the printer in areas that are susceptible to low temperature. Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store paper, see page 59 "Paper Precautions".
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.

Additional Troubleshooting

Problem	Causes	Solutions
You hear a crunching noise after inserting the tray into the machine.	The tray is not inserted completely into the machine.	Slide the tray into the machine until it stops.
Printed pages fall off of the output tray.	Paper may curl depending on the paper size, type, or printing conditions.	<ul style="list-style-type: none"> Extend the extension tray of the output tray. Load paper upside down in the paper input tray. Remove the printed paper one by one.

Problem	Causes	Solutions
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the printer to process, so simply wait when printing such data.	<p>If the Data In indicator is flashing, 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> <ul style="list-style-type: none"> • Select [Speed] in "Print Priority" list. (PCL6) • Select a lower resolution. <p>For details about how to change the settings, see the printer driver Help.</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 printer's feed orientation and the printer driver's feed orientation accordingly. For details about settings for printer driver, see the printer driver Help.
Optional components connected to the printer are not recognized.	Bidirectional communication is not working.	Set up optional devices on the properties of the printer. For details about how to set up optional devices, see the printer driver Help.
Combined printing, booklet printing, or Auto Reduce/Enlarge printing does not come out as expected.	The application or printer driver settings are not configured correctly.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.

Problem	Causes	Solutions
<p>Some types of data, such as graphics data or data from certain applications, do not print.</p>	<p>The printer driver settings are not configured correctly.</p>	<p>PCL 6</p> <ul style="list-style-type: none"> On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Quality] in the "Print Priority:" list. On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list. <p>PostScript 3</p> <p>Select [Photographic] for "Dithering:" in the printer driver's dialog box. For details, see the printer driver's Help.</p>

Problem	Causes	Solutions
Some characters are not printed or appear strange.	The printer driver settings are not configured correctly.	<p>PCL 6</p> <ul style="list-style-type: none"> On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Quality] in the "Print Priority:" list. On the printer driver's [Detailed Settings] tab, click [Print Quality:Advanced] in "Menu:", and then select [Raster] in the "Vector/Raster:" list. <p>PostScript 3</p> <p>Select [Text] for "Dithering:" in the printer driver's dialog box. For details, see the printer driver's Help.</p>
Print speed or application relinquishing speed is slow.	The printer driver settings are not configured correctly.	<p>Quit any other applications.</p> <p>PCL 6</p> <p>On the printer driver's [Detailed Settings] tab, click [Print Quality:Standard] in "Menu:", and then select [Speed] in the "Print Priority:" list.</p>
Print ends mid-job.	An error might have occurred.	Check the printer's display panel to see if an error has occurred.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	For details about User Authentication, see "Configuring User Authentication", Security Guide.

Problem	Causes	Solutions
Color originals are printed in black and white.	No color print settings are configured on the printer driver.	Change the [Color/ Black and White:] setting on the printer driver. For details about how to change the [Color/ Black and White:] setting, see the printer driver Help.
PDF files do not print out/ cannot perform PDF direct print.	PDF files are password-protected.	To print password-protected PDF files, enter the password in [PDF Menu].
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.
Cannot perform PDF direct print.	Highly compressed PDFs cannot be printed using PDF Direct Print.	Open the relevant application and print the PDF file using the printer driver. Set the file format to standard PDF.
Cannot perform PDF direct print.	Depending on the creation method, a PDF file requires a lot of memory to process and may fail to be printed.	Open the relevant application and print the PDF file using the printer driver.
"Resetting job..." appears and printing is suspended.	Memory is insufficient.	In [System], select [Memory Usage] to [Font Priority].
Printing did not start even though the specified print time has already passed.	The time set on the printer or computer is incorrect.	Set the correct time on the printer or computer.
Printing via wireless LAN is slow.	The number of jobs exceeds the capacity of the printer.	Reduce the number of jobs.

Problem	Causes	Solutions
Printing via wireless LAN is slow.	<ul style="list-style-type: none"> • A communication error might have occurred. • Interference from other wireless LAN devices can reduce the communication speed • If the printer is using a wireless LAN, radio waves may be interfering with the wireless communication. This may occur if there is a microwave oven, cordless telephone, industrial printer, scientific instrument, or medical instrument using the same frequency range near the device. 	<ul style="list-style-type: none"> • Move the printer farther away from the wireless LAN device. • If there are active wireless LAN devices nearby, move the printer or disable those devices. • Turn off other printers or instruments that use the same frequency range, and then try printing again. If printing is successful, move the devices to a location where they do not interfere with the printer.

