

# **bizhub 4750/4050**

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## **User's Guide: Maintenance/Troubleshooting**





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## **Cleaning This Machine**

# 1 Cleaning This Machine

## **NOTICE**

*Thoroughly read all the precautions and warning labels, and be sure to follow their instructions. These labels are provided inside the door of this machine or inside the machine.*

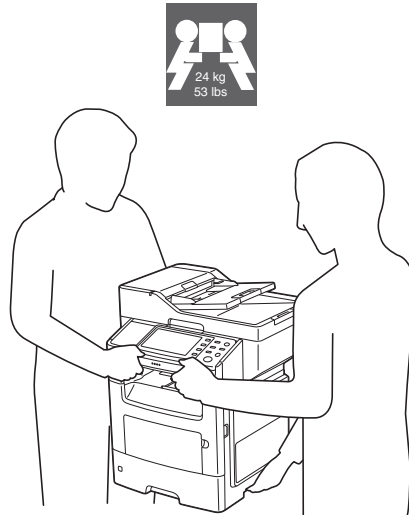
## 1.1 Before getting started

Carefully handle this machine so that you can use it for an extended period of time. A failure caused by incorrect use or rough handling is not covered by the warranty.

If dust or slips of paper are left inside or outside this machine, it may reduce printing quality. We recommend that you periodically clean this machine. Follow the guideline shown below.

- Do not place any objects on this machine.
- To clean this machine, use a soft cloth.
- Do not spray detergent directly on the surface of this machine. If detergent gets into this machine through holes, slots, etc., it may damage internal circuits.
- Do not use abrading or corrosive agents, including solvents such as alcohol, benzene, or thinner, to clean this machine.
- When using detergent such as neutral detergent, try it on an obscure part of this machine to check its effectiveness.
- To clean this machine, do not use a sharp or textured object such as a wire, plastic cleaning pad, or brush.
- When you close the door of this machine, do it carefully. Do not do anything that might make this machine oscillate.
- Do not cover this machine directly after using it. Turn the power off, then wait until this machine becomes cool.
- Do not leave the door of this machine open for a long period of time. Especially, in bright light, **Imaging Unit** may be damaged.
- Do not open any door of this machine during printing.
- Do not align sheets of paper at the top of this machine.
- Do not grease or disassemble this machine.
- Do not set this machine on an incline.
- Do not touch the electric wiring, gears, or laser beam unit. Doing so may lead to a machine failure or reduce printing quality.
- Do not load an excessive number of sheets of paper in the output tray. Doing so may cause a paper jam or paper curling.
- When moving this machine, at least two people are required to do so. To prevent toner from spilling, keep this machine horizontal when carrying it.

- When carrying this machine, be sure to fold the Manual Feed Tray and hold the parts shown below.



- When the optional **Paper Feed Unit** is installed, be sure to carry it separately from this machine. Also, do not hold handles (drawers) of the **Paper Feed Unit**. Doing so may damage the **Paper Feed Unit**.
- Before connecting the power cable of this machine to the power outlet, check that internal components removed at the time of cleaning have been installed to their original positions.
- If your hand is stained by toner, wash it with cool water and neutral detergent.

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**⚠ WARNING**

- Before cleaning this machine, turn the power off, then disconnect the power cable and interface cable. Exercise care not to spill water or detergent inside this machine. Doing so may cause a damage of this machine or an electric shock.

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**⚠ CAUTION**

- To move this product, be sure to only hold the parts of the product specified in the user's guide or other manuals. If you hold parts that are not specified, it may cause the product to fall, etc. while being moved, resulting in injuries.
  - If any toner enters your eyes, immediately wash them with cool water, then contact your doctor.
  - The inside of this machine may be hot. Wait until the surface has cooled to prevent yourself from being burnt.
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## 1.2 Cleaning the outside of this machine

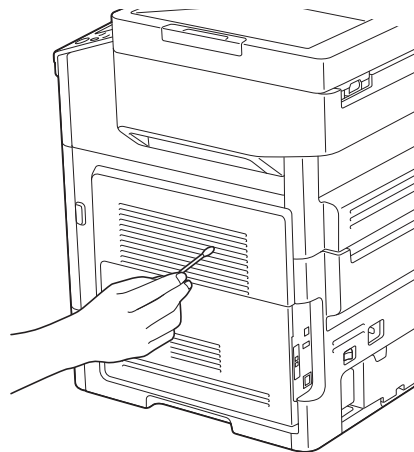
### **⚠WARNING**

- Before cleaning this machine, turn the power off, then disconnect the power cable and interface cable. Exercise care not to spill water or detergent inside this machine. Doing so may cause a damage of this machine or an electric shock.

### **Control Panel**



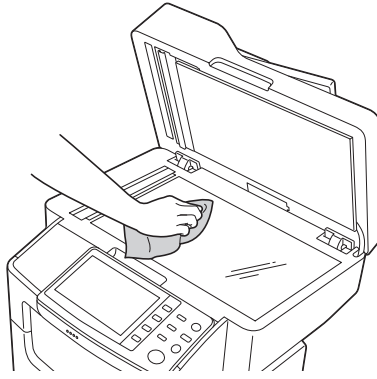
### **Exhaust Air Duct**



### **Outer Covers**



### Original Glass



### Original Cover Pad





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## **Checking and Replacing Consumables**

## 2 Checking and Replacing Consumables

### 2.1 Checking the status of consumables

#### Consumables replacement messages

Users will be informed of the time to replace consumables via a message displayed on the screen.

Message	Description	Reference
[Toner is low.]	The toner is about to run out. Prepare the specified <b>Toner Cartridge</b> .	-
[Replace toner]	Toner is depleted. Replace the <b>Toner Cartridge</b> .	page 2-3
[Imaging Unit will require replacement soon.]	The operating life of the <b>Imaging Unit</b> has expired. Replace the <b>Imaging Unit</b> .	page 2-5
[Maintenance Kit will require replacement soon.]	The maintenance kit has expired. Replace the maintenance kit. For details, contact your service representative.	-
[Replace Staples]	The staples in the <b>Finisher</b> have run out. Replace the staple case.	page 2-7

#### Checking the consumable level

Check the status of consumables (consumption level) using the **Touch Panel**. If necessary, each level can be printed in list form.

- 1 Tap [Utility] - [Check Consumable Life].
- 2 Check the status of consumables.
  - To print a consumption level list, tap [Print], select [Print], then tap [OK].



#### Reference

*If a warning such as for toner replacement or a paper jam occurs on this machine, it can be sent to a registered E-mail address. For information on the setting procedure, refer to Chapter 1 "Using Web Connection" in [User's Guide: Applied Functions].*

## 2.2 Replacing consumables

### NOTICE

*A failure, which was caused because you did not follow the procedures described in this user's guide, is not included in the warranty.*

### 2.2.1 Replacing a Toner Cartridge

#### Handling a Toner Cartridge

When handling a **Toner Cartridge**, be careful of the following.

- When handling a **Toner Cartridge**, take care not to spill toner on this machine or your hand.
- Replace a **Toner Cartridge** with an unused product. If a toner cartridge is replaced with a used one, the message window may not be cleared or the toner level may not be displayed accurately.
- Do not forcibly open the **Toner Cartridge**. If toner has leaked, avoid toner inhaling or skin contact as much as possible.
- If your clothes or hand has been stained with toner, wash it off with soap and water.
- If you have inhaled toner, move to a fresh air place, then gargle well with a large amount of water. If you have had a symptom such as a cough, see your doctor.
- If any toner enters your eyes, immediately wash them with running water for 15 minutes or more. If pain persists, see your doctor.
- If you have drunk toner, wash your mouth out well, then drink one or two glasses of water. See your doctor, if necessary.
- Keep **Toner Cartridge** out of reach of babies and children.

