SP C730DN

Aficio SP C730DN

User Guide

Getting Started 1

Loading Paper 2

Troubleshooting 3

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



Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "Read This First" before using the machine.

TABLE OF CONTENTS

Manuals for This Machine 3

Manuals List 5

1. Getting Started

Before You Start 7

- How to Read the Manuals 7
- List of Options 8
- Model-Specific Information 9

Guide to Names and Functions of Components 10

- Guide to Components 10
- Guide to the Names and Functions of the Printer's Control Panel 16

Turning On/Off the Power 18

- Turing On the Power 18
- Turning Off the Power 18
- Saving Energy 19

Displaying the Printer Configuration Screens 21

- Displaying the Printer Configuration Screens Using the Control Panel 21
- Displaying the Printer Configuration Screens Using a Web Browser 21

2. Loading Paper

Paper Specifications 23

Paper Precautions 28

Loading Paper into Paper Trays 30

- Extending Tray 1 34

Loading Paper into the Bypass Tray 36

Loading Orientation-Fixed Paper or Two-Sided Paper 38

Loading Envelopes 40

- Specifications of Envelopes 40
- Printing on Envelopes with Windows (PCL 6/PostScript 3) 42
- Printing on Envelopes with Windows (PCL 5c) 42
- Printing on Envelopes with Mac OS X 43

3. Troubleshooting

When a Panel Tone Beeps 45

When You Have Problems Operating the Printer 46

When the Color Registration Shifts 48

When the Printed Color Changes.....49
Setting the Gradation Correction Value.....49
Gradation Correction Sheet.....50
Resetting the Gradation Correction Value to the Default Value.....51
When the Printing Position Changes.....52
If USB Connection Fails.....54
When Messages Are Displayed.....55
Status Messages.....55
Alert Messages (Displayed on the Control Panel).....56
Alert Messages (Printed on Error Logs and Reports).....62
Checking the Error Log.....66
When You Cannot Print.....67
When the Data In Indicator Does Not Light Up or Flash.....68
Other Printing Problems.....69
When You Cannot Print Properly.....69
Paper Misfeeds Occur Frequently.....72
The Printed Image Is Different from the Image on the Computer.....73
When Printer Is Not Functioning Properly.....75
Additional Troubleshooting.....76
When PictBridge Printing Does Not Work.....79
Removing Jammed Paper.....80
Paper Misfeed Message (A).....80
Paper Misfeed Message (B).....85
Paper Misfeed Message (C).....86
Paper Misfeed Message (Y).....89
Paper Misfeed Message (Z).....91
Trademarks.....94

Manuals for This Machine

Read this manual carefully before using this machine.

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

Important

- **The method for viewing the manual depends on the manual.**
- **Adobe® Acrobat® Reader®/Adobe Reader must be installed in order to view the manuals as PDF files.**
- **A Web browser must be installed in order to view the HTML manuals.**

User Guide

Summaries are provided below for the operating instructions regarding the basic usage of this machine, frequently used functions, and troubleshooting when an error message appears.

Read This First

Before using the machine, be sure to read the "Safety Information" section of this manual. It describes the regulations and environmental conformance.

Quick Installation Guide

Describes procedures from unpacking the machine to connecting it to a computer.

Operating Instructions

Provides detailed information about the operation of the machine in HTML format. The following are main topics of the manual:

- Setting Up the Printer
- Getting Started
- Loading Paper
- Printing
- Configuring and Managing the Printer
- Troubleshooting
- Maintenance and Specifications
- VM Card Extended Feature Settings

VM Card Extended Feature Settings Web Reference

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

Security Guide

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

- Install the Device Certificate.

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

For details, see "Before Using This Machine", Security Guide.

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

Driver Installation Guide

Describes how to install and configure the drivers.

Manuals List

Manual Name	Printed Manual Provided	PDF Manual Provided	HTML Manual Provided
User Guide	No	Yes	No
Read This First	Yes	No	No
Quick Installation Guide	Yes	No	No
Operating Instructions	No	No	Yes
VM Card Extended Feature Settings Web Reference	No	No	Yes
Security Guide	No	Yes	No
Driver Installation Guide	No	Yes	No

Note

- Driver Installation Guide and HTML manuals are available in English, German, French, Italian, Spanish, Dutch, and Russian.

1. Getting Started

This section describes the symbols used in the manuals supplied with the printer, names and functions of components and how to display the configuration screen of the printer.

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.

Reference

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

[ ]

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

▶

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)

Region B (mainly North America)

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

Disclaimer

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

In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

Notes

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 address

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

List of Options

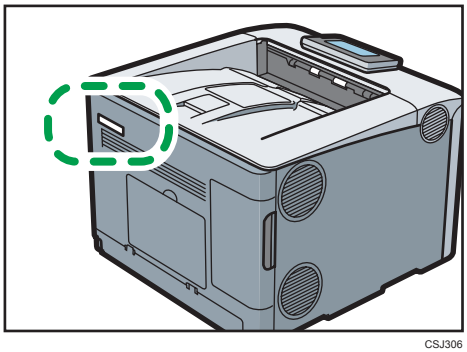
This section provides a list of options for this printer and the names commonly used in this manual.

Option name	Description
Paper Feed Unit TK2000	500-sheet paper feed unit
Memory Unit Type N 1GB	SDRAM module
Hard Disk Drive Option Type C730	Hard disk
IEEE802.11 Interface Unit Type O	Wireless LAN interface board
IEEE 1284 Interface Board Type A	IEEE 1284 interface board
Camera Direct Print Card Type L	Camera direct print card
SD card for NetWare printing Type M	NetWare card
VM Card Type W	VM card

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.



CSJ306

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
- 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.

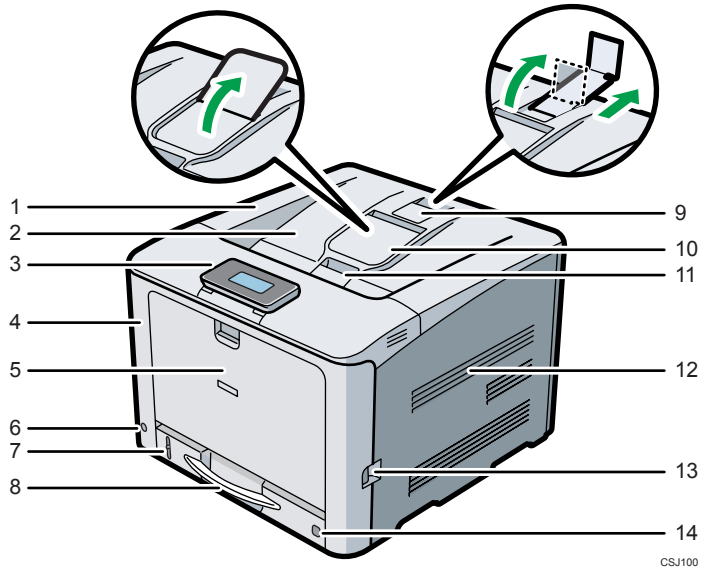
Guide to Names and Functions of Components

Guide to Components

Important

- **Do not obstruct the ventilation holes by placing objects near or against them. If the printer overheats, a malfunction might occur.**

Front view



1. **Top cover**

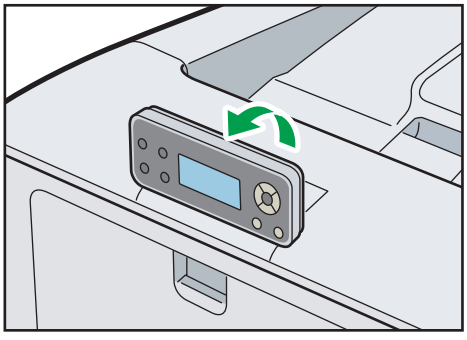
   Open this cover to replace the toner or black drum unit/color drum units.

2. **Standard tray**

   Output is stacked here with the print side down.

3. **Control panel**

   You can set the display up with your hands. Adjust the angle of it to see clearly.



CSJ250

See p.16 "Guide to the Names and Functions of the Printer's Control Panel".

4. **Front cover**

   Open this cover when replacing the waste toner bottle, etc., or removing jammed paper.

   Pull the right side lever to open the front cover.

5. **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 p.23 "Paper Specifications".

6. **Main power switch**

   Use this switch to turn the power on and off.

   Perform the shutdown procedure before turning the power off. For details about how to shut down the printer, see p.18 "Turning Off the Power".

7. **Remaining paper indicator**

   Indicates the approximate amount of paper remaining in the tray.

8. **Standard paper feed tray (Tray 1)**

   Up to 250 sheets of plain paper can be loaded.

   For details about the sizes and types of paper that can be used, see p.23 "Paper Specifications".

9. **Stop fence (A3, Legal, and Double letter-size prints)**

   Raise the rear fence (by pulling it in the direction of the arrow) to prevent A3, Legal, and Double letter-size prints from falling behind the printer.

   After using the stop fence, be sure to return it to its original position. The fence may be damaged if it is hit with something or excessive force is applied.

10. **Standard tray extension**

    Use this to support sheets that come out curled after they are printed.

    Flip open the extension by pushing down on the end that is toward the rear of the printer.

    After using the standard tray extension, be sure to return it to its original position. The tray may be damaged if it is hit with something or excessive force is applied.

11. **Top cover open lever**

    Pull this lever upward to open the top cover.

12. **Vents**

    To prevent overheating, heat from internal components is released through these vents. Malfunctions and failure can result if these vents are blocked or obstructed.

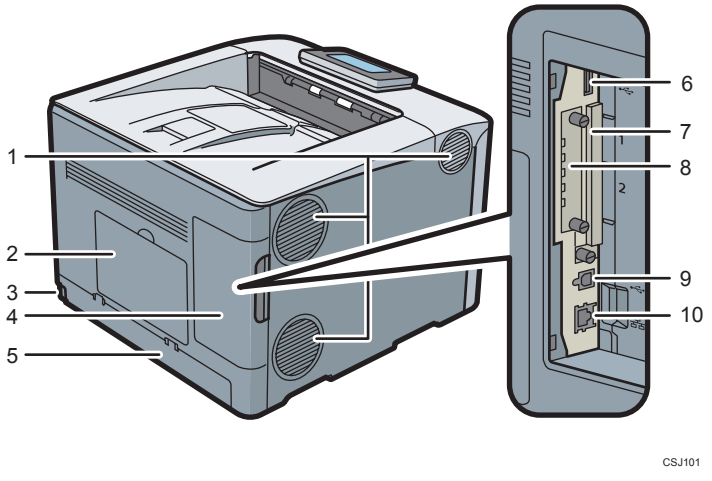
13. **Front cover open lever**

    Pull this lever to open the front cover.

14. **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.

Rear view



1. **Vents**

    To prevent overheating, heat from internal components is released through these vents. Malfunctions and failure can result if these vents are blocked or obstructed.

2. **Memory cover**

    Remove this cover to install the optional SDRAM module and hard disk.

3. **Power connector**

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

4. **Cable cover**

    Remove this cover to install the optional interface units and the SD card, and to connect various cables.

5. **Rear cover**

    Raise this cover and attach the paper tray cover when loading paper larger than A4 or letter size paper.

6. **USB port A**

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

7. **Expansion card slots**

    Remove the cover to install SD cards.

8. **Optional interface board slot**

   Optional interface boards can be inserted.

   Insert an optional wireless LAN interface board or IEEE 1284 interface board.

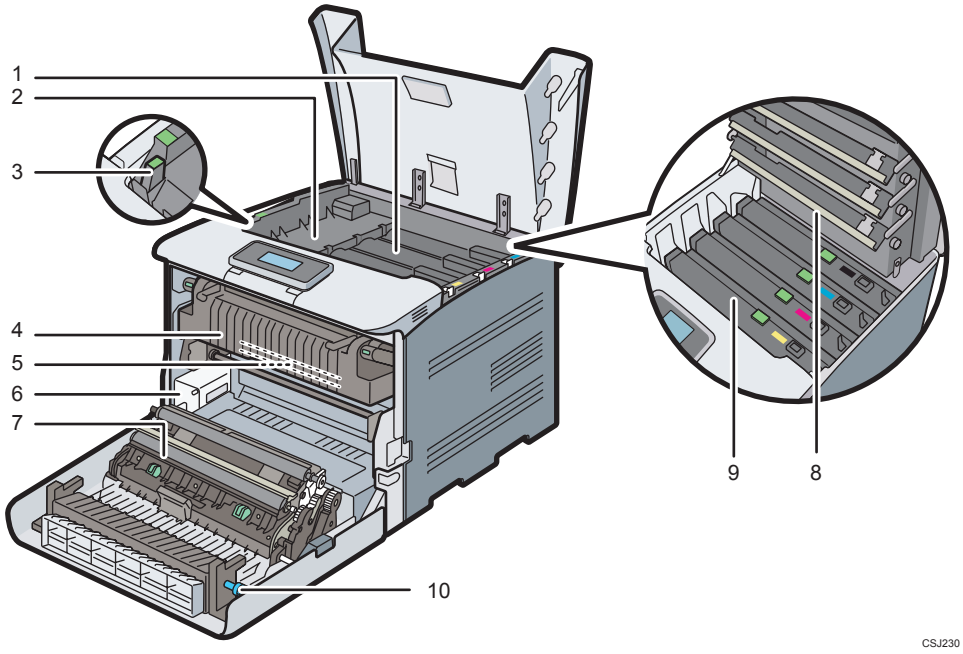
9. **USB port B**

   Use a USB cable to connect the printer to a computer.