The Printed Image is Different from the Image on the Computer

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

Problem	Solutions
The paper size appears on the control panel and printing is not performed with PDF Direct Print.	<p>When PDF Direct Print is used, printout requires paper set within the PDF file. When a message indicating a paper size appears, either place the indicated size in the paper tray or perform Form Feed.</p> <p>Also, if [Sub Paper Size] in the [System] menu is set to [Auto], printing is performed assuming Letter size and A4 size to be the same size. For example, when a PDF file set to A4 size paper is printed using PDF Direct Print and Letter size paper is loaded in the paper tray, or vice versa, the file will be printed out.</p>
The color of the printout is different from the color on the computer's display.	<ul style="list-style-type: none"> • The colors created using color toner are different from the ones displayed on the display. • If you select [On] for [Economy Color:] on the [Print Quality:Standard] menu in the printer driver's dialog box, the color gradation may appear differently. For details, see the printer driver's Help. • Turn the printer off, and then turn it on again. If the colors are different from what you expect, perform [Color Registration]. For details, see "Adjusting the Color Registration", Operating Instructions.
The color of the printout is different from the color specified.	<p>If a specific color is missing turn the printer off, wait a few moments, and then turn it on again. If this does not resolve the problem, contact your sales or service representative.</p>
The color changes significantly when adjusted with the printer driver.	<p>Do not make extreme settings for the color balance on the [Print Quality:Advanced] menu under the [Detailed Settings] tab in the printer driver's dialog box.</p> <p>Note that the sample image displayed in the printer driver is used only to show what processing will be performed, so it may not match the print results. For details, see the printer driver's Help.</p>
Color documents are printed in black and white.	<ul style="list-style-type: none"> • Color printing is not enabled for the printer. For details, see the printer driver's Help. • Some applications print color files in black and white.
Solid areas, lines, or text are shiny or glossy when created as a mixture of cyan, magenta, yellow.	<p>Select [K(Black)] for [Gray Reproduction:] in the printer driver's dialog box. For details, see the printer driver's Help.</p>

Problem	Solutions
Black gradation is not natural.	Select CMY + K for Gray Reproduction: in the printer driver's dialog box. For details, see the printer driver's Help.
A color is missing or partially blurred.	<ul style="list-style-type: none"> Paper is damp. Use paper that has been stored properly. For details, see page 59 "Paper Precautions". A print cartridge is almost empty. When the "Add toner. Replace Print Cartridge." or "Out of toner. Replace Print Cartridge." message appears on the display panel. If the toner indicator on the initial screen seems empty, replace the print cartridge of the displayed color. For details, see page 38 "Replacing the Print Cartridge". Condensation may have collected. If there were sudden changes in temperature or humidity, restart the printer when it is acclimatized.
The printer takes a long time to start printing.	<p>The printer accesses the USB interface when it receives a print job from the USB device server's network. In this case, it takes longer than usual to start a print job received from the printer's network.</p> <p>If it takes too long to start printing, specify a shorter period for [I/O Timeout] using the printer's control panel.</p>

When Printer Is Not Functioning Properly

Problem	Solutions
Paper is not fed from the selected tray.	<p>When you are using a Windows operating system, the printer driver settings override those set using the control panel. Set the input tray you want using the printer driver.</p> <p>For details, see the printer driver's Help.</p>
Prints do not stack properly.	<ul style="list-style-type: none"> Paper is damp. Use paper that has been stored properly. See page 59 "Paper Precautions". If printed sheets come out curled, use the standard tray extension. See page 15 "Guide to Components".
It takes too long to turn on the printer.	<p>If the printer is turned off while accessing the hard disk (for example: during file deletion), the printer will require more time to power-up the next time it is turned on. To avoid this time delay, do not turn the printer off while it is in operation.</p>