#### Storing Toner Cartridges

Store **Toner Cartridge** as shown below.

- Do not open the protection bag before installing a **Toner Cartridge**.
- Store Toner Cartridges in a cold dark place, away from direct sunlight.
- Store Toner Cartridges in a location in which the temperature is 95°F (35°C) or less and the humidity is 80% or less with no dew condensation. If a **Toner Cartridge** is moved from a cold place to a warm place with high humidity, a dew may form, which may affect printing quality. Before using a **Toner Cartridge**, leave it for approximately one hour to adjust to the ambient environment.
- Keep Toner Cartridges horizontal. Do not place a **Toner Cartridge** in the reverse direction from that specified. Doing so may cause toner in a **Toner Cartridge** to become hard or uneven.
- Do not touch salty air or corrosive gases such as aerosol.

#### Tips

Guidance for recovering used **Toner Cartridge**

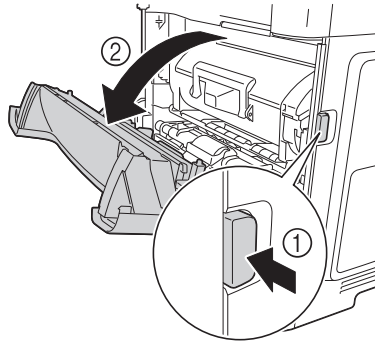
- Put the used **Toner Cartridge** in a bag, place the bag in the box in which the Toner Cartridge was included at the time of purchase, then send the box to us. Securely seal the bag and box with tape, being careful of the toner in the **Toner Cartridge**. The recovered **Toner Cartridge** and **Imaging Unit** are recycled.

#### Replacement procedure

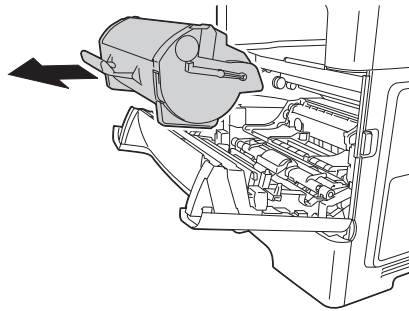
### NOTICE

*Do not use a recycle Toner Cartridge other than our genuine product. A failure or problem that affects printing quality and that was caused due to use of a recycled Toner Cartridge is not covered by the warranty. Such a failure or problem is not subject to technical support.*

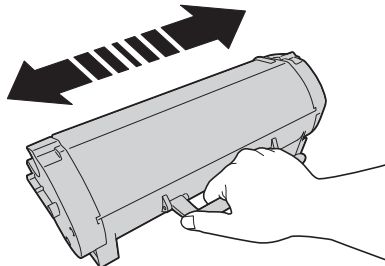
- 1 Press the button on the right-hand side of this machine, then open the **Front Cover**.



- 2 Hold the handle of the **Toner Cartridge**, then pull it out.



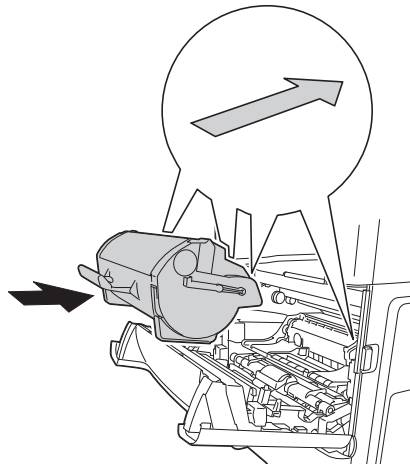
- 3 Take a new **Toner Cartridge** out of the package bag, then remove all packaging materials.
- 4 Shake the new **Toner Cartridge** to equalize toner.

**NOTICE**

When replacing the **Toner Cartridge**, be careful not to spill any toner. If toner has spilled, immediately wipe it off using a soft and dry cloth.

Do not leave the **Imaging Unit** on a place exposed to direct sunlight for 10 minutes or more. Long-term exposure will lead to reduced printing quality.

- 5 Align the arrows of the side rails of the **Toner Cartridge** to those of the side rails in this machine, then insert the **Toner Cartridge** into the back.



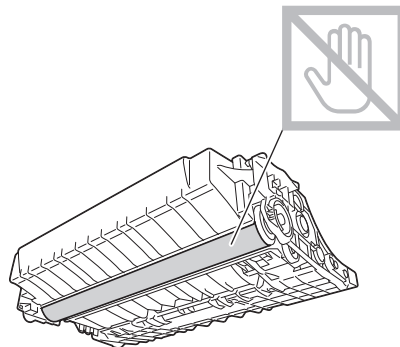
- 6 Close the **Front Cover**.

### 2.2.2 Replacing an Imaging Unit

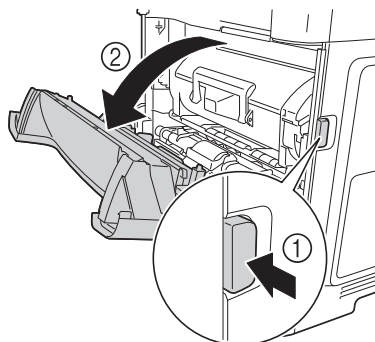
Be sure to replace an **Imaging Unit** with an unused product. If an **Imaging Unit** is replaced with a used one, the message window may not be cleared.

**NOTICE**

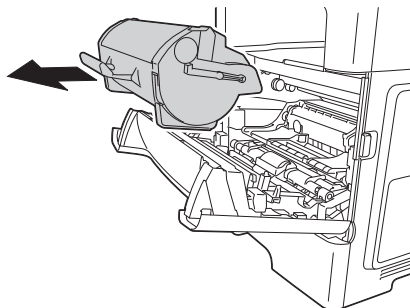
*Do not touch the surface of the OPC drum. Doing so may cause reduce printing quality.*



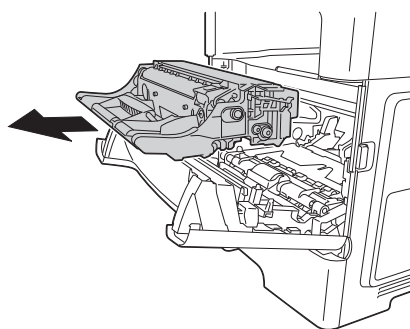
- 1 Press the button on the right-hand side of this machine, then open the **Front Cover**.



- 2 Hold the handle, then pull out the **Toner Cartridge**.

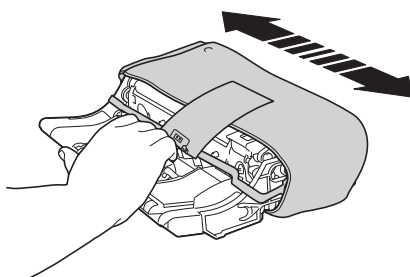


- 3 Lift the handle, then pull out the **Imaging Unit**.



→ To dispose of the used **Imaging Unit**, use the recovery service or follow the regulations in your region.

- 4 Take a new **Imaging Unit** out of the package bag, then shake it.