10. **Ethernet port**

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

Interior



1. **Toner**

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

   If the following message appears on the control panel, replace the toner cartridge:

   - "Out of toner"
   - "Add Toner"

2. **Inner cover**

   Open this cover when replacing the black drum unit/color drum units.

3. **Inner cover open lever**

   Pull this lever to open the inner cover.

4. **Fusing unit**

   If the following message appears on the control panel, replace the fusing unit:

   - "Replacmnt Rqrd:Fusing Unit"

5. **Intermediate transfer unit**

   If the following message appears on the control panel, replace the intermediate transfer unit:

   - "Replacemnt Requird:IntTrans"

6. **Waste toner bottle**

   Collects toner that is wasted during printing.

   If a message prompting you to replace it appears on the display, replace the waste toner bottle.

   - "Waste Toner Bottle full"

7. **Transfer roller**

   If the following message appears on the control panel, replace the transfer roller, which is included with the intermediate transfer unit:

   - "Replacemnt Requird:IntTrans"

   Replace the transfer roller and the intermediate transfer unit together.

8. **LED heads**

   Clean the LED heads if black or color lines appear on prints.

9. **Black drum unit / Color drum units**

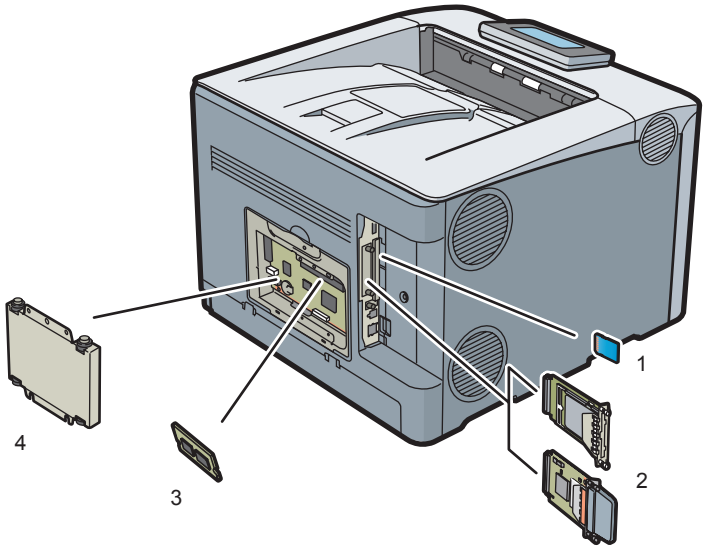
   The drum units are installed in the order of black (K), cyan (C), magenta (M), and yellow (Y). Replace the relevant black drum unit/color drum units when the following message appears:

   - "Replacmnt Requird:PCU:Black"
   - "Replacmnt Requird:PCU:Color"

10. **knob**

    If you cannot pull out jammed paper, remove it by turning the knob.

Guide to functions of the printer's internal options



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.
   - NetWare card

     This card is needed when using a NetWare server.

   To attach this option, see "Installing SD Card Options", Operating Instructions.
2. **Optional interface units**
   - Wireless LAN board

     Allows you to communicate over wireless LAN.
   - IEEE 1284 interface board

     Allows you to connect to an IEEE 1284 cable.

   To attach this option, see "Installing the Interface Units", Operating Instructions.
3. **SDRAM module**

   You can add 1.0 GB of memory.

   To attach this option, see "Installing the SDRAM module", Operating Instructions.
4. **Hard disk**

   Allows you to store documents to be printed.

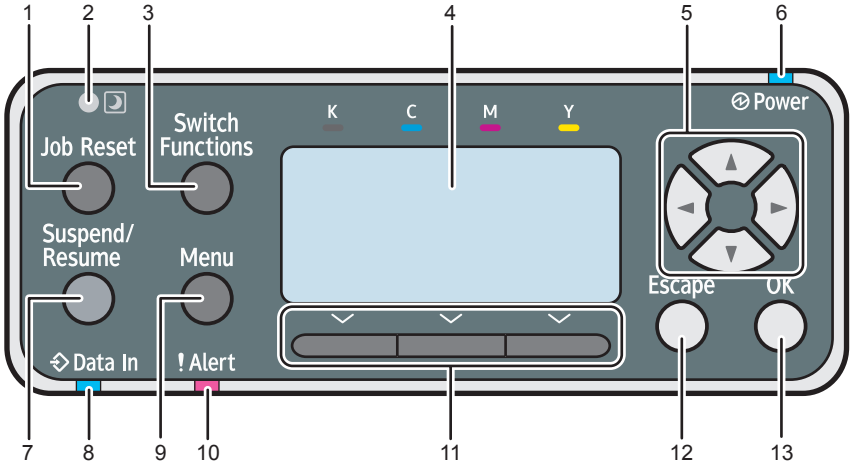
   To attach this option, see "Installing the hard disk", Operating Instructions.

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.

Guide to the Names and Functions of the Printer's Control Panel

This illustration shows the control panel of the printer.



1. **[Job Reset] key**

   When the printer is online, press this key to cancel an ongoing print job.

2. **Light sensor**

   The sensor that detects the ambient light level when the ECO Night Sensor function is enabled.

3. **[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.

4. **Display**

   Displays current printer status and error messages.

   Entering energy saver mode turns off the back light. For details about energy saver mode, see p.19 "Saving Energy".

5. **Scroll keys**

   Press these keys to move the cursor in each direction.

   When the [▲] [▼] [◄] [►] keys appear in this manual, press the scroll key of the same direction.

6. **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 while the printer is in energy saver mode.

7. **[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. Resumption of a suspended job will occur automatically when the time specified in [Auto Reset Timer] elapses (default: **60 seconds**).

   For details about the [Auto Reset Timer] setting, see "Making Printer Settings Using the Control Panel", Operating Instructions.

8. **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.

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 "Making Printer Settings Using the Control Panel", Operating Instructions.

10. **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 toner cartridge.

    Follow the instructions that appear on the display.

11. **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.

12. **[Escape] key**

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

13. **[OK] key**

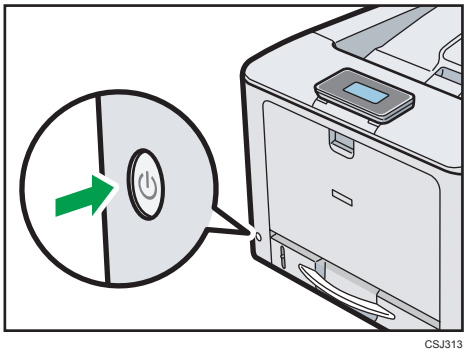
    Use this key to confirm settings, or setting values, or move to the next menu level.

Turning On/Off the Power

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

Turing On the Power

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



CSJ313

The power indicator turns on.

Note

- The printer may make a noise while initializing. This noise does not indicate a malfunction.

Turning Off the Power

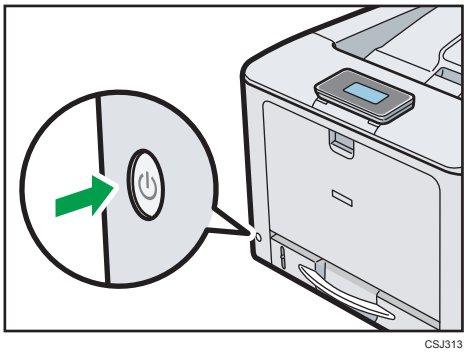
⚠CAUTION

- 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 and the SDRAM module, causing a malfunction of the printer.**
- **Before unplugging the power cord plug, turn off the main power switch and make sure the main power switch indicator turns off. Not doing so may result in damage to the hard disk or memory, leading to malfunctions.**
- **Do not turn off the power while the printer is in operation.**

1. **Push the main power switch.**



CSJ313

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

If the shutdown display does not disappear, contact your service representative.

Saving Energy

This printer has the following energy saving functions.

Energy Saver mode (Fusing Unit Off Mode)

If you do not use the printer for a certain period after an operation, the display will turn off and the printer goes into Energy Saver mode. The printer uses less electricity in Energy Saver mode.

You can change the amount of time that the printer waits before switching to Energy Saver mode under [Fusing Unit Off Mode Timer]. For details, see "System", Operating Instructions.

To exit Energy Saver mode, do one of the following:

- Press one of the keys on the control panel (Except the [Switch Functions] key)
- Print a job sent from a computer

Sleep mode

If the printer remains inactive for a specified period after entering Energy Saver mode, it enters Sleep mode to further 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]

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
- Print a job sent from a computer

Power Off with ECO Night Sensor

The printer detects the low ambient light level and turning off the power at night automatically. For details about setting [ECO Night Sensor], see "System", Operating Instructions.

Note

- The energy saving functions will not operate 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
  - The screen of a document that was stored is displayed
- The printer consumes less energy when in Sleep mode, but it takes longer to start printing.
- If two or more energy saving functions are set, the function for which the predetermined conditions to enter energy saving mode are met takes effect first.

Displaying the Printer Configuration Screens

This section describes how to display the configuration screen of the printer.

Displaying the Printer Configuration Screens Using the Control Panel

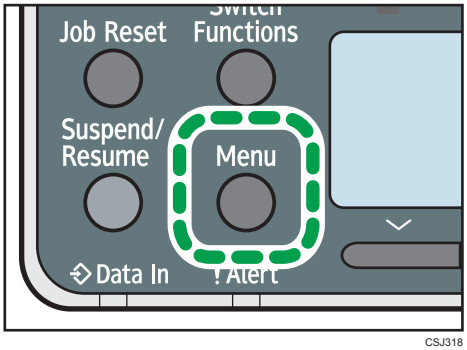
This section explains how to access the configuration screens.

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.**



2. **Select the settings you want to change.**

   Press the [▼] or [▲] keys 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.

Displaying the Printer Configuration Screens Using a Web Browser

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.

2. Loading Paper

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

Paper Specifications

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.

Paper Loading Procedure

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, see the tables below.

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 "Paper Settings", Operating Instructions.

3. **Load paper into the tray.**

   For details about loading paper, see p.30 "Loading Paper into Paper Trays" or p.36 "Loading Paper into the Bypass Tray".

   For details about loading envelopes, see p.40 "Loading Envelopes".

Paper Size Specifications

The following tables show the paper sizes that can be loaded in each input 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 table 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.
- -: This paper size is not available.

Metric sizes

Paper size		Bypass tray	Tray 1	Tray 2–4
A3	297 × 420 mm	A	B	
A4	210 × 297 mm	A	B	
A5	148 × 210 mm	A	B	C
A5	148 × 210 mm	A	B	-
A6	105 × 148 mm	A	B	-
B4	257 × 364 mm	A	C	
B5	182 × 257 mm	A	C	
B6	128 × 182 mm	A	C	-
B6	128 × 182 mm	A	-	
C5 Env	160 × 229 mm	A	C	-
C6 Env	114 × 162 mm	A	C	-
DL Env	110 × 220 mm	A	C	-
100×148mm	100 × 148 mm	A	C	-
148×200mm	148 × 200 mm	A	C	
148×200mm	148 × 200 mm	A	C	-
8K	267 × 390 mm	A	B	C
16K	195 × 267 mm	A	B	C
16K	195 × 267 mm	A	C	

Imperial sizes

Paper size		Bypass tray	Tray 1	Tray 2–4
11 × 17	11" × 17"	A	B	
$8\frac{1}{2} \times 14$	8.5" × 14"	A	B	
$8\frac{1}{2} \times 13$	8.5" × 13"	A	C	

Paper size		Bypass tray	Tray 1	Tray 2–4
$8^1/_2 \times 11$	8.5" × 11"	A	B	
$8^1/_4 \times 14$	8.25" × 14"	A	C	-
$8^1/_4 \times 13$	8.25" × 13"	A	B	C
8 × 13	8" × 13"	A	C	
8 × 10	8" × 10"	A	C	-
$7^1/_4 \times 10^1/_2$	7.25" × 10.5"	A	B	C
$7^1/_4 \times 10^1/_2$	7.25" × 10.5"	A	C	
$5^1/_2 \times 8^1/_2$	5.5" × 8.5"	A	C	
$5^1/_2 \times 8^1/_2$	5.5" × 8.5"	A	-	
$4^1/_8 \times 9^1/_2$	4.125" × 9.5"	A	C	-
$3^7/_8 \times 7^1/_2$	3.875" × 7.5"	A	C	-
11 × 15	11" × 15"	A	C	-
10 × 14	10" × 14"	A	C	-
$8^1/_2 \times 12$	8.5" × 12"	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	Vertical size
Bypass tray	64.0 to 297.0 mm	127.0 to 1260.0 mm
Tray 1*	90.0 to 297.0 mm	148.0 to 432.0 mm
Tray 2 - 4	139.7 to 297.0 mm	182.0 to 432.0 mm

Imperial sizes

Tray	Horizontal size	Vertical size
Bypass tray	2.52″ to 11.69″	5.00″ to 49.60″
Tray 1*	3.55″ to 11.69″	5.83″ to 17.00″
Tray 2 - 4	5.50″ to 11.69″	7.17″ to 17.00″

* You cannot load paper which is 279.4 mm (11.0 inches) or wider and longer than 420 mm (16.6 inches) into Tray 1.