Problem	Solutions
It takes too long to complete the print job.	<ul style="list-style-type: none"> • Photographs and other data-intensive pages take a long time for the printer to process, so wait when printing such data. Changing the settings with printer driver may help to speed up printing. For details, see the printer driver's Help. • The data is so large or complex that it takes time for the printer to process it. If Data In indicator is flashing, the data is being processed. Wait until it resumes.
It takes too long to complete the print job.	<ul style="list-style-type: none"> • Photographs and other data-intensive pages take a long time for the printer to process, so wait when printing such data. Changing the settings with printer driver may help to speed up printing. For details, see the printer driver's Help. • The data is so large or complex that it takes time for the printer to process it. If Data In indicator is flashing, the data is being processed. Wait until it resumes. • If "Waiting for print data..." appears on the display, the printer is now warming up. Wait for a while. The printer is adjusting the color registration. Wait for a while.
Attached options are not detected in the printer properties.	The computer and printer are not in bidirectional communication. You must configure attached options in the printer properties. For details, see the printer driver's Help.
When printing combined prints or bound prints.	<p>Check that the paper size and direction set in the printer driver are the same as those set in the application.</p> <p>If the settings are not the same, change the settings of the printer driver.</p>
An empty tray is selected by Auto Tray Select, and the document is not printed due to out of paper error.	<p>If a paper tray is opened and closed while the printer is in Energy Saver mode, the printer will initialize the tray upon recovery, but the tray will not be selectable by Auto Tray Select.</p> <p>To print from a paper tray that you opened and closed while the printer was in Energy Saver mode, you must manually specify the tray as the source paper tray before printing. When the printer recovers from Energy Saver mode and completes initialization, it will then print the document from the tray you have specified.</p>

Removing Jammed Paper

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

Check the location and remove the paper.

⚠ CAUTION

- There are highly-heated parts inside the machine. When removing misfed paper, do not touch areas other than those specified in this manual. Touching those areas can result in burns.

- When replacing paper or removing jammed paper, make sure not to trap or injure your fingers.

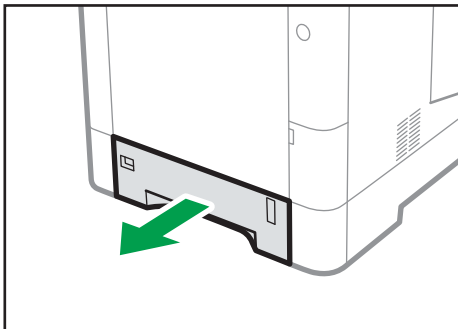
★ Important

- To prevent misfeeds, do not leave any torn scraps of paper inside the printer.
- Contact your service representative if misfeeds occur frequently.

Paper Misfeed Message (A) (E)

Remove the jammed paper from the tray.

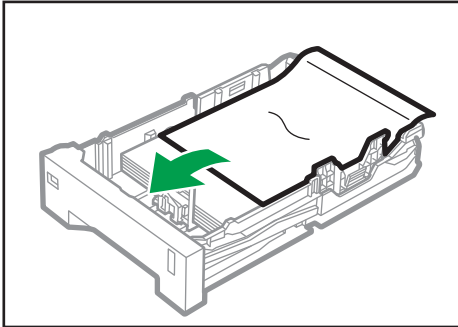
1. Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.



EAG370

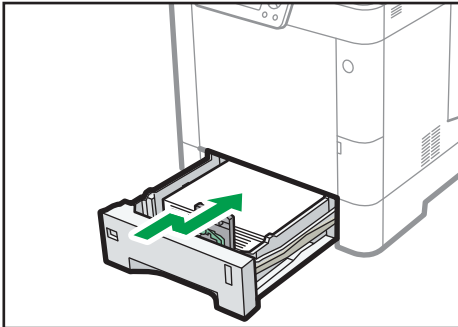
Place the tray on a flat surface.

2. Pull out the jammed paper carefully.



EAG371

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

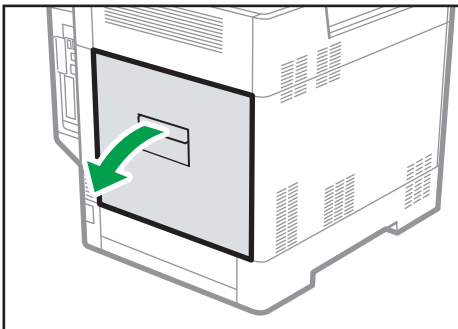


EAG352

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

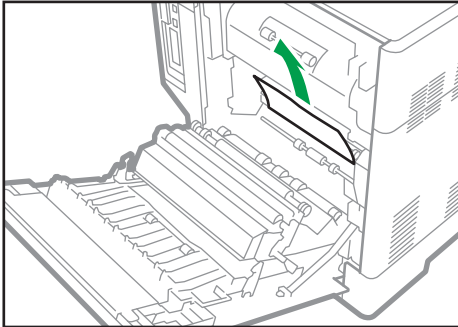
Perform the procedure below when error (A) occurs.