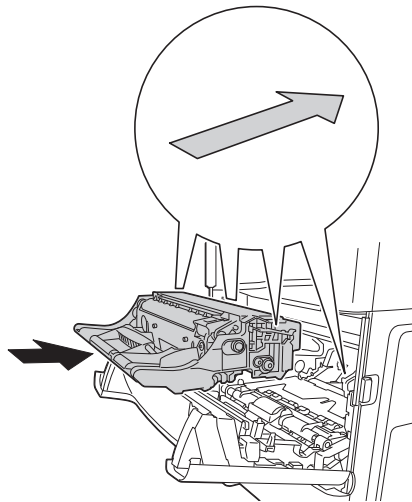


- 5 Remove all packaging materials.

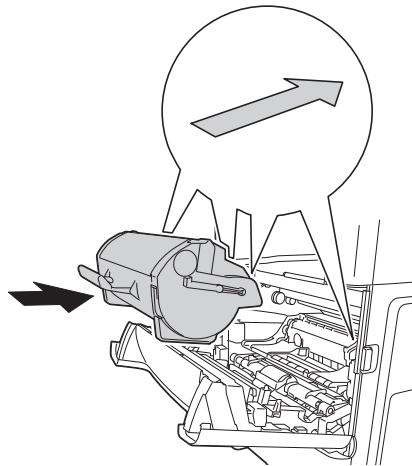
**NOTICE**

*Do not leave the **Imaging Unit** on a place exposed to direct sunlight for 10 minutes or more. Long-term exposure will lead to reduced printing quality.*

- 6 Align the arrows of the side rails of the **Imaging Unit** to those of the side rails in this machine, then insert the **Imaging Unit** into the back.



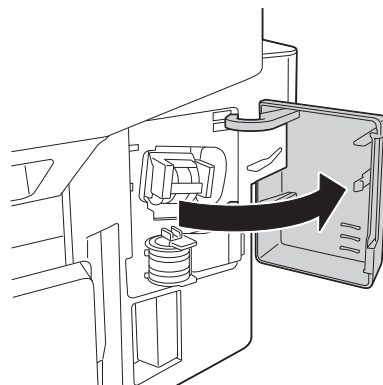
- 7 Align the arrows of the side rails of the **Toner Cartridge** to those of the side rails in this machine, then insert the **Toner Cartridge** into the back.



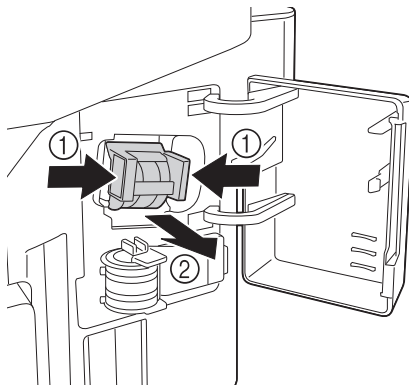
- 8 Close the **Front Cover**.

### 2.2.3 Replacing a Staple Kit

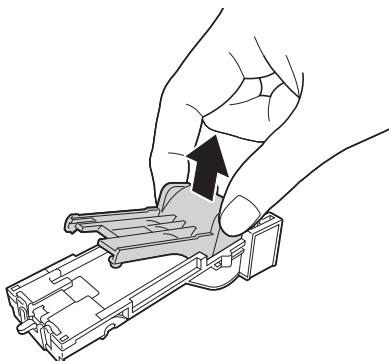
- 1 Open the cover in the right-hand side of the **Finisher**.



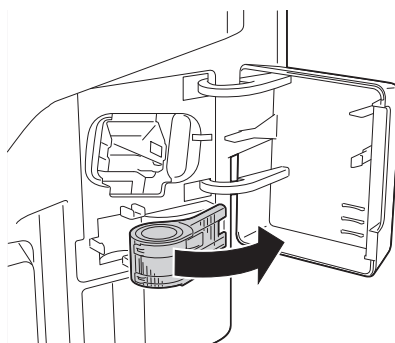
- 2 Take the Staple Cartridge out of the **Finisher**.



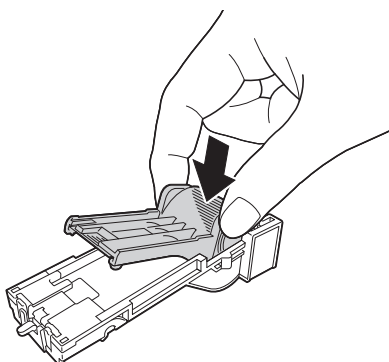
- 3 Lift an empty Staple Case while holding its both edges, then pull out it from the Staple Cartridge.



- 4 Remove the spare Staple Case from the holder.

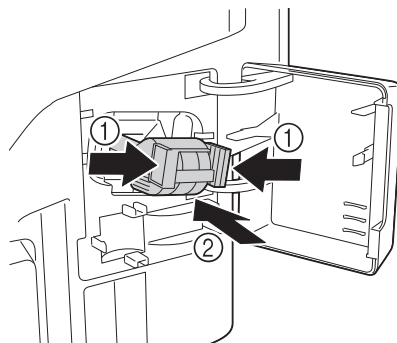


- 5 Mount a new Staple Case in the Staple Cartridge.

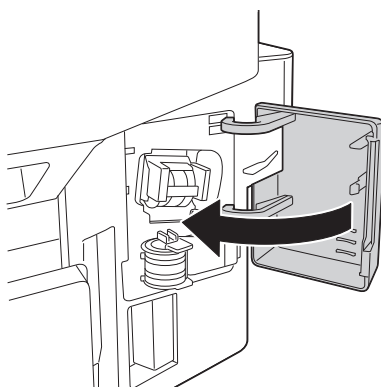




- 6 Insert the Staple Cartridge until it clicks.



- 7 Replace the spare Staple Case for the future usage.
- 8 Close the cover in the right-hand side of the **Finisher**.



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## **Clearing Paper Jam and Staple Jam**

## 3 Clearing Paper Jam and Staple Jam

### 3.1 To prevent a paper jam

To prevent a paper jam, check the following points.

- Do the paper match the specifications of this machine?
- Is the paper (in particular, the feeding side) even?
- Is this machine installed on a stable and horizontal location that has a hard and even surface?
- Is the paper kept away from humid conditions?
- Do you always align the paper guide to the paper size after loading paper into a tray? (If the paper guide is not aligned to the paper size, it may reduce printing quality, cause a paper jam, or damage the machine.)
- Is the paper loaded into a tray with the required side facing upward? (The arrow indicating the print side of paper may be shown on the packing label of paper.)

To prevent a paper jam, avoid the following actions.

- Do not load paper that is folded, creased, embossed, or bent into a tray.
- Do not load jammed paper into a tray more than once.
- Do not load a stack of paper into a tray. (When a stack of paper is fed, remove it from the tray once, then flip through the paper to separate sheets.)
- Do not load paper of different types, sizes, or weights together into a tray.
- Do not load a quantity of paper that exceeds the maximum capacity of the paper tray in the tray.
- Do not leave a quantity of paper that exceeds the maximum capacity of the paper tray. (Up to 250 sheets can be output from the output tray. If 250 or more sheets are left in the tray, it will cause a paper jam.)

## 3.2 When a paper jam has occurred

To prevent a failure, carefully remove jammed paper so that it does not tear. Even if only a large or small slip of paper is left in this machine, it will cause a paper feed failure, resulting in a paper jam.