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 table indicate the following:

- A: Supported
- -: Not supported

Paper type	Paper weight No.	Bypass tray	Tray 1	Tray 2–4
Thin Paper	1	A		
Plain Paper 1	2	A		
Plain Paper 2	3	A		
Middle Thick Paper	4	A		
Thick Paper 1	5	A		
Thick Paper 2	6	A		
Thick Paper 3	7	A	-	
Recycled Paper	1 to 7*1	A		
Color Paper	1 to 7*1	A		
Special Paper 1	1 to 3 *2	A		
Special Paper 2	4, 5 *2	A		
Special Paper 3	6, 7*1 *2	A		

Paper type	Paper weight No.	Bypass tray	Tray 1	Tray 2–4
Letterhead Paper	1 to 7*1	A		
Preprinted Paper	1 to 7*1	A		
Bond Paper	1 to 7*1	A		
Cardstock Paper	1 to 7*1	A		
Label Paper	1 to 7*1	A		
Glossy Paper	-*2	A		
Envelope	5, 6	A		-
Coated Paper	5 to 7*1	A		

Paper weight

No.	Paper weight
1	56–65 g/m^2 (15–18 lb. BOND)
2	66–74 g/m^2 (18–20 lb. BOND)
3	75–90 g/m^2 (20–24 lb. BOND)
4	91–128 g/m^2(24–34 lb. BOND)
5	129–163 g/m^2(34 lb. BOND–90 lb. INDEX)
6	164–220 g/m^2(90 lb. INDEX–80 lb. COVER)
7*1	221–256 g/m^2(80 lb. COVER –140 lb. INDEX)

*1 Paper weight No. 7 is available for the bypass tray only.

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

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.

Precautions

- To prevent multiple sheets from being fed at once, fan the paper before loading it.
- 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 with 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 p.23 "Paper 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.

Unusable Paper

To prevent faults and misfeeds, do not use:

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

Note

- Faults 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 the paper is not in good condition. Sheets can become jammed 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

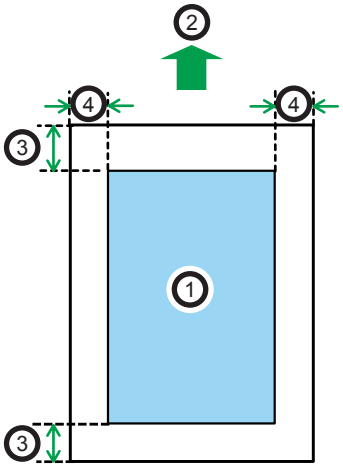
When storing paper, the following precautions should always be followed:

- 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.



CEC244

1. **Print area**
2. **Feed direction**
3. **4.2 mm (0.2 inches)**
4. **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.
- If [Edge to Edge Print] in [Machine Modes] under [Print Settings] is enabled, the margins on the left, right, and bottom edges in relation to the feed direction will become 0 mm. For details about [Edge to Edge Print], see "Print Settings", Operating Instructions.

Loading Paper into Paper Trays

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

⚠CAUTION

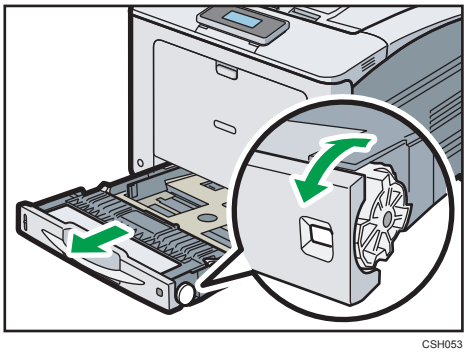
- When loading paper, take care not to trap or injure your fingers.

Important

- For details about trays that can be loaded for each paper size and type, see p.23 "Paper 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.

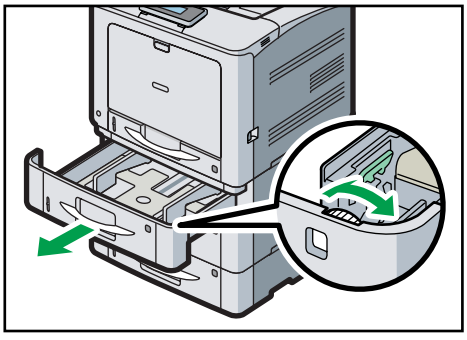
1. Pull out the paper tray carefully. Adjust the paper size dial to match the size and feed direction of paper in the paper tray.

   - For Tray 1



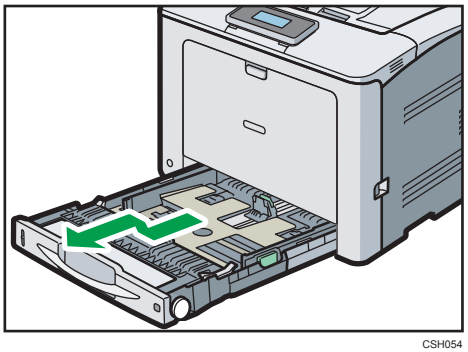
CSH053

   - For Trays 2 to 4



CSJ252

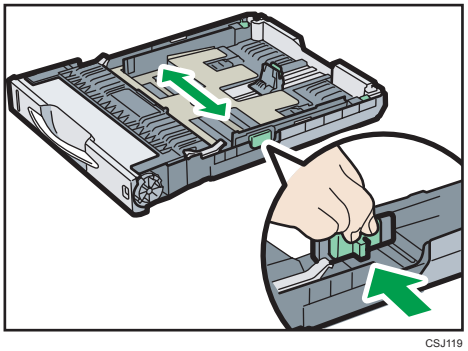
2. **Pull the tray carefully until it stops, lift the front side of the tray, and then pull it out of the printer.**



CSH054

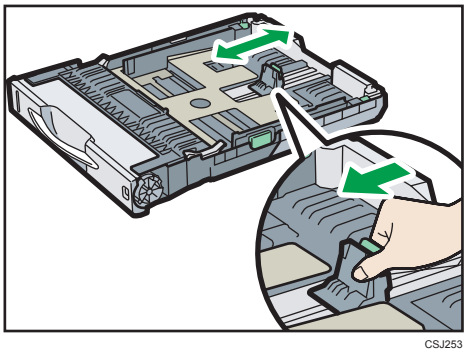
Place the tray on a flat surface.

3. **Pinch the clip on the side paper guide and slide it to match the paper size.**



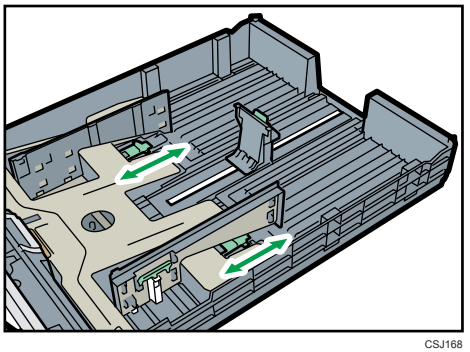
CSJ119

4. **Pinch the end guide and slide it inward to match the standard size.**



CSJ253

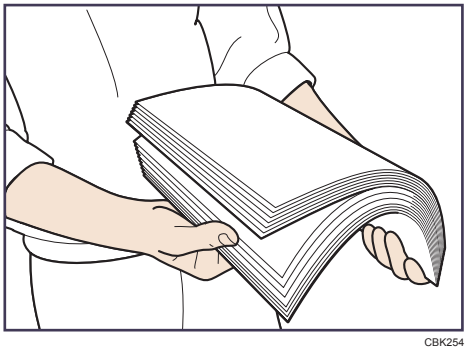
5. **When loading paper into Trays 2 to 4, slide the two switches at the bottom of the tray according to the thickness of the paper.**



CSJ168

If the paper is 164 g/m^2 (44 lb.) or thicker, slide both switches into the rear (thick) position. If the paper is lighter than 163 g/m^2 (43 lb.), slide both switches into the forward (thin) position.

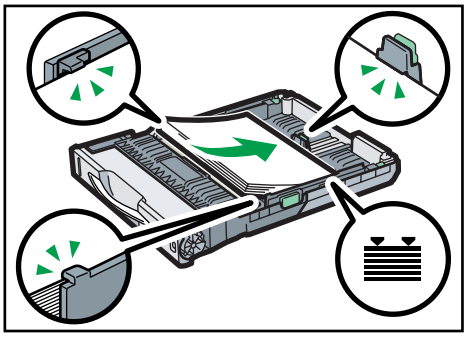
6. **Fan the paper before loading it in the tray.**



CBK254

7. **Load the new paper stack print side up.**

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



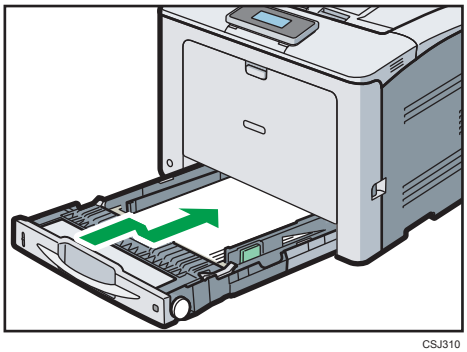
CSJ121

8. **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 can cause damage to paper edges on the openings of the tray's lifting plate, resulting in sheets being folded or becoming jammed.

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



CSJ310

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

Note

- When loading paper larger than A4 or $8\frac{1}{2} \times 11$ into Tray 1, extend the tray. For details, see p.34 "Extending Tray 1".
- Before loading Postcard or 148 × 200 mm paper, straighten any curls within 2 mm (0.1 inch) upward and 0 mm (0 inches) downward on the tray.
- Letterhead paper must be loaded in a specific orientation. For details, see p.38 "Loading Orientation-Fixed Paper or Two-Sided Paper".
- You can load envelopes into Tray 1. Envelopes must be loaded in a specific orientation. For details, see p.40 "Loading Envelopes".

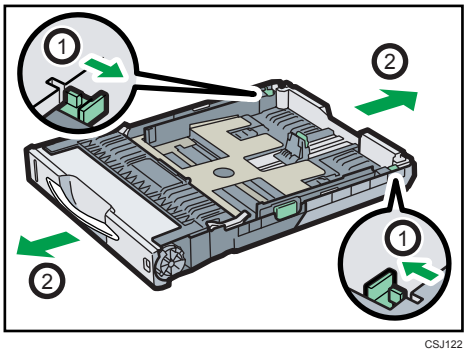
Extending Tray 1

When loading paper larger than A4 or $8\frac{1}{2} \times 11$ into Tray 1, extend the tray and attach the paper tray cover.

1. **Pull the tray out of the printer.**

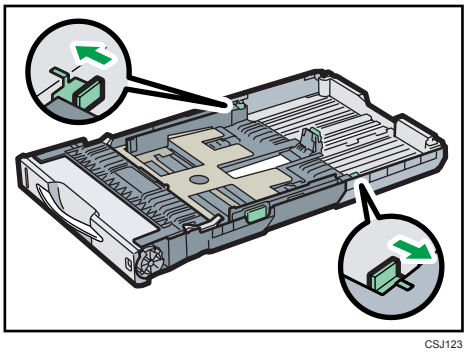
   For details, see steps 1 and 2 on p.30 "Loading Paper into Paper Trays".

2. **Slide the catches inwards to unlock the tray, and then slide the tray until it stops.**



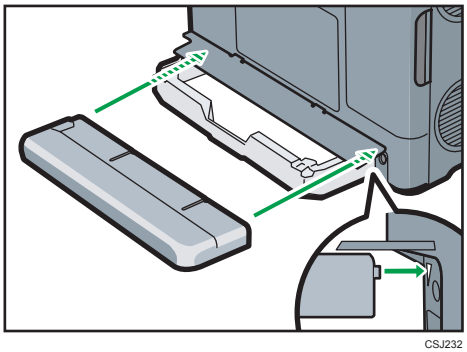
CSJ122

3. **Return the catches to their original positions.**



CSJ123

4. **After inserting the tray into the printer, attach the paper tray cover. Lift the rear cover, hold it horizontally, and then attach the paper tray cover by pushing the protrusions on both sides of the cover into the holes on the printer.**



CSJ232

Note

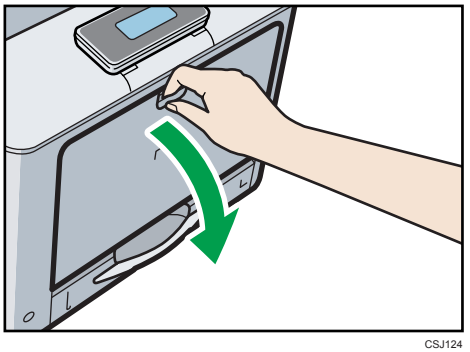
- When loading A4, $8\frac{1}{2} \times 11$, or smaller paper, do not extend the tray. Otherwise, a paper jam may occur.

Loading Paper into the Bypass Tray

Important

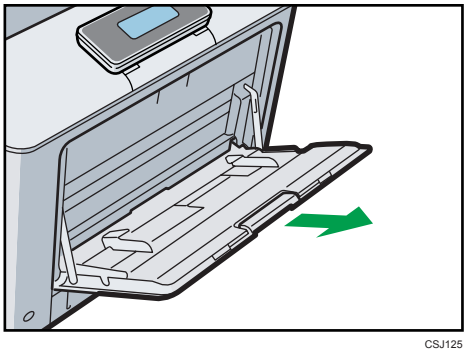
- For details about trays that can be loaded for each paper size and type, see p.23 "Paper Specifications".
- Make sure the paper stack does not exceed the upper limit mark. Excessive stacking can cause paper jams.
- Do not mix different types of paper.
- After loading paper, specify the paper size and 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.

1. **While pressing and holding the button in the upper center of the bypass tray, pull the tray open.**



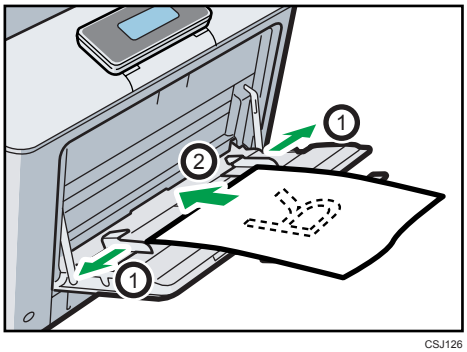
CSJ124

Pull the bypass tray extension out when loading paper larger than A4 or $8\frac{1}{2} \times 11$.