4. Open the rear cover.



EAG381

5. Pull out the jammed paper carefully.



EAG382

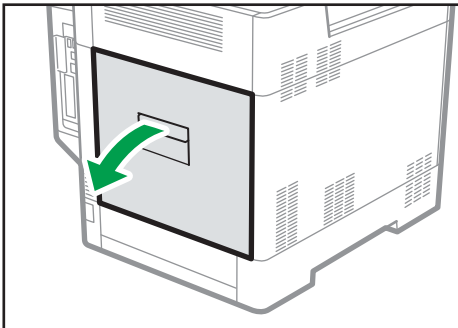
6. Push the area marked "PUSH" to close the rear cover.

For error (A), open and then close the rear cover to cancel the error status.

Paper Misfeed Message (B) (Z)

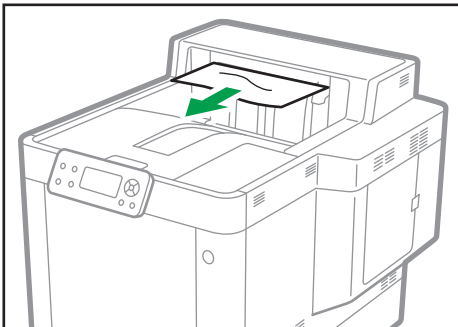
Remove the jammed paper from inside the printer.

1. Open the rear cover.



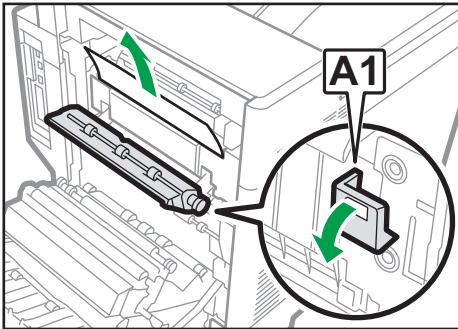
EAG381

2. Pull out the paper jammed in the exit port carefully.



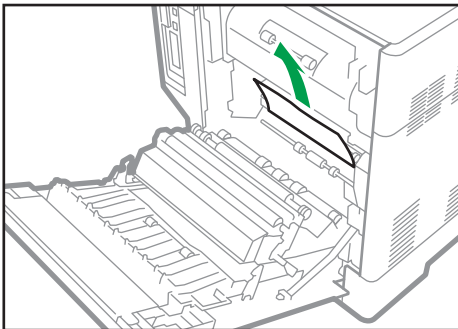
EAG383

3. Lower the "A1" lever and pull out the jammed paper carefully.



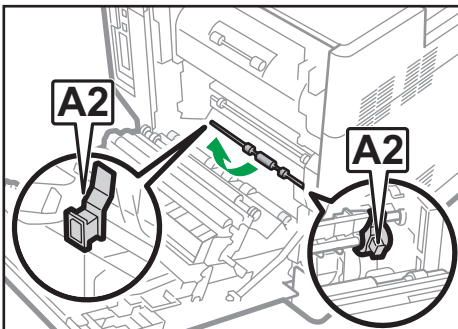
EAG384

4. Pull out the paper in the lower part carefully.



EAG382

5. When you cannot find or pull out the jammed paper, hold "A2" on the left and right sides and pull out the transport guide.



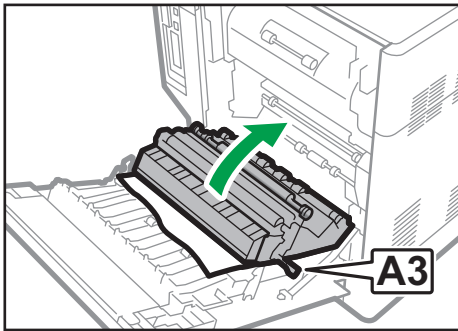
EAG385

6. Pull out the jammed paper carefully, and then return the transport guide to its original position.

For error (B), proceed to Step 9.