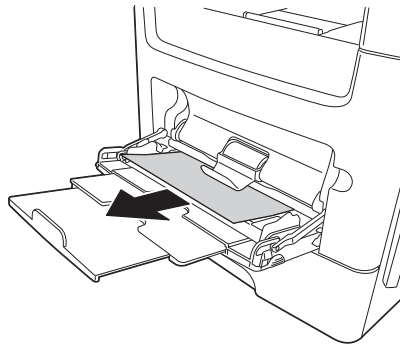
If a paper jam occurs on this machine, a message notifying that a paper jam has occurred is displayed on the **Touch Panel**.

### Tips

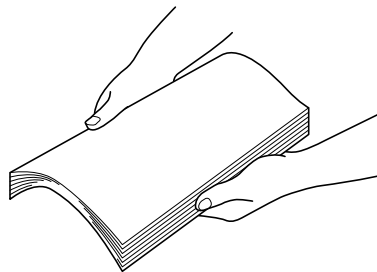
After the jammed paper has been removed, open and close the **Front Cover** regardless of the location of the paper jam.

### 3.2.1 Clearing a paper jam in the Manual Feed Tray

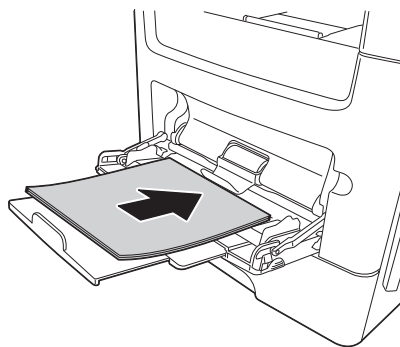
- 1 Securely hold both sides of the jammed paper, then carefully pull it out.
  - Completely remove the jammed paper so that no slip of paper is left inside.



- 2 Flip through the removed paper, then align the edges.



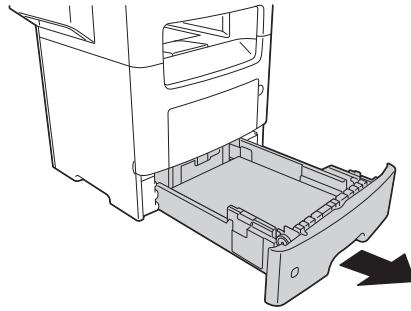
- 3 Load paper again.



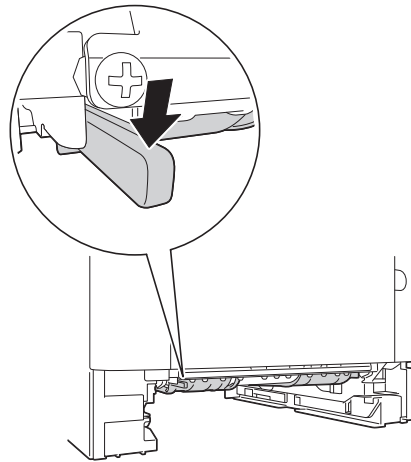
- 4 Open and close the **Front Cover**.

### 3.2.2 Clearing a paper jam in Tray 1

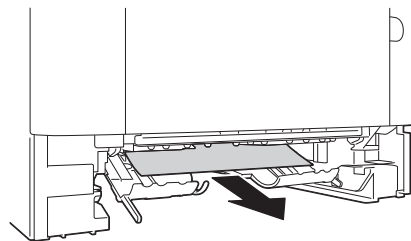
- 1 Fully pull out **Tray 1**.



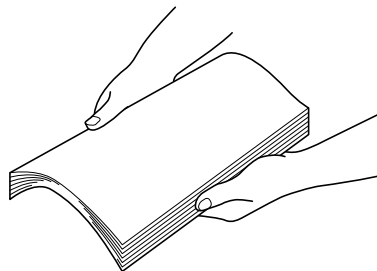
- 2 Check the lever position, then pull down the lever to pull out the jammed paper.



- 3 Securely hold both sides of the jammed paper, then carefully pull it out.  
→ Completely remove the jammed paper so that no slip of paper is left inside.



- 4 Flip through the removed paper, then align the edges.



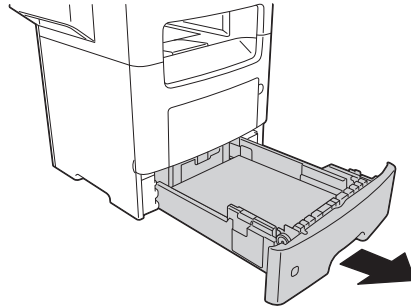
- 5 Load paper into **Tray 1**, then close the tray.

- 6 Open and close the **Front Cover**.

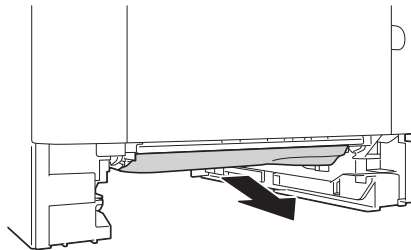
### 3.2.3 Clearing a paper jam in Tray 2/3/4

✓ Tray 2/3/4 is available when the optional **Paper Feed Unit** is installed.

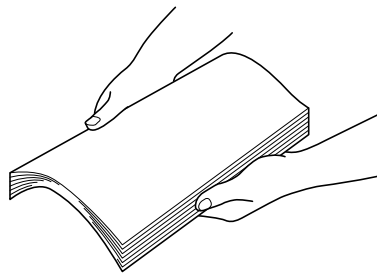
1 Fully pull out **Tray**.



2 Securely hold both sides of the jammed paper, then carefully pull it out.  
→ Completely remove the jammed paper so that no slip of paper is left inside.



3 Flip through the removed paper, then align the edges.



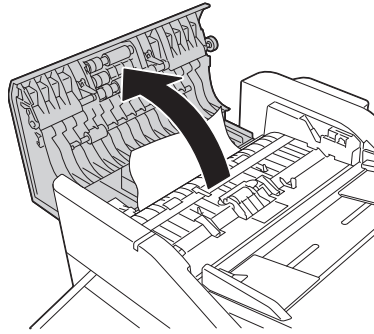
4 Load paper into the **Tray**, then close the tray.

5 Open and close the **Front Cover**.

### 3.2.4 Clearing a paper jam in ADF

1 Pull all original sheets out from the **Document Feed Tray**.

- 2 Open the **ADF Feed Cover**.



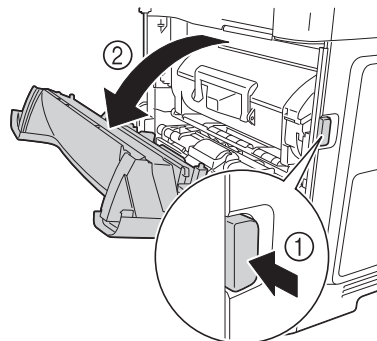
- 3 Securely hold both sides of the jammed paper, then carefully pull it out.  
→ Completely remove the jammed paper so that no slip of paper is left inside.
- 4 Close the **ADF Feed Cover**.
- 5 Open and close the **Front Cover**.

### 3.2.5 Clearing a paper jam in the Front Cover

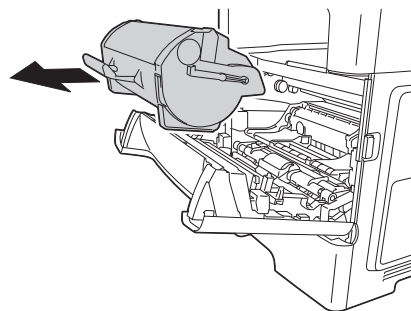
#### ⚠ CAUTION

- The inside of this machine may be hot. Wait until the surface has cooled to prevent yourself from being burnt.