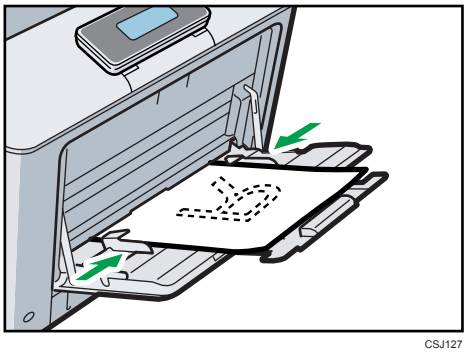
CSJ125

2. **Slide both sides of the paper guide outward, and then load paper print side down until it stops.**



CSJ126

3. **Adjust both sides of the paper guide to match the paper width.**



CSJ127

Note

- When using the bypass tray, it is recommended that you set the paper direction to .
- Before loading Postcard or 148 × 200 mm paper, straighten any curls within 2 mm (0.1 inch) upward and 0 mm (0 inches) downward on the tray.
- Letterhead paper must be loaded in a specific orientation. For details, see p.38 "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 p.40 "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

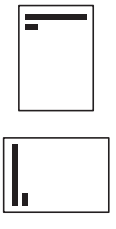
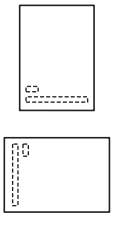
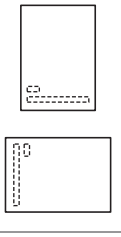
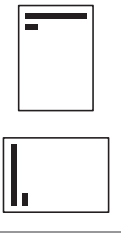
Specify [Auto Detect] or [On (Always)] for [Letterhead Setting] in [Machine Modes] under [Print Settings], and then place the paper as shown below.

For details about the letterhead settings, see "Print Settings", 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 Page (Duplex Printing)", Operating Instructions.

Loading Envelopes

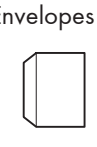
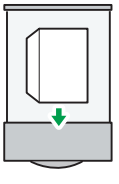
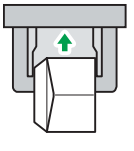
This section gives you various details about and recommendations concerning envelopes.

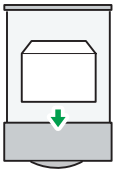
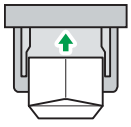
Specifications of Envelopes

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 p.23 "Paper Specifications".**
- **Misfeeds might occur depending on the length and shape of the flaps.**
- **Load envelopes with their flaps open. Load envelopes with their flaps closed only when the flaps are closed at the time of purchase.**
- **When loading envelopes with their flaps open, specify a custom size. 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.**

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

Orientation	Paper tray 1	Bypass tray
Envelopes 	 • Flaps: open • Bottom side of envelopes: toward the right of the printer • Side to be printed: face up	 • Flaps: open • Bottom side of envelopes: toward the right of the printer • Side to be printed: face down

Orientation	Paper tray 1	Bypass tray
Envelopes 	 • Flaps: open • Bottom side of envelopes: toward the front of the printer • Side to be printed: face up	 • Flaps: open • Bottom side of envelopes: toward the back of the printer • Side to be printed: face down

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.

To print on envelopes that are loaded with their long edges against the printer body, rotate the print image by 180 degrees using the printer driver.

Recommended envelopes

For information 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 p.23 "Paper 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.
- To achieve better output quality, it is recommended that you set the right, left, top, and bottom print margin to at least 15 mm (0.6 inches) each.
- 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 recommended.

- 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 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 "Configuring Envelope Settings Using the Control Panel", Operating Instructions.
- Envelopes must be loaded in a specific orientation. For details, see p.40 "Specifications of Envelopes".

Printing on Envelopes with Windows (PCL 5c)

1. **After creating a document, open the [Printing Preferences] dialog box in the document's native application.**

2. **Click the [Paper] tab, and then configure the following settings:**

• Input Tray: Select the paper tray where the envelopes are loaded. • Document Size: Select the envelope size. • Type: Select [Envelope].
Change any other print settings as necessary. For details, see the printer driver Help.

3. **Click [OK].**
4. **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 "Configuring Envelope Settings Using the Control Panel", Operating Instructions.
- Envelopes must be loaded in a specific orientation. For details, see p.40 "Specifications of Envelopes".

Printing on Envelopes with Mac OS X

1. **After creating a document, open the [Printing Preferences] dialog box in the document's native application.**
2. **Configure the following settings:**

• Two-Sided: Clear the check box. • 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. **Switch 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 [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 "Configuring Envelope Settings Using the Control Panel", Operating Instructions.
- Envelopes must be loaded in a specific orientation. For details, see p.40 "Specifications of Envelopes".

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.
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 enable or disable beep alerts. For details about Panel Key Sound, see "General Settings", Operating Instructions.

When You Have Problems Operating the Printer

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

Problem	Causes	Solutions
The display is off.	The printer is in Sleep Mode.	Press any key to recover to the normal mode.
"Please wait." appears.	This message appears when the printer is warming up.	Wait until the message disappears. Do not turn off the main power switch while the message is displayed.
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait until the message disappears. Do not turn off the main power switch while the message is displayed.
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	For details about how to log in when User Code Authentication is enabled, see "Logging in the Printer", Operating Instructions.
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your Login User Name and Login Password. For details about the Authentication screen, see "Logging in the Printer", Operating Instructions.
"Authentication failed." appears.	The entered Login User Name or Login Password is not correct.	For details about the correct Login User Name and Login Password, see Security Guide.
"Authentication failed." appears.	The printer cannot perform authentication.	For details about authentication, see Security Guide.
An error message remains, even if misfed paper is removed.	• When a misfeed message appears, it remains until you open and close the cover as required. • Paper is still jammed in the tray.	Remove misfed paper, and then open and close the cover. For details about removing jammed paper, see p.80 "Removing Jammed Paper".

Problem	Causes	Solutions
Print images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	• Load paper into the paper tray with the print side up. • Load paper into the bypass tray with the print side down.
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	• Remove misfed paper. For details about removing jammed paper, see p.80 "Removing Jammed Paper". • Check that the side or end fences are set properly. Also, check that the side fences are locked. For details about setting the side and end fences, see p.30 "Loading Paper into Paper Trays".
Misfeeds occur frequently.	Paper size setting is not correct.	Remove misfed paper. For details about removing jammed paper, see p.80 "Removing Jammed Paper".
Cannot print in duplex mode.	You have selected a paper tray that is not set for duplex printing.	Change the setting for "Duplex Tray" in [Paper Input] to enable duplex printing for the paper tray. For details about setting "Duplex Tray", see "Paper Input", Operating Instructions.
An error has occurred when the Address Book is changed from the display panel or Web Image Monitor.	The Address Book cannot be changed while deleting the multiple stored documents.	Wait a while, and then retry the operation.

Note

- Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while performing stack printing. When using curled paper, take the stiffness out of the paper with your hands to straighten out the curl, or load the paper upside down. Also, lay paper on a flat surface to prevent paper from curling, and do not lean it against the wall.

When the Color Registration Shifts

After moving the printer, printing on thick paper, or printing repeatedly for some time, color degradation may occur. By performing automatic color adjustment, you can restore optimum print quality.

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

1. **Select [Maintenance] ▶ Press [OK]**
2. **Select [Quality Maintenance] ▶ Press [OK]**
3. **Select [Color Registration] ▶ Press [OK]**
4. **Select [Auto Adjust] ▶ Press [OK]**
5. **Press [OK]**

   Automatic color adjustment begins.

   Auto color registration takes about 30 seconds.

   A confirmation message appears when the adjustment is complete.
6. **Press [Exit]**

When the Printed Color Changes

Color gradation during color printing can change slightly, depending on a number of factors. If you print the same file repeatedly or toner was recently replaced, changes may occur in color tones. In such cases, you can obtain optimal print results by correcting the color gradation.

Two methods are available for color gradation correction: automatic correction and manual correction by printing a gradation correction sheet. To perform automatic correction, execute [Auto ImgDensAdj &ColrCalib] in [Quality Maintenance] under [Maintenance]. If the problem persists, perform manual correction.

Note

- Color gradation correction is not required under normal circumstances.
- If a printer is not used for some time, changes can occur in color tones.
- If suitable results cannot be obtained after a single correction, repeat the correction several times as needed.
- Corrections to color gradation will be applied to all user jobs.
- Use the same type of paper when printing a run of gradation corrections. If a different type of paper is used, corrections may not be apparent.
- Corrections to color gradation are performed in the following order:
  1. Print gradation correction sheet 1.
  2. Adjust the parts of highlight colors.

     Set the correction value.

     Print the gradation correction sheet, and then check the result of the correction.
  3. Print gradation correction sheet 2.

     Adjust the parts of middle colors.

     Set the correction value.

     Print the gradation correction sheet, and then check the result of the correction.
  4. Save the correction value.

Setting the Gradation Correction Value

Correct the gradation in two areas: bright areas (highlights), and medium areas (midtones). [Print Test Pattern 1] is used to set the correction value for highlights, and [Print Test Pattern 2] is used for mid tones.

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

1. **Select [Maintenance] ▶ Press [OK]**
2. **Select [Quality Maintenance] ▶ Press [OK]**

3. **Select [Color Calibration] ▶ Press [OK]**
4. **Select [Adjust Auto Density] ▶ Press [OK]**

   A confirmation message appears. Press [OK] to adjust Auto Density.

   A confirmation message appears when complete. Press [Exit].

   The display returns to the [Color Calibration] screen.
5. **Select [Print Test Pattern 1] ▶ Press [OK]**
6. **Press [Print]**
7. **Compare the colors printed on gradation correction sheet 1 with the colors you want to reproduce.**

   When the selected sheet is printed, a confirmation message will appear.
8. **Press [Continue]**
9. **Select the color you want to adjust. ▶ Press [OK]**
10. **Adjust the correction value. ▶ Press [OK]**
11. **Press [Result]**
12. **Check the result by printing the calibration sheet.**
13. **Press [Yes]**
14. **Select [Print Test Pattern 2] ▶ Press [OK]**

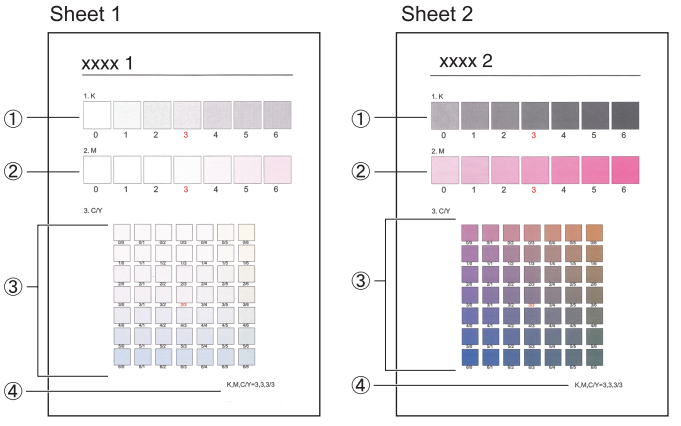
    Adjust the midtones on gradation correction sheet 2 by repeating the procedure you used to adjust the color values on gradation correction sheet 1.

Gradation Correction Sheet

Reading the gradation correction sheet

The printed gradation correction sheet is read as shown below:

While comparing the gradation correction sheet and correction value of each color, K (black), M (magenta), and C (cyan)/Y (yellow) determine the required gradation correction and configure the settings using the control panel.



1. **K (black) correction value**

   Used to adjust the color printed when only black toner is used. The currently set correction value is printed in red.

2. **M (magenta) correction value**

   Used to adjust the color printed when only magenta toner is used. The currently set correction value is printed in red.

3. **C (cyan)/Y (yellow) correction value**

   Used to correct the colors printed when cyan and yellow are used. For C/Y (cyan/yellow), the correction value is determined based on a combination of these two colors, although panel settings are configured for each color.

4. **Setting value**

   The value displayed is the one currently set when the gradation correction sheet is printed. This value corresponds to the value set on the control panel.

Resetting the Gradation Correction Value to the Default Value

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

1. **Select [Maintenance] ▶ Press [OK]**
2. **Select [Quality Maintenance] ▶ Press [OK]**
3. **Select [Color Calibration] ▶ Press [OK]**
4. **Select [Reset Setting] ▶ Press [OK]**
5. **Press [Yes]**

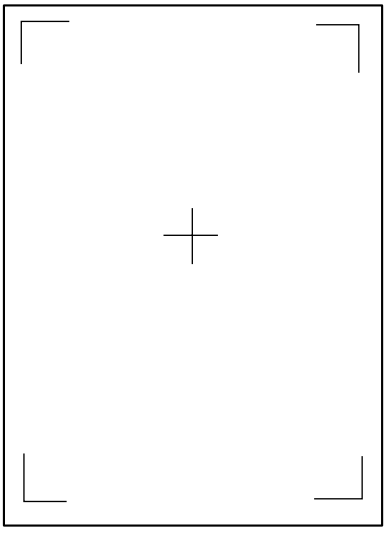
When the Printing Position Changes

You can adjust the printing position. Normally you do not need to update the printing position. However, updating is useful in some cases when the optional paper feed unit is installed.

"Horizontal" means perpendicular to the feed direction. "Vertical" means it's parallel to the paper feed direction.