7. Raise the "A3" lever.

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

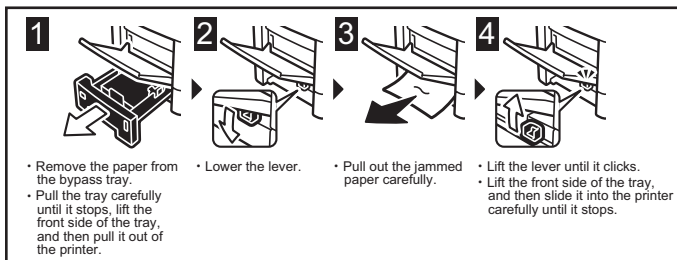


EAG386

8. Pull out the jammed paper carefully, and then return the "A3" lever to its original position.
9. Push the area marked "PUSH" to close the rear cover.

Paper Misfeed Message (C) (D)

Remove the jammed paper from the bypass tray.



EAG387

Note

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

Paper Misfeed Message (Y1) (Y2) (Y3)

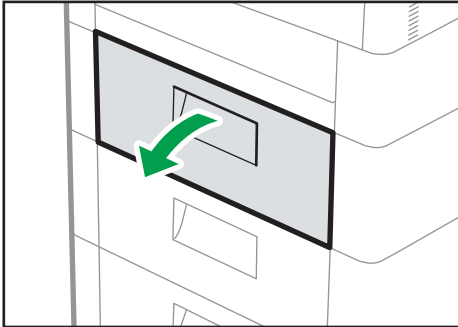
Remove the jammed paper from the optional paper feed unit.

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

- "⌘r(Y1)": Tray 2
- "⌘r(Y2)": Tray 3
- "⌘r(Y3)": Tray 4

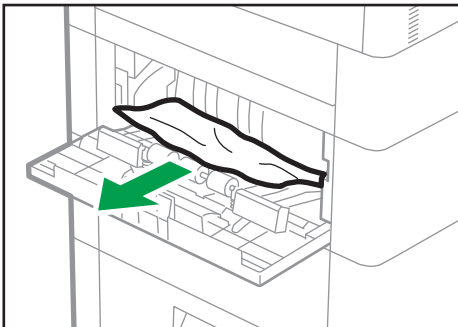
The procedure for removing jammed paper is the same for all trays. In the following procedure, a paper jam that occurs in Tray 2 (with the (Y1) message displayed) is explained as an example.

1. Open the tray 2 rear cover.



EAG388

2. Pull out the jammed paper carefully.



EAG389

If the paper cannot be removed, do not pull it out forcefully. Follow the procedure below to remove the paper.

3. Close the tray 2 rear cover.

4. If the error status continues, remove the paper from tray 2 or inside the printer.

For the procedure to remove paper from the tray, see page 115 "Paper Misfeed Message (A) (E)".
For the procedure to remove paper from inside the printer, see page 117 "Paper Misfeed Message (B) (Z)".

5. Open and then close the tray 2 rear cover.

The error status is canceled when you open and then close the rear cover.

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Microsoft® Windows Server® 2012 R2 Essentials

Microsoft® Windows Server® 2012 R2 Standard

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INDEX

C

Cannot print.....	93
Configuring printer settings.....	47
Control panel.....	19
Control panel screen.....	20

E

Exterior.....	15, 16
---------------	--------

G

Guide to components.....	15
--------------------------	----

I

Indicator.....	78
Installing options.....	22
Interior.....	17
Internal options.....	18

L

Letterhead.....	67
Loading envelopes.....	69
Loading paper.....	62, 65

M

Manuals.....	4
Messages.....	80

O

Options.....	13
Other printing problems.....	97

P

Panel tone beeps.....	77
Paper loading procedure.....	53
Paper precautions.....	59
Paper settings.....	73
Paper size.....	54
Paper type.....	57
Power.....	35

R

Region.....	12
Removing jammed paper.....	115
Replacing consumables.....	38
Replenishing consumables.....	38

S

Symbols.....	11
--------------	----

T

Trademarks.....	121
-----------------	-----

U

USB.....	79
----------	----

W

Web Image Monitor.....	48
------------------------	----

MEMO