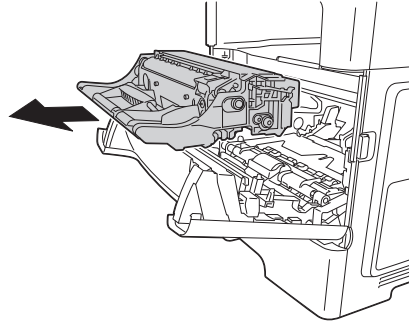
- 1 Press the button on the right-hand side of this machine, then open the **Front Cover**.



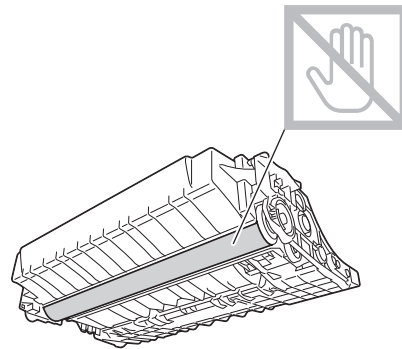
- 2 Hold the handle, then pull out the **Toner Cartridge**.



- 3 Lift the handle, then pull out the **Imaging Unit**.

**NOTICE**

Do not touch the surface of the OPC drum. Doing so may cause reduce printing quality.

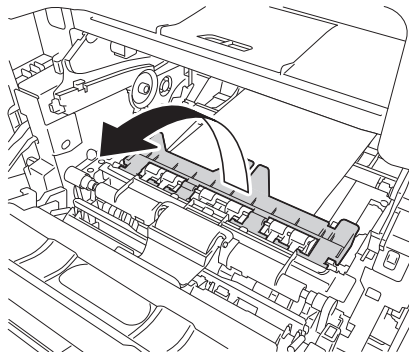


- 4 Place the **Imaging Unit** on a flat surface.

**NOTICE**

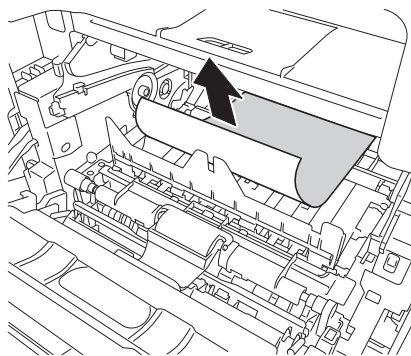
Do not leave the **Imaging Unit** on a place exposed to direct sunlight for 10 minutes or more. Long-term exposure will lead to reduced printing quality.

- 5 Lift the flap in the front side of the inside of the main unit.

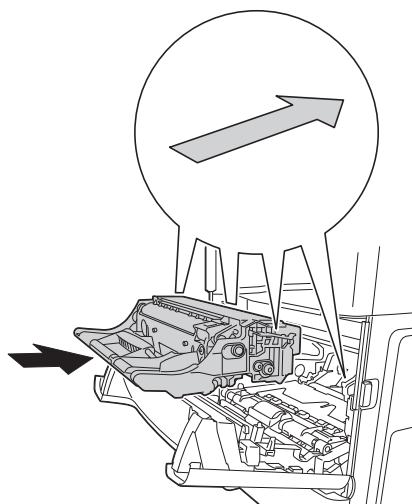




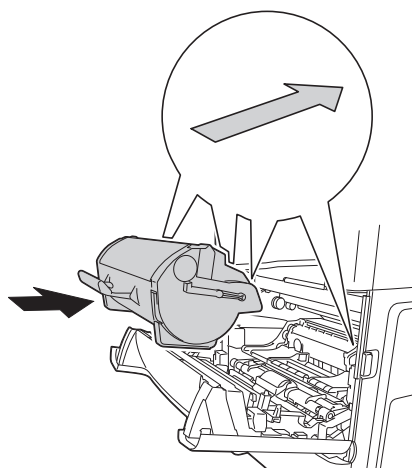
- 6 Securely hold both sides of the jammed paper, then carefully pull it out.  
→ Completely remove the jammed paper so that no slip of paper is left inside.



- 7 Align the arrows of the side rails of the **Imaging Unit** to those of the side rails in this machine, then insert the **Imaging Unit** into the back.



- 8 Align the arrows of the side rails of the **Toner Cartridge** to those of the side rails in this machine, then insert the **Toner Cartridge** into the back.



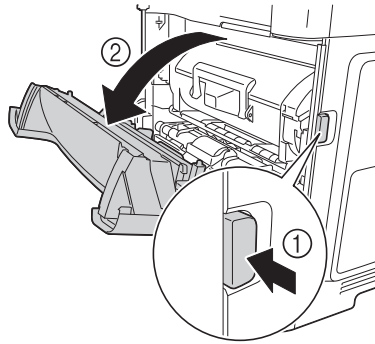
- 9 Close the **Front Cover**.

### 3.2.6 Clearing a paper jam in the Rear Cover

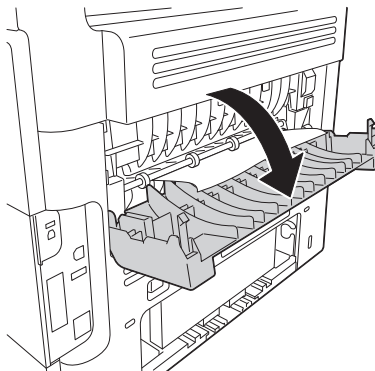
**⚠ CAUTION**

- The inside of this machine may be hot. Wait until the surface has cooled to prevent yourself from being burnt.

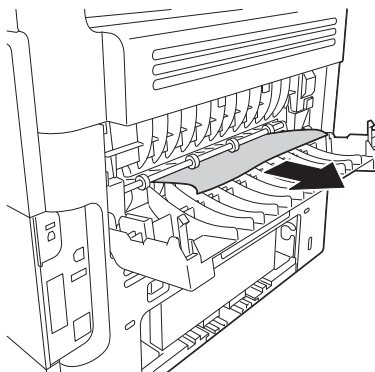
- 1 Press the button on the right-hand side of this machine, then open the **Front Cover**.



- 2 Carefully pull down the **Rear Cover**.



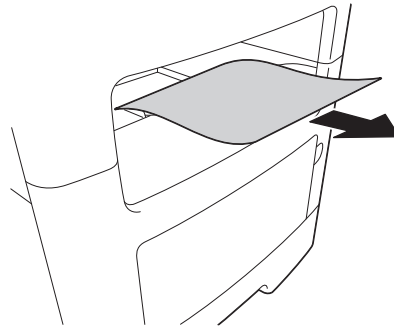
- 3 Securely hold both sides of the jammed paper, then carefully pull it out.  
→ Completely remove the jammed paper so that no slip of paper is left inside.



- 4 Close the **Front Cover** and **Rear Cover**.

### 3.2.7 Clearing a paper jam in the Output Tray

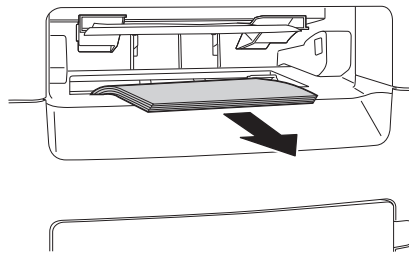
- 1 Securely hold both sides of the jammed paper, then carefully pull it out.
  - Completely remove the jammed paper so that no slip of paper is left inside.