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

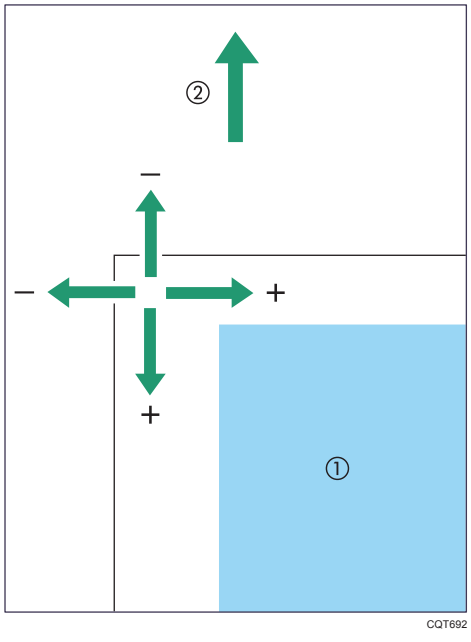
1. **Select [Maintenance] ▶ Press [OK]**
2. **Select [Quality Maintenance] ▶ Press [OK]**
3. **Select [Registration] ▶ Press [OK]**
4. **Select [Print Test Sheet] ▶ Press [OK]**
5. **Select the tray you want to adjust. ▶ Press [OK]**
6. **Print the test sheet to preview the settings.**



Use this sheet to confirm the current print position.

7. **Press the [Escape] key until the screen returns to the [Registration] menu.**
8. **Select [Adjustment] ▶ Press [OK]**
9. **Select the tray you want to adjust. ▶ Press [OK]**
10. **Enter to change the registered value (mm). ▶ Press [OK]**

    Increase the value to shift the print area in the direction indicated by the "+" symbol in the diagram below. Decrease to shift the print area in the direction indicated by the "-" symbol.



①: Print Area

②: Paper Feed Direction

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

If USB Connection Fails

Problem	Causes	Solutions
The printer is not automatically recognized.	The USB cable is not connected properly.	Disconnect the USB cable, and then turn off the main power switch. Turn on the main power switch again. When the printer has fully booted up, reconnect the USB cable.
Windows has already configured the USB settings.	Check whether 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. Conflicting devices have a [!] or [?] icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.

When Messages Are Displayed

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

Status Messages

Updating Certificate...

The printer is updating the @Remote certificate. Turn the power off and then back on.

Calibrating...

The printer is calibrating the color. Wait a while.

Energy Saver Mode

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 hexadecimal format. Turn off the printer after printing, and then turn back on.

Job Suspended

All jobs are suspended. Turn off the printer, and turn it on again to recover.

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 executing maintenance operations. Wait a while.

When printing 500 or more sheets continuously, printing may stop temporarily to let the inside of the printer cool from a high temperature. It is recommended to print less than 500 sheets at a time.

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.

Waiting for print data...

The printer is waiting for the next data to print. Wait a while.

Note

- Before turning the main power switch off, see p.18 "Turning On/Off the Power".

Alert Messages (Displayed on the Control Panel)

(A) Open Front Cover and remove the paper.

Open the front cover and remove any jammed paper from the paper feed path. For details, see p.80 "Paper Misfeed Message (A)".

(B) Open Front Cover and remove the paper.

Open the front cover and remove any jammed paper from the internal paper feed path. For details, see p.85 "Paper Misfeed Message (B)".

(C) Open Front Cover and remove the paper.

Open the front cover and remove any jammed paper from the output tray. For details, see p.86 "Paper Misfeed Message (C)".

(Y1) Open the part as shown and remove paper.

Open tray 2 and remove any jammed paper. For details, see p.89 "Paper Misfeed Message (Y)".

(Y2) Open the part as shown and remove paper.

Open tray 3 and remove any jammed paper. For details, see p.89 "Paper Misfeed Message (Y)".

(Y3) Open the part as shown and remove paper.

Open tray 4 and remove any jammed paper. For details, see p.89 "Paper Misfeed Message (Y)".

(Z) Open Front Cover and remove the paper.

Open the front cover and remove any jammed paper from the paper duplex unit. For details, see p.91 "Paper Misfeed Message (Z)".

Toner is almost empty.

The toner cartridge is almost empty. Contact your sales or service representative to obtain a new toner cartridge.

Add Toner: (Color)

The toner has run out. Replace the toner cartridge. For details, see "Adding Toner", Operating Instructions.

Out of toner

The color toner has run out. Replace the toner cartridge. For details, see "Adding Toner", Operating Instructions.

Waste Toner almost full

The waste toner bottle is almost full. Contact your sales or service representative to obtain a new waste toner bottle.

Waste Toner Bottle full

Replace the waste toner bottle. For details, see "Replacing Other Consumables", Operating Instructions.

@Remote Cert. update failed

Updating the @Remote certificate failed. Turn the power off, and then back on. 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 change the user name and/or password if they are incorrect.

Cannot connect with DHCP server.(101/201)

Cannot obtain IP address from DHCP server. Contact your network administrator.

Cannot connect with NetWare print server. (107/207)

Connection with NetWare print server is unavailable.

Cannot connect with NetWare server.(106/206)

Connection with NetWare server is unavailable. Contact your network administrator.

Cannot print.

Check that the file you want to print is a supported file type. Check for misfeeds and ask your network administrator for help.

Check network settings.(103/203)

The IP address setting is incorrect. Check the IP address, subnet mask, and gateway address. For details, see "Ethernet Configuration", Operating Instructions.

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.

For details, see "Registering Classification Codes", Operating Instructions.

Connect failed:WirelessCard Turn power off, check card.

Check that a wireless LAN board is installed.

Check that it is a supported board. If it is, check that it is installed correctly.

Install the correct board properly. For details, see "Installing the Wireless LAN interface board", Operating Instructions.

Cover Open. Please close the indicated cover.

Close the cover indicated on the control panel.

Duplex mode is in off position for (tray name)

The duplex mode for the indicated tray is off; you can only use one-sided printing. Press [Change] to change the tray's settings, press [JobReset] to reset the job, or press [Form Feed] to force printing.

Ethernet Board Error

An error on the Ethernet board is detected. Pull out and then re-install the controller board. If the problem persists, contact your sales or service representative.

Exceeded max. print size. Press [FormFeed] or [JobReset].

The specified paper size exceeds the maximum size supported by this printer. Press [Form Feed] to force printing or [JobReset] to cancel printing.

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 toner recommended for this printer.

IPv6 Address already exists Link-local Address(109/209)

The same IPv6 address already exists. Contact your network administrator.

IPv6 Address already exists Stateless Address(109/209)

The same IPv6 address already exists. Contact your network administrator.

IPv6 Address already exists Manual Config. Address(109/209)

The same IPv6 address already exists. Contact your network administrator.

Load paper in (tray name) or [Cancel] to FormFeed.

There is no paper in the specified tray. Load the specified paper in the tray, press [JobReset] to reset the job.

Option RAM Error

The printer cannot detect an optional SDRAM module. It may be incorrectly installed.

Check that it is installed properly.

For details about installing the unit, see "Installing the SDRAM module", Operating Instructions.

Output tray is full.

The output trays are full. Remove the paper.

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. For details, see "Installing the IEEE 1284 interface board", Operating Instructions.

Prepare Replacement Check print cartridge replacement(s).

The toner has run out. Prepare a new toner cartridge.

Printer Font Error.

There are problems with the printer's font file. Turn the power off, and then back on.

If the problem persists, contact your sales or service representative.

Problem with Hard Disk Please call service.

The printer cannot detect a hard disk. It may be incorrectly installed.

Check that it is installed properly. If the problem persists, contact your sales or service representative.

For details about installing the unit, see "Installing the hard disk", Operating Instructions.

Problem:Wireless card Please call service.

The printer cannot detect a wireless LAN board. It may be incorrectly installed.

Check that it is installed properly. If the problem persists, contact your sales or service representative.

For details about installing the unit, see "Installing the Wireless LAN interface board", Operating Instructions.

Replacemnt Requird:IntTrans

You need to replace the intermediate transfer unit. For details, see "Replacing Other Consumables", Operating Instructions.

Replacmnt Rqrd:Fusing Unit

You need to replace the fusing unit. For details, see "Replacing Other Consumables", Operating Instructions.

Replacmnt Requird:PCU:Black

You need to replace the black drum unit. For details, see "Replacing Other Consumables", Operating Instructions.

Replacmnt Requird:PCU:Color

You need to replace the color drum unit. For details, see "Replacing Other Consumables", Operating Instructions.

Replcmnt Rqrd Soon:IntTrans

You will need to replace the intermediate transfer unit soon. Contact your sales or service representative to obtain a new unit.

Repl Requrd Soon:FusingUnit

You will need to replace the fusing unit soon. Contact your sales or service representative to obtain a new unit.

Rplcmnt Rqrd Soon:PCU:Black

You will need to replace the black drum unit soon. Contact your sales or service representative to obtain a new unit.

Rplcmnt Rqrd Soon:PCU:Color

You will need to replace the color drum unit soon. Contact your sales or service representative to obtain a new unit.

SD Card authenticatn.failed Error recurs, call service.

Authentication from the SD card failed. Turn the power off and then back on. If the error recurs, contact your sales or service representative.

Set the Fusing Unit correctly.

The fusing unit may not be installed correctly. Turn the printer off and re-install the fusing unit.

If the message is still displayed after re-installation, contact your sales or service representative.

For details, see "Replacing Other Consumables", Operating Instructions for fusing unit installation.

Set the Intermediate Transfer Unit correctly.

The intermediate transfer unit may not be installed correctly. Turn the printer off and re-install the intermediate transfer unit.

If the message is still displayed after re-installation, contact your sales or service representative.

For details, see "Replacing Other Consumables", Operating Instructions for intermediate transfer unit installation.

Set the Drum Unit correctly.

The drum unit may not be installed correctly. Turn the printer off and re-install the drum unit. Using a dry cloth, carefully wipe the interface area on the drum unit.

If the message is still displayed after re-installation and cleaning the interface area, contact your sales or service representative.

For details, see "Replacing Other Consumables", Operating Instructions for drum unit installation.

Set the Toner Cartridge correctly.

The toner cartridge may not be installed correctly. Turn the printer off and re-install the toner cartridge.

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

If this message is still displayed after re-installation, contact your sales or service representative.

Set Waste Toner Bottle correctly.

The waste toner bottle may not be installed correctly. Turn the printer off and re-install the waste toner bottle.

If the message is still displayed after re-installation, contact your sales or service representative.

For details, see "Replacing Other Consumables", Operating Instructions.

Supply order has failed.

The automatic supply order failed. The message indicates the supplies that the printer tried to order.

This NetBIOS name is already in use.(108/208)

The NetBIOS name specified for the printer is already in use 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 in use by another device on the network. Contact your network administrator.

The selected job has already been printed or deleted.

This message might appear if you print or delete 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 power off and then 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.

WPA Auth. incomplete.(211)

WPA authentication could not be completed. Contact your network administrator.

Note

- The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "Test Printing", Operating Instructions.

Alert Messages (Printed on Error Logs and Reports)

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

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.

85: Error

The specified graphics library is unavailable. Check that the data is valid.

86: Error

Parameters of the control code are invalid. Check the print settings.

91: Error

Printing was canceled by the auto job cancel function due to a command error. Check that the data is valid.

92: Error

Printing was canceled because the [Job Reset] key or the [Suspend/Resume] key was pressed on the printer's control panel. Perform the print operation again as necessary.

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 automatic registration of user information, see Security Guide.

Cannot print.

The PDF document you have tried to print has no privileges to print.

Contact the owner of the document.

Classification Code Error

The classification code is not specified with the printer driver.

For details about how to specify classification code settings, see "Specifying the classification code for a print job", Operating Instructions.

Collate cancelled.

Collate was canceled. Turn off the main power switch and then back 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 or install the optional SDRAM.

Command Error.

An RPCS command error occurred. Check that the communication between the digital camera 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. For details about setting "Duplex Tray", see "Paper Input", Operating Instructions.

Error has occurred.

A syntax error, etc., occurred. Check that the PDF file is valid.

Error occured. Prntd/Cncld.

An error occurred during printing, but it was skipped.

Excd Prt Vol Use max count.

- Printing was canceled because the maximum number of pages allowed to be printed was reached. Contact your user administrator.
- Maximum number of User Codes allowed to 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 off the main power switch and then back on again. If the message appears again, contact your service representative.

File System Full.

The PDF file does not print out because the capacity of the file system is full.

Delete all unnecessary files from the hard disk, or decrease the file size sent to the printer.

Function use denied.

The print job was cancelled because of one of the following:

- The user does not have privileges to print.
- No privileges to print are assigned to the entered user name or user code, or
- A wrong password was specified for the user name.

Enter the user name or user code with privileges to print, or enter the correct password for the user name.

HDD is full.

The hard disk became full while printing a Sample Print, Locked Print, Hold Print, or Stored Print file. Delete unneeded files stored in the 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 unneeded forms or fonts registered in the printer.

HDD not installed.

The printer received a stored job file but no hard disk is installed. Install a hard disk.

I/O buffer overflow.

An input buffer overflow occurred.

- 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.

Insufficient Memory.

A memory allocation error occurred.

- PCL 5/PostScript 3

  Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help.

- PCL 6

  Select a lower resolution on the printer driver. For details about how to change the resolution setting, see the printer driver Help. On the printer driver's [Detailed Settings] tab, click [Print Quality] 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.

Memory Retrieval Error.

A memory allocation error occurred.

Turn off the main power switch and then back on again. If the message appears again, replace the SDRAM. For details about replacing the SDRAM, "Installing the SDRAM module", Operating Instructions.

No response from server.

A timeout occurred while connecting to the server for LDAP Authentication or Windows Authentication. Check the status of the server.

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 activated. If the problem persists, confirm the user paper type settings of the printer. For details, see "Registering Unique Names to Paper Types", Operating Instructions.

Password mismatch.

A wrong password was entered when printing an encrypted PDF file. Check the password.

Print overrun.

Images were discarded while printing.

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 transmission from the printer driver.

Check that the computer is working correctly.

User auth. already exists.

The same account names already exists in the newly selected domain or server in an environment using LDAP Authentication or Integration Server Authentication. Contact your user administrator.

Checking the Error Log

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

Important

- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the oldest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until the number of errors reaches 30.
- If the main power switch is turned off, the log is deleted.
- You cannot view [Error Log] on the Simple Screen.

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



1. Select [Error Log] ▶ Press [OK]
2. Select a type of print jobs. ▶ Press [OK]
3. Select the error log you want to check.

When You Cannot Print

Is the power on?

Confirm that the cable is securely plugged into both the power outlet and the printer.

Turn on the power.

Does the Alert indicator stay red?

If so, check the error message on the display and take the required action.

For details, see p.55 "When Messages Are Displayed".

Is paper loaded?

Load paper into the paper tray or onto the bypass tray.

For details, see p.23 "Loading Paper".

Can you print a configuration page?

If you cannot print a configuration page, it probably indicates a printer malfunction. Turn the power off, and then back on. If the problem persists, contact your sales or service representative.

For details, see "Test Printing", Operating Instructions.

Is the interface cable connected securely to the printer and the computer?

Connect the interface cable securely. If it has a fastener, fasten it securely as well.

Are you using the correct interface cable?

The type of interface cable you should use depends on the computer you use. Be sure to use the correct one.

If the cable is damaged or worn, replace it with a new one.

Is the Data In indicator flashing or lit after starting a print job?

If not flashing or lit, the data is not being sent to the printer.

- If the printer is connected to the computer using the interface cable

  Check that the port connection setting is correct.

- Network Connection

  Contact your network administrator.

How is the signal strength when using the Wireless LAN?

- 802.11 Ad hoc Mode

  Either move to a location where the signal is good, or remove obstructions.

- Infrastructure Mode

Check the signal status in the [Wireless LAN] menu on the control panel. If the signal is poor, either move to a location where it is good, or remove obstructions.

Is the printer installed in a location where radio waves might interfere?

If the printer is using wireless LAN (IEEE802.11g/b/n), 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.

When the Data In Indicator Does Not Light Up or Flash

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

When the printer is connected to the computer using the interface cable

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

Check if the print port setting is correct. When connecting using a parallel interface, connect it to LPT1 or LPT2.

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

Network connection

For details about network connection, contact your administrator.

Other Printing Problems

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

When You Cannot Print Properly

Toner smears appear on the print side of the page.

- The paper setting may not be correct. For example, you are using thick paper but the setting for thick paper might not be set.
- Check the paper settings.
- Check the printer driver's paper settings. See the printer driver Help.
- Check that the paper is not curled or bent. Envelopes can easily become curled. For details, see p.23 "Paper Specifications".

Photo images are grainy.

- Some applications lower resolution levels when print jobs are performed.

  Specify an increased resolution level using the application settings.

Fine dot patterns do not print.

- Change the [Dithering:] setting in the PostScript 3 printer driver's dialog box.

  For details, see the printer driver Help.

Solid lines are printed as broken lines.

- Change the [Dithering:] setting in the PostScript 3 printer driver's dialog box.

  For details, see the printer driver Help.

The whole printout is blurred.

- The paper is damp, probably due to improper storage. Use dry paper that has been stored properly.

  For details, see p.23 "Paper Specifications".
- If you select [On] for [Economy Color:] on the [Print Quality] menu in the printer properties dialog box, printing will be at lower density.

  For details, see the printer driver Help.
- Toner is almost depleted. When the "Toner is almost empty." message appears on the display, replace the toner cartridge. For details, see "Adding Toner", Operating Instructions.
- Condensation may have occurred. If there were sudden changes in temperature or humidity, restart the printer when it is acclimatized.

Color shift occurs.

- If the colors are different from what you expect, perform [Color Registration].

  For details, see p.48 "When the Color Registration Shifts".

Speckling occurs in areas of solid black print.

- Select [CMY + K] for [Gray Reproduction:] in the printer driver's dialog box.

  For details, see the printer driver Help.

White streaks or color streaks appear.

- Toner is almost depleted. When the "Toner is almost empty." message appears on the display, replace the toner cartridge. For details, see "Adding Toner", Operating Instructions.
- The paper is damp. Use paper that has been stored at a suitable temperature and humidity.

  Specks of paper may be attached to the registration roller. Clean the registration roller.

  For details, see "Cleaning the Registration Roller", Operating Instructions.

Images are not printed in the right position.



CEC225

- Adjust the printing position.

  Adjust the printing position for each tray by specifying the adjustment values for [Registration] in [Quality Maintenance] under [Maintenance] using the control panel. For details, see p.52 "When the Printing Position Changes".
- Adjust the end guide and both side paper guides to match the paper size. See p.30 "Loading Paper into Paper Trays".

Images are printed at an angle.



CEC223

- Adjust the end guide and both side paper guides to match the paper size. See p.30 "Loading Paper into Paper Trays".

White/Black lines appear.



CEC224

- Clean the LED head. For details, see "Cleaning the LED Heads", Operating Instructions.
- The intermediate transfer unit is dirty. Follow the procedure below to clean the unit:
  1. Press the [Menu] key.
  2. Select [Maintenance] ▶ Press [OK]
  3. Select [Quality Maintenance] ▶ Press [OK]
  4. Select [Cleaning] ▶ Press [OK]

  If this procedure does not resolve the problem, contact your sales or service representative.

Horizontal lines appear on the printed paper.

- Impact can cause lines to appear on printed paper and other malfunctions.

  Protect the printer from impact at all times, especially while it is printing.
- If lines appear on prints, turn the printer off, wait a few moments, and then turn it back on again. Then, repeat the print job.

The backs of printed sheets are blemished.

- When removing a jammed sheet, the inside of the printer may have become dirtied. Print several sheets until they come out clean.
- If the document size is larger than the paper size, e.g. A4 document on B5 paper, the back of the next printed sheet may be dirtied.

If rubbed with your finger, printed toner smears.

- The setting of the paper may not be correct. For example, although thick paper is used, the setting for thick paper may not be set.
  - Check the paper settings of this printer.

    For details, see p.23 "Paper Specifications".
  - Check the paper settings of the printer driver.

    For details, see the printer driver Help.

- The fusing unit is deteriorated or damaged. Replace the unit.

  For details, see "Replacing Other Consumables", Operating Instructions.

When printing on plain paper, white dots are obvious.

- The registration roller or the paper tray is dirty. Clean the registration roller or the paper tray. For details, see "Maintaining Your Printer", Operating Instructions.

Partial dropouts of printed images occur.

The printer's performance may be affected by ambient humidity or waterdrops inside the duplex unit. If this occurs, set [Anti-humidity(Dropout Prv)] to [On]. If dropouts occur only on the back sides of two-sided printouts, set [Anti-droplet (2 Sided Prt)] to [On].

Paper comes out bent.

Paper may be damp and curled if it is stored in an environment with a high humidity level. Such paper may come out bent on printing. If this occurs, set [Curl Prevention] to [On].

Paper Misfeeds Occur Frequently

Paper jams occur frequently, or multiple pages are fed at once.

- The paper may not be loaded in the trays correctly, or paper settings for the loaded paper may be incorrect. Also, the loaded paper may be of an unsupported type or size.

  For details, see p.23 "Loading Paper".

- The friction pad or paper feed roller or registration roller may be dirty. Clean the dirty part as necessary. See "Cleaning the Paper Tray, Friction Pad, and Paper Feed Roller" and "Cleaning the Registration Roller", Operating Instructions.

- If multiple sheets are fed at the same time or the printed sheets come out with their edges bent or curled, perform the following:

  - Flip the paper in the tray.
  - Remove the paper from the tray, fan the paper, and then load it back into the tray.

  For precautions about the paper, see p.28 "Paper Precautions".

- Paper may be damp and curled if it is stored in an environment with a high humidity level. Such paper may come out bent on printing. If this occurs, set [Curl Prevention] to [On].

Paper becomes wrinkled.

- The paper may not be loaded in the trays correctly, unusable paper may be loaded, or paper settings for the loaded paper may be incorrect.

  For details, see p.23 "Loading Paper".

- The fusing unit is deteriorated or damaged. Replace the unit.

  For details, see "Replacing Other Consumables", Operating Instructions.

The Printed Image Is Different from the Image on the Computer

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 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, see the printer driver Help.

PDF Direct Print is not executed (PDF file is not printed).

- You must install an optional hard disk or set the value of [RAM Disk] in the System Menu to 2 MB or higher.

  For details about [RAM Disk], see "System", Operating Instructions.
- After adding a SDRAM module and setting the value of [RAM Disk] in the [System] menu to 8 MB, the value of [RAM Disk] returns to 0 MB if the SDRAM module is removed. If this happens, reset the value of [RAM Disk] to 2MB or higher.

  For details about [RAM Disk], see "System", Operating Instructions.
- When printing a PDF with a password set, set the password of the PDF file using the [Change PDF Password] menu in [PDF Menu] or Web Image Monitor. For details about [Change PDF Password], see "Print Settings", Operating Instructions.

  For details about Web Image Monitor, see Web Image Monitor Help.
- PDF files not allowed to be printed by the PDF file security setting cannot be printed.
- 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.

As a result of printing using PDF Direct Printing, characters are missing or misshapen.

- Before printing, embed the font in the PDF file to be printed.

The paper size appears on the control panel and printing is not performed with PDF Direct Print.

- When using PDF Direct Print, 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.

  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.

The color of the printout is different from the color on the computer's display.

- 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] menu in the printer driver's dialog box, the color gradation may appear differently.

  For details, see the printer driver Help.
- Turn off the main power, and then turn it back on. If the colors are different from what you expect, perform [Color Registration].

  For details, see p.48 "When the Color Registration Shifts".

The color of the printout is different from the color specified.

- If a specific color is omitted, turn the printer off, wait a few moments, and then turn it back on again. If this does not solve the problem, contact your sales or service representative.

The color changes significantly when adjusted with the printer driver.

- Do not make extreme settings for the color balance on the [Print Quality] menu under the [Detailed Settings] tab in the printer driver's dialog box.

  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 Help.

Color documents are printed in black and white.

- The printer driver is not set up for color printing.

  For details, see the printer driver 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.

- Select [K (Black)] for [Gray Reproduction:] in the printer driver's dialog box.

  For details, see the printer driver Help.

Black gradation is not natural.

- Select [CMY + K] for [Gray Reproduction:] in the printer driver's dialog box.

  For details, see the printer driver Help.

A color is missing or partially blurred.

- Paper is damp. Use paper that has been stored properly.

  For details, see p.28 "Paper Precautions".

- Toner cartridge is almost depleted. When the "Toner is almost empty." message appears on the display panel, or the toner indicator on the initial screen seems empty, replace the toner cartridge of the displayed color.

  For details, see "Adding Toner", Operating Instructions.

- Condensation may have collected. If there were sudden changes in temperature or humidity, restart the printer when it is acclimatized.

When Printer Is Not Functioning Properly

Paper is not fed from the selected tray.

- When you are using a Windows operating system, the printer driver settings override those set using the control panel. Set the desired input tray using the printer driver.

  For details, see the printer driver Help.

Prints do not stack properly.

- Paper is damp. Use paper that has been stored properly. See p.23 "Paper Specifications".
- If the printed sheets come out curled, use the standard tray extension. See p.10 "Guide to Components".
- When using A3, Legal, or Double letter size paper, pull out and raise the stop fence. See p.10 "Guide to Components".

It takes too much time to turn on the printer.

- If the printer is turned off while it is still 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 power off while it is in operation.

It takes too much time to resume printing.

- The data is so large or complex that it takes time to process it. If the data in indicator is flashing, the data is being processed. Wait until it resumes.
- The printer was in the Energy Saver mode or the Sleep mode. To resume from these modes, the printer has to warm up, and this takes time until printing starts. For details, see p.19 "Saving Energy".

It takes too much time to complete the print job.

- 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 Help.

- The data is so large or complex that it takes time to process it. If the 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 Help.

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

When printing combined prints or bound prints.

- Check that the paper size and direction set in the printer driver are the same as those set in the application.
- Once you perform an automatic update of device information using the PCL 6 or PostScript 3 printer driver's properties, other printer drivers may not be able to establish bidirectional communication and not be able to perform the automatic update successfully. This only occurs with 32-bit Windows XP. In such cases, log off and log back on to Windows, and perform the automatic update again.

  If the settings are not the same, change the settings of the printer driver.

An empty tray is selected by Auto Tray Select, and the document does not print out due to out of paper error.

- 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.

  To print from a paper tray that you have 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.

Additional Troubleshooting

A strange noise is heard.

- If a supply was recently replaced or an option attached in the area the strange noise is coming from, check the supply or option is properly attached. If the strange noise persists, contact your sales or service representative.

No e-mail is received when an Alert occurs, and after resolving an Alert.

- Check that [Auto E-mail Notify] is active in the [System] menu on the control panel. See "System", Operating Instructions.