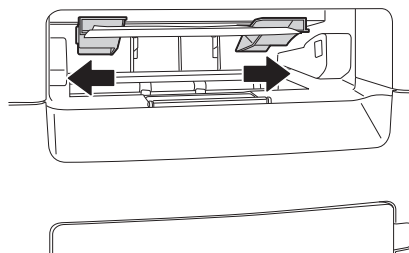
- 2 Open and close the **Front Cover**.

### 3.2.8 Clearing a paper jam in the outlet of the Finisher

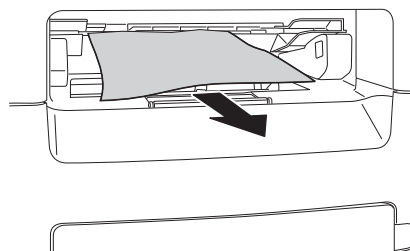
- 1 Empty out the **Output Tray**.



- 2 Move the guide plate of the **Finisher** to both sides.



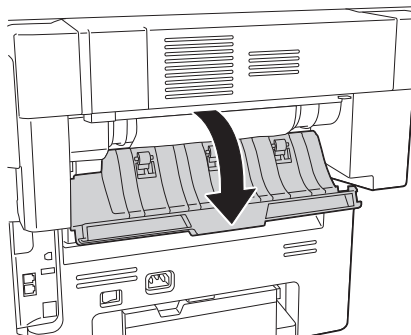
- 3 Securely hold both sides of the jammed paper, then carefully pull it out from the outlet.
  - Completely remove the jammed paper so that no slip of paper is left inside.



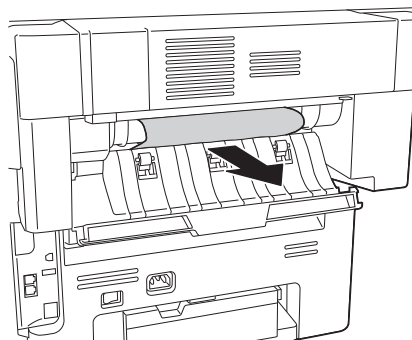
- 4 Open and close the **Front Cover**.

### 3.2.9 Clearing a paper jam in the rear of the Finisher

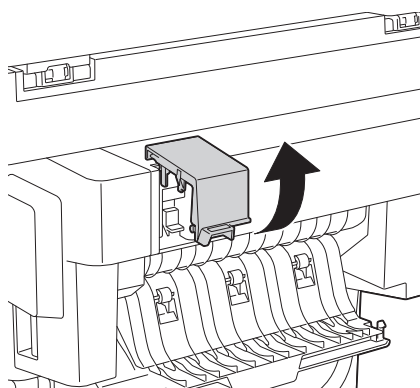
- 1 Open the rear cover of the **Finisher**.



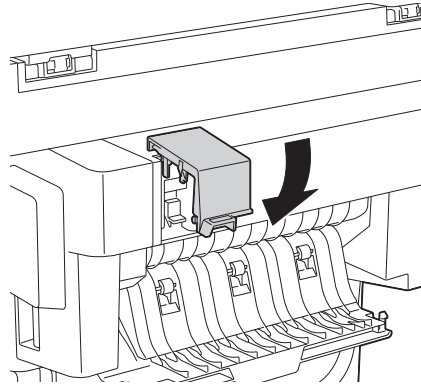
- 2 Securely hold both sides of the jammed paper, then carefully pull it out.  
→ Completely remove the jammed paper so that no slip of paper is left inside.



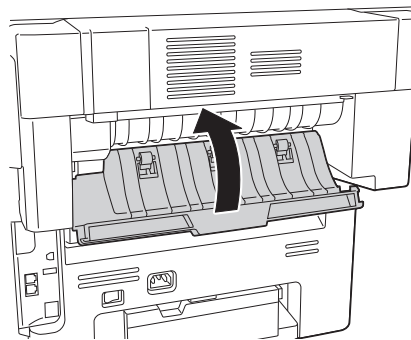
- 3 Open the trap cover, then remove slips of paper from the inside.  
→ When you remove the jammed paper from the rear cover of the **Finisher**, open the trap cover, then pull out slips of paper.



- 4 Close the trap cover.



- 5 Close the rear cover of the **Finisher**.



- 6 Open and close the **Front Cover**.

### 3.3 Troubleshooting for paper jam

Symptom	Cause	Action
Multiple sheets are fed out as a stack of paper.	Sheet edges are not aligned.	Remove sheets, align their edges, then load them into a tray again.
	Paper is damp.	Remove the damp paper, then replace it with new dry paper.
A paper jam message persists.	A jammed paper or slip of paper remains inside this machine.	Recheck the paper path, then check that all paper jams are cleared.
A paper jam has occurred during 2-sided printing.	Invalid paper (paper of an invalid size, thickness, or type) is used.	Use our recommended paper. For information on the available paper, refer to Chapter 6 "Loading Paper" in [User's Guide: Introduction].
		2-sided printing is available for plain paper (recycled paper) of 15-15/16 to 23-15/16 lb (60 to 90 g/m <sup>2</sup> ), thick paper of 24-3/16 to 43-3/8 lb (91 to 163 g/m <sup>2</sup> ), or special paper of 15-15/16 to 23-15/16 lb (60 to 90 g/m <sup>2</sup> ). Specify the correct paper type using the printer driver. For information on the available paper, refer to Chapter 6 "Loading Paper" in [User's Guide: Introduction].
		Do not load sheets of different types together.
	Do not use an envelope, label sheet, glossy paper, or single side only paper for 2-sided printing.	
	A paper jam has not yet cleared.	Recheck the paper path, then check that all paper jams are cleared.
A paper jam has occurred in the <b>ADF</b> .	An invalid original is used.	Use an original that matches this machine. For information on the available original size, refer to Chapter 5 "Loading the Original" in [User's Guide: Introduction].
	The number of original pages exceeds the maximum capacity.	Remove excessive original pages on the <b>ADF</b> , then load them again.
	The width of the lateral guide is not adjusted to the size of the original.	Adjust the lateral guide of the <b>ADF</b> to the size of the original.

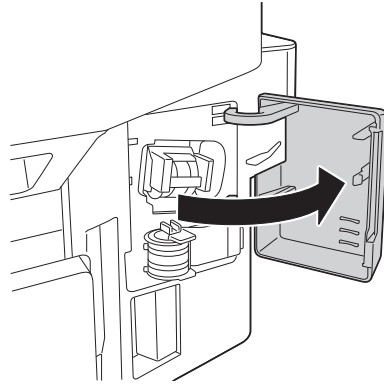
Symptom	Cause	Action
A paper jam has occurred in the paper tray.	Paper is not loaded in the correct position in the paper tray.	Remove the jammed paper, then correctly load paper into the paper tray.
	The number of sheets in the paper tray exceeds the maximum capacity.	Remove excessive sheets in the paper tray, then re-load paper into the paper tray.
	The width of the paper guide has not adjusted to the paper size.	Adjust the paper guide in the paper tray to the paper size.
	Bent or creased paper has been loaded into the paper tray.	Remove the bent or creased paper, then load new paper into the paper tray.
	Paper is damp.	Remove damp paper, then load new dry paper into the paper tray.
	Envelopes are loaded into <b>Tray 1/2/3/4</b> .	Load envelopes into the <b>Manual Feed Tray</b> .
	Label sheets are loaded in an incorrect orientation.	Correct the orientation of label sheets.
	Envelopes are loaded in an incorrect orientation.	Load envelopes so that flap parts are set on the lower left.
	Invalid paper (paper of an invalid size, thickness, or type) is used.	Use our recommended paper. For information on the available paper, refer to Chapter 6 "Loading Paper" in [User's Guide: Introduction].
A paper jam has occurred in the <b>Finisher</b> .	Invalid paper (paper of an invalid size, thickness, or type) is used.	Use the paper available with the <b>Finisher</b> . For information on the available paper, refer to Chapter 10 "Specifications" in [User's Guide: Introduction].


**Tips**

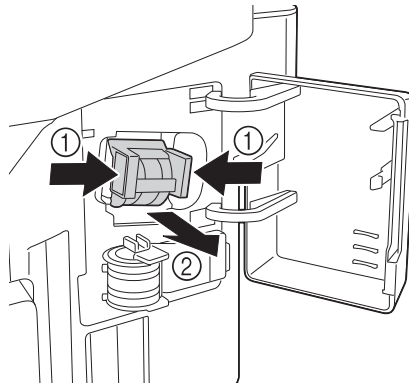
If a paper jam frequently occurs in a specific place, carry out checks, repairs, or cleaning focusing on the location of the jam.

## 3.4 Clearing a staple jam

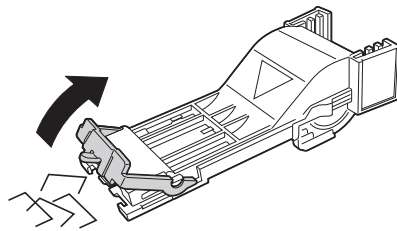
- 1 Open the cover in the right-hand side of the **Finisher**.



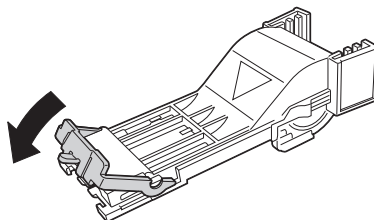
- 2 Pull out the Staple Cartridge.



- 3 Lift the Face Plate, then remove jammed or spilled staples.

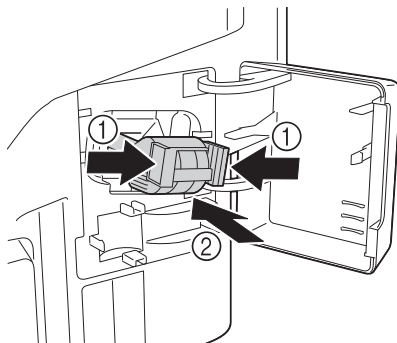


- 4 Return the Face Plate until it clicks.

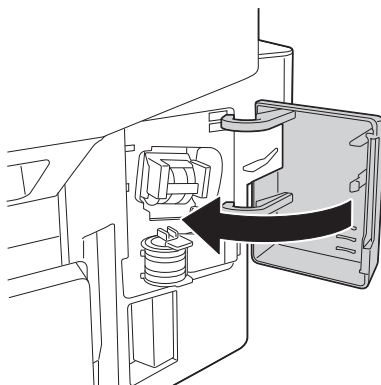




- 5 Insert the Staple Cartridge until it clicks.



- 6 Close the cover in the right-hand side of the **Finisher**.



 **Tips**

After clearing a staple jam, conduct idle stapling two to six times depending on the conditions.

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# **4** Troubleshooting

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## 4 Troubleshooting

### 4.1 The power is not turned on

Check the **Power Switch** for the status.

- Check whether the power plug of this machine is firmly plugged into the power outlet. Also check that the breaker has not tripped.
- Check that the **Power Switch** is turned ON.

## 4.2 The Touch Panel is not displayed

If a certain length of time has elapsed without any operations being carried out on this machine, the **Touch Panel** may turn off.

Check the following items:

- Select [Utility] - [Accessibility] - [Brightness Adjustment], then adjust the contrast (brightness) of the **Touch Panel**.
- Touch the **Touch Panel**. In Power Save (Low Power/Sleep) mode, this machine returns from the Power Save mode when the **Touch Panel** is touched or a key on the **Control Panel** is pressed, and the Touch Panel appears normally.
- On the **Control Panel**, press the **Power** key. If the Weekly Timer setting has put the machine in Erp Auto Power Off mode, press the **Power** key to display the **Touch Panel**. To use it outside the preset operating hours, follow the on-screen instructions.
- Check that the **Power Switch** is turned ON.

## 4.3 Cannot print

### 4.3.1 Cannot print

Description of problem	Check points	Remedy
A message saying "Printer is not connected" or "Print Error" appears on the computer screen.	Is the power turned on?	Check the <b>Power Switch</b> of this machine. If a hub is used, also check the hub power.
	Has the machine been placed in ErP Auto Power Off mode?	If the machine is placed in ErP Auto Power Off mode, it cannot receive any jobs. Press the <b>Power</b> key to release the ErP Auto Power Off mode.
	Is another printer specified?	Check the specified printer name.
	Is the network or USB cable disconnected?	Make sure that the cables are correctly connected. If a hub is used, also check the connection with the hub.
	Has an error occurred on the machine?	Check the <b>Control Panel</b> of this machine.
	Is there sufficient computer memory available?	Perform a test printing to check whether printing is possible. If test printing is successful, this indicates there are no problems on this machine or with the printer driver. In this case, remove the cause of memory shortage. If test printing fails, resolve any problems that may be occurring in the machine or with the printer driver.
A postscript error appears on the computer screen.	Is there sufficient computer memory available?	Perform a test printing to check whether printing is possible. If test printing is successful, this indicates there are no problems on this machine or with the printer driver. In this case, remove the cause of memory shortage. If test printing fails, resolve any problems that may be occurring in the machine or with the printer driver.
	There may be an error in the application software settings.	Refer to the user's manual of the application software to check the settings.
	Are the file printing settings correct?	Change the settings and try to print again.

Description of problem	Check points	Remedy
Print processing on the computer has finished, but printing does not start.	Is another printer specified?	Check the specified printer name.
	Is the network or USB cable disconnected?	Make sure that the cables are correctly connected. If a hub is used, also check the connection with the hub.
	Is the machine in the Sub Power Off mode?	If the machine is in the Sub Power Off mode, printing cannot be executed. Press <b>Power</b> key to release the Sub Power Off mode.
	Has an error occurred on the machine?	Check the <b>Control Panel</b> of this machine.
	Are unprocessed jobs queued on the machine?	Tap [Job List] to check the job sequence.
	Did you specify [Store Job] when executing the print job?	Check whether or not the target file is saved on the HDD.
	Did you specify [Secured Job] when executing the print job?	Check whether or not the target file is saved on the HDD.
	If account track is enabled, are the account name and password correct?	Enter the correct account name and password.
	If user authentication is enabled, are the user name and password correct?	Enter the correct user name or password.
	Is there sufficient computer memory available?	Perform a test printing to check whether printing is possible. If test printing is successful, this indicates there are no problems on this machine or with the printer driver. In this case, remove the cause of memory shortage. If test printing fails, resolve any problems that may be occurring in the machine or with the printer driver.
	If network connection is in place, is the printer controller connected to the network?	Check with the network administrator.
	Is the machine in enhanced security mode?	Configure authentication settings in enhanced security mode. For information on the authentication settings in enhanced security mode, refer to [User's Guide: Description of Utility Keys] - Chapter 5 "Administrator Settings" - [Enhanced Security Mode].
Cannot print in Secured Job	Is [Password Rules] set to [ON] on this machine?	If [Password Rules] is set to [ON], set a password that satisfies the password rules. For details, refer to [User's Guide: Description of Utility Keys] - Chapter 5 "Administrator Settings" - [Security Details]-[Password Rules].
A file saved on the HDD has disappeared from a computer.	Is the setting for deleting files on the HDD configured on the machine?	Check the HDD settings for the machine. For information on the file deletion setting, refer to [User's Guide: Description of Utility Keys] - Chapter 5 "Administrator Settings" - [Folder Settings].