- Access the printer using a Web browser, log in as an Administrator on Web Image Monitor, and then confirm the following settings in [Auto Email Notification]:
  - Device Email Address
  - Groups to Notify
  - Select Groups/Items to Notify

  For details about the settings, see Web Image Monitor Help.
- Access the printer using a Web browser, log in as an Administrator on the Web Image Monitor, and then confirm the settings of the SMTP server in [E-mail]. For details about the settings, see Web Image Monitor Help.
- When the power is turned off before an e-mail is transmitted, the e-mail will not be received.
- Check the e-mail address. Check the printer's operation history using Web Image Monitor's System Log menu in [Network]. If the e-mail was sent but not received, the destination may be incorrect. Also, check for error e-mail information sent from the e-mail server.

The setting for [Auto E-mail Notify] on the System Menu was changed from [Off] to [On], but e-mail is not arriving.

- After changing the setting, turn the printer's power off and then back on again.

Error notification e-mail was received, but no error-solved e-mail is received.

- Check that e-mail was set for sending using Web Image Monitor's [Auto Email Notification] at the time the error was fixed. You must click the [Edit] button of [Detailed Settings of Each Item] in [Auto Email Notification] and set [Notify when error:] to [Occurs & Fixed] on the displayed screen.

  For details about the settings, see Web Image Monitor Help.

Alert Resolving is set for sending e-mail, but no Alert-resolved e-mail is sent.

- If the power of the printer is turned off after an alert occurs, and the alert is resolved during the time the power is off, no Alert-resolved e-mail is sent.

Alert Occurrence and Alert Resolving are set for sending e-mail, but while no Alert Occurrence mail is received, an Alert-resolved e-mail is received.

- Alert-notification e-mail is not sent if the problem is resolved before sending. However, an Alert-resolved e-mail is sent.

The Alert-notification level was changed, and e-mail stopped arriving.

- If an Alert-notification e-mail set with the earlier notification level arrives, later e-mail will not be sent, even if the notification level is changed thereafter.

When no date information is included in sent e-mail, the mail server malfunctions.

- Configure the setting for obtaining time information from the SNTP server. Refer to Web Image Monitor's Help for the settings.

Note

- If the printer is still not operating satisfactorily, contact your sales or service representative. Contact the store where the printer was purchased for information about the location of sales or service representatives.

When PictBridge Printing Does Not Work

Problem	Causes	Solutions
PictBridge is not available.	There is a problem with the USB connection or the PictBridge settings.	Use the following procedure to check the connection and settings: 1. Disconnect, and then reconnect the USB cable. 2. Check that the PictBridge settings are enabled. 3. Disconnect the USB cable, and then turn off the printer. Turn the printer back on. When the printer has fully booted up, reconnect the USB cable.
When two or more digital cameras are connected, the second and subsequent cameras are not recognized.	You have connected multiple digital cameras.	Connect one digital camera only. Do not connect multiple cameras.
Printing is disabled.	The number of originals exceeds the maximum number of pages that can be printed at a time.	The maximum specifiable print quantity at a time is 999. Respecify the quantity to 999 or less, and then retry printing.
Printing is disabled.	There is no paper of the specified size remaining.	There is no paper of the specified size remaining. If you have to use paper that is not of the specified size, perform Form Feed. To cancel printing, perform Job Cancel.
Printing is disabled.	The paper size setting for this tray cannot be printed on the printer.	Select the paper size setting that can be printed on the printer.

Removing Jammed Paper

An error message appears if a paper misfeed occurs. The error message gives the location of the misfeed.

Check the location and remove the paper.

⚠CAUTION

- The inside of the machine could be very hot. Do not touch the parts with a label indicating the "hot surface." Otherwise, an injury might occur.

⚠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.

⚠CAUTION

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

Important

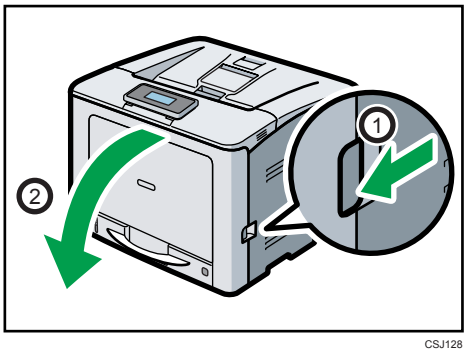
- **To prevent misfeeds, do not leave any torn scraps of paper inside the machine.**
- **Contact your service representative if misfeeds occur frequently.**
- **If the error message remains displayed even after you remove misfed paper, open and close the front cover.**

Paper Misfeed Message (A)

The "(A) Open Front Cover and remove the paper." error message appears when a paper misfeed occurs in the standard paper feed tray.

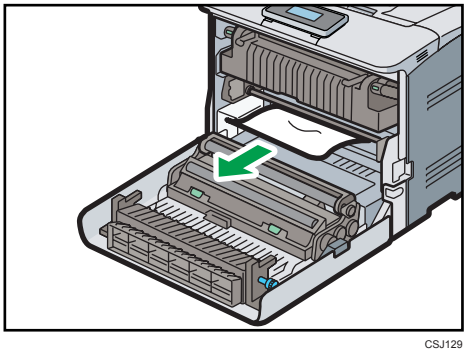
Misfeed Tray 1

1. Pull the front cover open lever, and then open the front cover with both hands carefully.



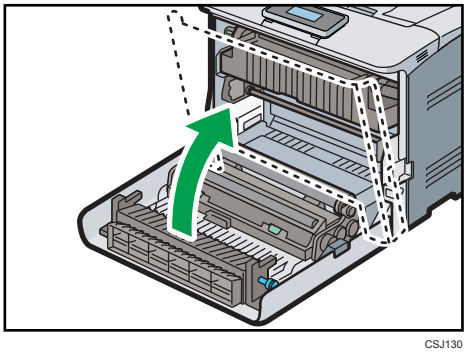
CSJ128

2. Carefully pull the jammed paper upward and out.



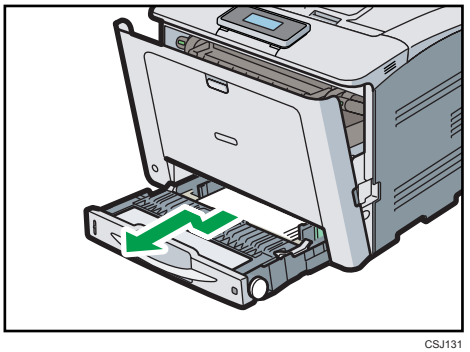
CSJ129

3. If you cannot see the jammed paper inside the printer, close the front cover to the position just before it is locked as shown in the illustration below.



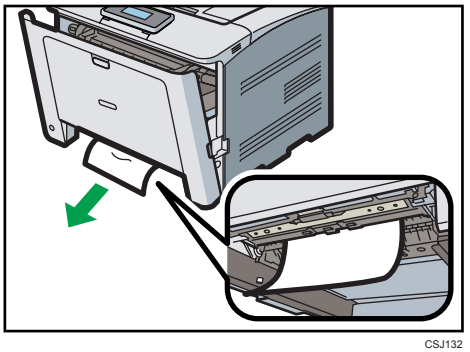
CSJ130

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



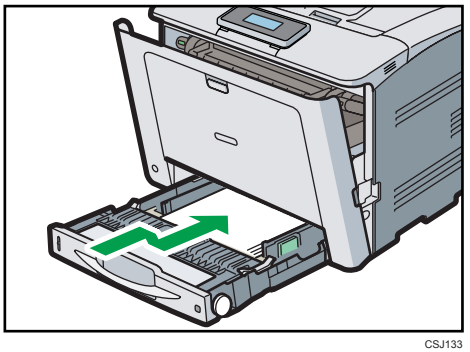
CSJ131

5. Pull out the jammed paper carefully.



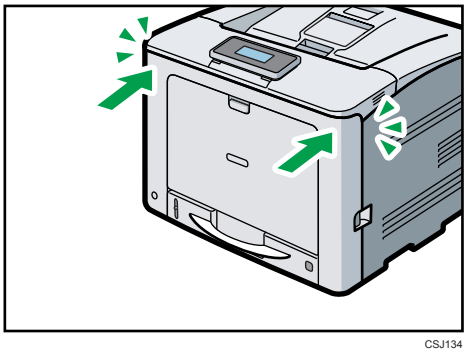
CSJ132

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



CSJ133

7. **Close the front cover with both hands carefully.**



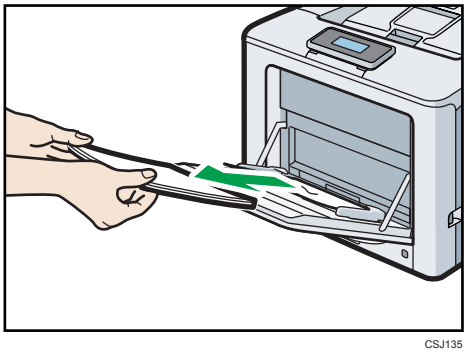
CSJ134

Note

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error is cleared.

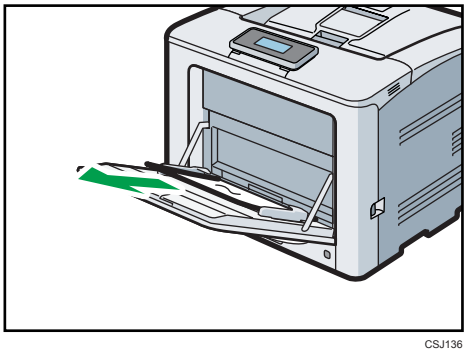
Misfeed Bypass Tray

1. **Remove paper loaded in the bypass tray.**



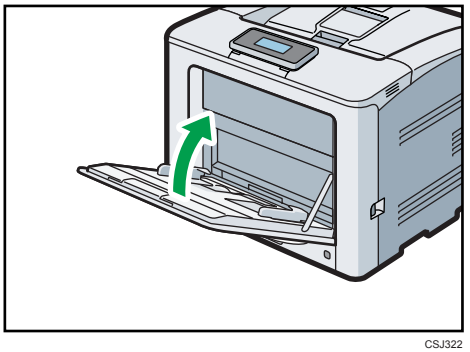
CSJ135

2. **Pull out the jammed paper carefully.**



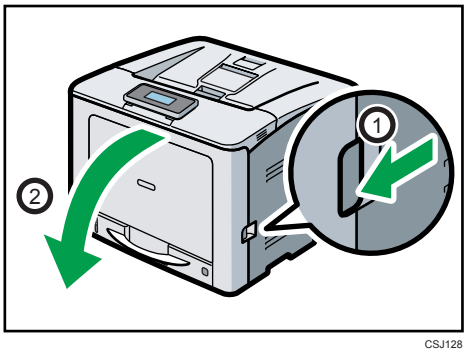
CSJ136

3. Close the bypass tray.



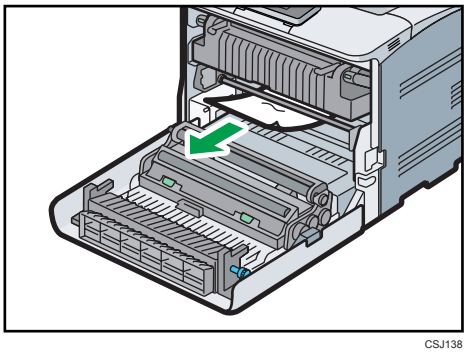
CSJ322

4. Pull the front cover open lever, and then open the front cover with both hands carefully.



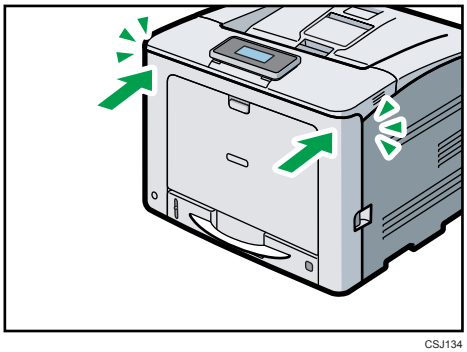
CSJ128

5. Pull out the jammed paper carefully.



CSJ138

6. **Close the front cover with both hands carefully.**



CSJ134

Note

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error is cleared.

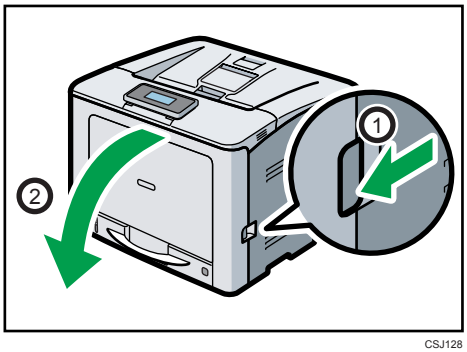
Paper Misfeed Message (B)

The "(B) Open Front Cover and remove the paper." error message appears when a paper misfeed occurs in the internal paper feed path.

Important

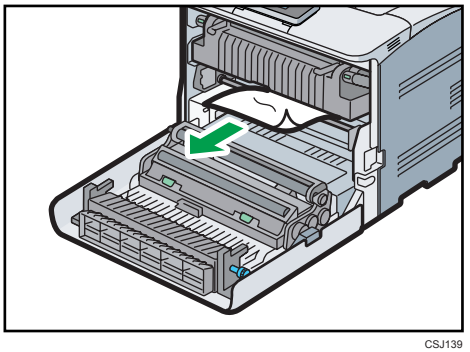
- **The inside of this printer becomes very hot. Before removing paper around the fusing unit, wait until the temperature of the covers inside the fusing unit and paper transfer unit cools down.**

1. **Pull the front cover open lever, and then open the front cover with both hands carefully.**



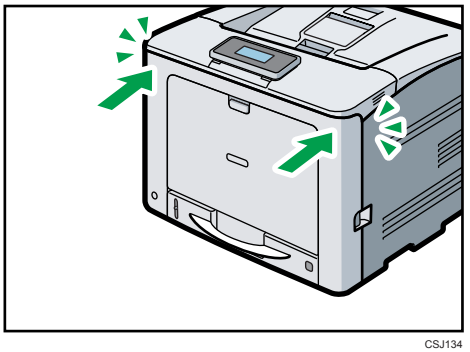
CSJ128

2. **Pull out the jammed paper carefully.**



CSJ139

3. **Close the front cover with both hands carefully.**



CSJ134

Note

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error has cleared.

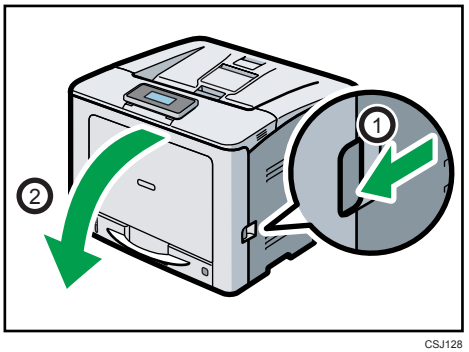
Paper Misfeed Message (C)

The "(C) Open Front Cover and remove the paper." error message appears when a paper misfeed occurs in the internal paper feed path.

Important

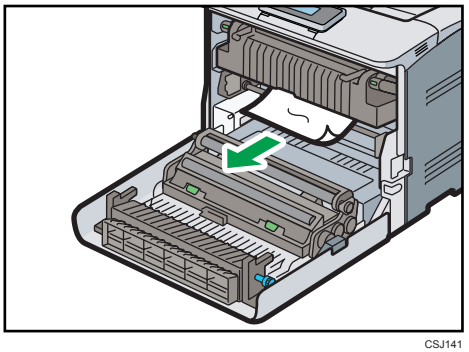
- **The inside of this printer becomes very hot. Before removing paper around the fusing unit, wait until the temperature of the covers inside the fusing unit and paper transfer unit cools down.**

1. Pull the front cover open lever, and then open the front cover with both hands carefully.



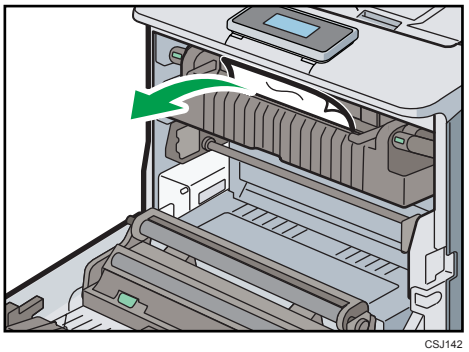
CSJ128

2. Pull out the jammed paper carefully.



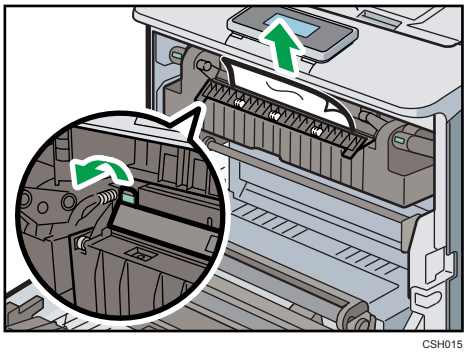
CSJ141

3. If the paper is jammed in the upper side of the fusing unit, pull it upward.



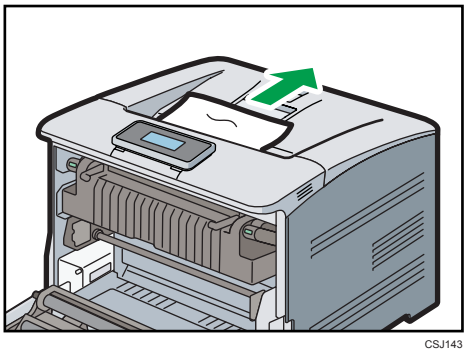
CSJ142

4. If you cannot see the jammed paper, pull the tabs on the fusing unit to open the cover, and then check if the paper is jammed.



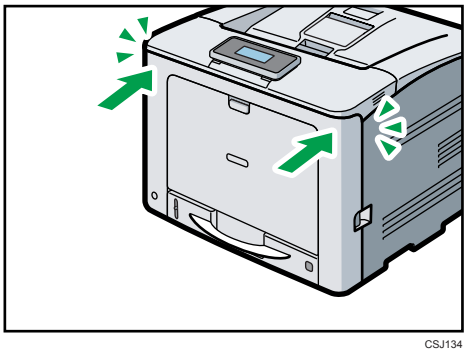
CSH015

5. If you can see the jammed paper in the output tray, keep the front cover opened and remove the paper.



CSJ143

6. Close the front cover with both hands carefully.



CSJ134

Note

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error has cleared.

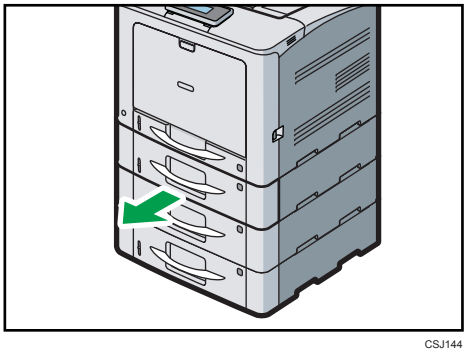
Paper Misfeed Message (Y)

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

- "(Y1) Open the part as shown and remove paper.": Tray 2
- "(Y2) Open the part as shown and remove paper.": Tray 3
- "(Y3) Open the part as shown and remove paper.": Tray 4

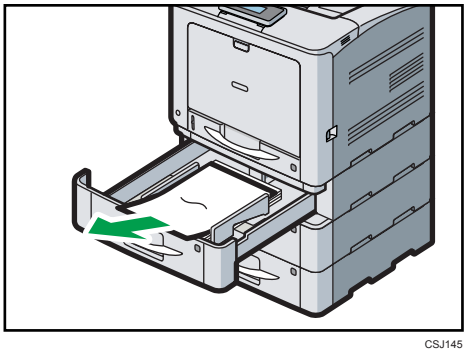
The procedure for removing jammed paper is the same for all trays. In the following procedure, a paper jam that occurs in Tray 2 (with the (Y1) message displayed) is explained as an example.

1. **Pull out the paper tray until it stops.**



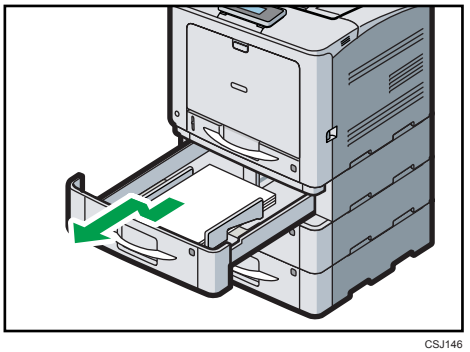
CSJ144

2. **Pull out the jammed paper carefully.**



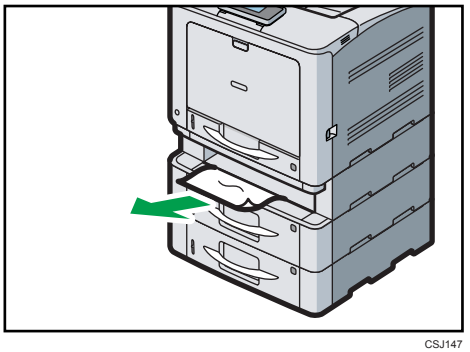
CSJ145

3. **If you cannot see the jammed paper or remove it, lift the front side of the tray, and then pull it out of the printer.**



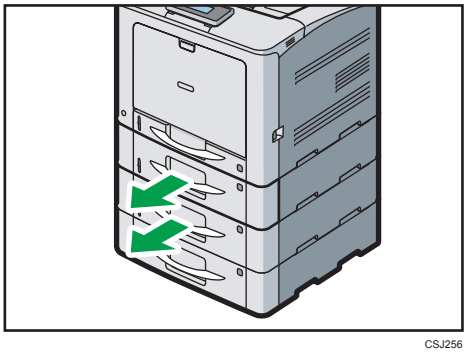
CSJ146

4. **Pull out the jammed paper carefully.**

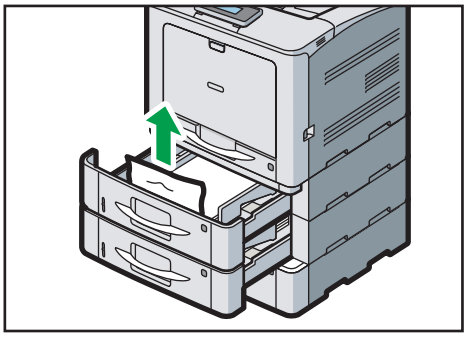


CSJ147

If the paper is jammed in multiple trays, pull out all trays in which it is caught, and then remove the paper.

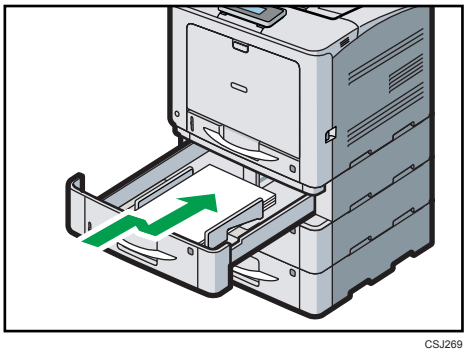


CSJ256



CSJ265

5. **Hold the tray with both hands, slide it along the rails of the paper feed unit, and then push it straight in.**

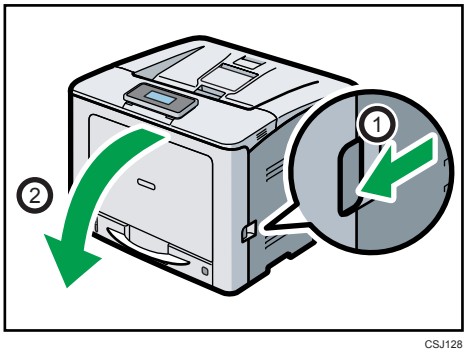


CSJ269

Paper Misfeed Message (Z)

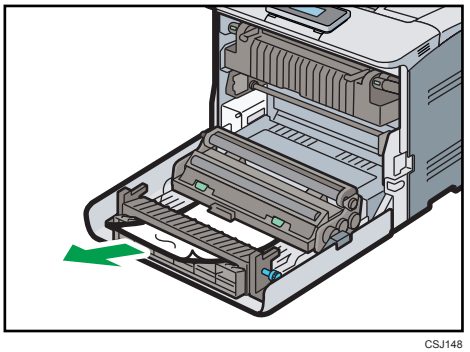
The "(Z) Open Front Cover and remove the paper." error message appears when a paper misfeed occurs inside the paper transfer unit.

1. **Pull the front cover open lever, and then open the front cover with both hands carefully.**



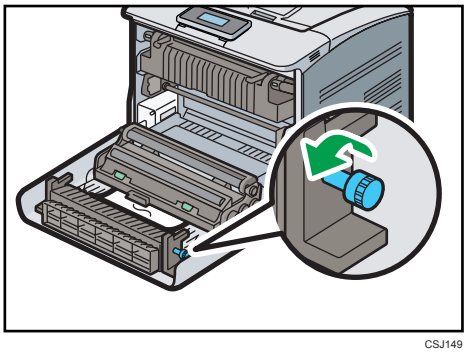
CSJ128

2. Carefully remove jammed paper under the paper transfer unit.

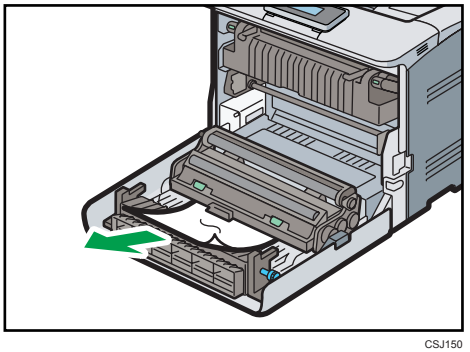


CSJ148

3. If you cannot pull out the paper, remove it by turning the knob on the right end of the paper transfer unit as shown in the illustration below:

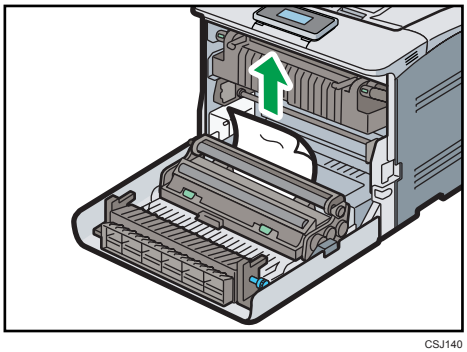


CSJ149



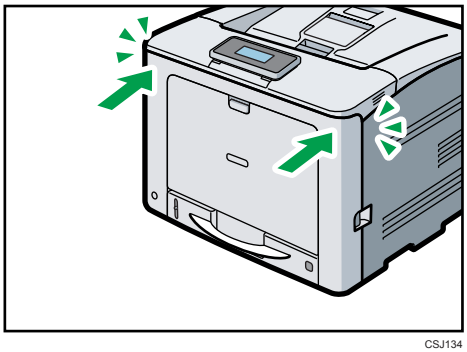
CSJ150

4. If paper is jammed in the upper side of the transfer unit, pull it upward.



CSJ140

5. Close the front cover with both hands carefully.



CSJ134

Note

- When closing the front cover, push the upper side of the cover firmly. After closing the cover, check that the error has cleared.

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  Microsoft® Windows Vista® Business

  Microsoft® Windows Vista® Home Premium

  Microsoft® Windows Vista® Home Basic

  Microsoft® Windows Vista® Enterprise
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