Description of problem	Check points	Remedy
Printing in user authentication or account track mode is not available.	Are the user name or account name, and password correct?	Enter the correct user name, account name and password.
	Is the user authentication or account track enabled in the printer driver?	Enable user authentication or account track on the printer driver.
	Is the entered user name or account name authorized?	Check that printing of the current user name/account name is permitted?
Printing is not available when you have selected [Public User] in user authentication.	Is printing by public users permitted on the machine?	Check whether printing by public users is permitted. If not, grant printing permission to public users.
Selection of items failed in the printer driver.	Selection may not be enabled for certain combinations of functions.	Grayed out items cannot be configured.
A "conflict" message saying "unable to configure" or "function will be canceled" appears.	Have you set up functions that cannot be used in combination?	Check what functions are enabled and redo the selection of functions.
Cannot print according to the settings you have configured.	The settings may not be configured correctly.	Check the setting of each item of the printer driver.
	Even though a combination of functions may be enabled in the printer driver, that combination may not be available on this machine.	
	The paper size or paper orientation specified in the application may take precedence over the settings in the printer driver when printing.	Correct the settings in the application.
Images are not printed correctly.	Is there sufficient computer memory available?	Simplify the images to reduce the data size.
Paper is not fed from the specified paper tray.	Does the specified paper tray contain paper of the correct size/orientation?	Load paper of the appropriate size and orientation into the paper tray.

## 4.3.2 Problems on print quality

Description of problem	Cause	Remedy
No data is printed.	A <b>Toner Cartridge</b> is damaged.	Remove the <b>Toner Cartridge</b> , then check it for damage. If the Toner Cartridge is damaged, replace it.
	The <b>Imaging Unit</b> is damaged.	Remove <b>Imaging Unit</b> , then check them for damage. If necessary, replace <b>Imaging Unit</b> .
	Paper is damp.	Adjust the humidity of the paper storage place. Remove the damp paper, then replace it with new dry paper.
	The paper setting of the printer driver does not match the paper that is actually loaded on this machine.	Load the correct paper in this machine.
	The power supply does not match the specification of this machine.	Use the power supply that matches the specification.
	Multiple sheets are fed out simultaneously.	Remove paper from the paper tray, then check it for static electricity. Flip through the paper, then return it into the paper tray.
	Paper is not correctly loaded into the paper tray.	Remove paper, align its edges, return it into the paper tray, then adjust the paper guide.
Printed in jet black.	A <b>Toner Cartridge</b> is damaged.	Remove the <b>Toner Cartridge</b> , then check it for damage. If the Toner Cartridge is damaged, replace it.
	The <b>Imaging Unit</b> is damaged.	Remove <b>Imaging Unit</b> , then check them for damage. If necessary, replace <b>Imaging Unit</b> .
A print is faint.	The laser lens is dirty.	Clean the laser lens.
	Paper is damp.	Remove the damp paper, then replace it with new dry paper.
	Toner is running out in the <b>Toner Cartridge</b> .	Replace the <b>Toner Cartridge</b> .
	A <b>Toner Cartridge</b> is damaged.	Remove the <b>Toner Cartridge</b> , then check it for damage. If the Toner Cartridge is damaged, replace it.
	The <b>Imaging Unit</b> is damaged.	Remove <b>Imaging Unit</b> , then check them for damage. If necessary, replace <b>Imaging Unit</b> .
	The correct paper type is not specified.	When printing on thick paper, envelope, label sheet, glossy paper, single side only paper, special paper, or letterhead, specify the paper type using the printer driver.
	A print is dark.	A <b>Toner Cartridge</b> is damaged.
The <b>Imaging Unit</b> is damaged.		Remove <b>Imaging Unit</b> , then check them for damage. If necessary, replace <b>Imaging Unit</b> .
The original does not stick fast to the <b>Original Glass</b> .		Position the original so that it is pressed closely against the <b>Original Glass</b> .
The specified copy density is too high.		Set the copy density to a lower level.



Description of problem	Cause	Remedy
Image colors run. The background is dirty.	A <b>Toner Cartridge</b> is damaged.	Remove the <b>Toner Cartridge</b> , then check it for damage. If the Toner Cartridge is damaged, replace it.
	The <b>Imaging Unit</b> is damaged.	Remove <b>Imaging Unit</b> , then check them for damage. If necessary, replace <b>Imaging Unit</b> .
	The <b>Original Cover Pad</b> is dirty.	Clean the <b>Original Cover Pad</b> .
	The <b>Original Glass</b> is dirty.	Clean the <b>Original Glass</b> .
The density is uneven.	A <b>Toner Cartridge</b> is damaged.	Remove the <b>Toner Cartridge</b> , then check it for damage. If the Toner Cartridge is damaged, replace it.
	Only a small amount of toner is left in the <b>Toner Cartridge</b> , or the Toner Cartridge is damaged.	Replace the <b>Toner Cartridge</b> .
	This machine has not been placed on a level location.	Place this machine on a flat, hard, stable, and horizontal surface (inclination within +/-1 degree).

### 4.3.3 When the bit count does not match between the server and the client

If the print server is Windows Server 2008/Server 2008 R2/Server 2012/Server 2012 R2 and its OS bit count does not match that of the client computer, an additional driver may not be able to be installed normally on the print server.

To solve this problem, specify the setup information file (ntprint.inf) of the operating system with a different bit number when installing the additional driver on the print server.

The following describes how to install the additional driver by specifying a setup information file on a different computer from that of the print server.

#### Tips

- Before starting this procedure, prepare to configure a different client computer from that of the print server and install the operating system that has a bit number different from that of the print server.
- On the print server side, the system drive of the client computer is assigned as the network drive. Configure the setting to share the drive to be assigned in advance.

This example shows the operation when installing Windows Server 2008 (32-bit version) on the print server and Windows Vista (64-bit version) on the client computer.

- 1 Configure the setting to share the drive (ordinarily, drive C) where the client computer's operating system is installed.
- 2 On the print server, assign the drive (example: "C") of the client computer, which is shared in Step 1, as the network drive (example: "z").
- 3 Install the 32-bit operating system driver on the print server.
- 4 Open the Properties screen in the driver installed.
- 5 Select the [Sharing] tab, and select the [Share this printer] check box.
- 6 Click [Additional Drivers].  
The Additional Drivers page appears.
- 7 Select the [x64] check box in the [Processor] column, and click [OK].
- 8 Specify the folder that contains the 64-bit operating system driver.  
This displays a page to request a setup information file.

- 9 Click [Browse], and specify the setup information file [ntprint.inf] on the client computer to which the network drive is assigned.
  - Specify the following file.  
[z:\Windows\System32\DriverStore\FileRepository\ntprint.inf\_xxx]  
In the path above, "z" represents the assigned network drive. "\_xxx" at the end of this path varies depending on the driver version.
  - The setup information file may be stored at a different location depending on your client computer. If folder [amd64] resides in the same hierarchy as that of [ntprint.inf], specify a setup information file for 64-bit operating system under that folder. To additionally install a 32-bit operating system driver, specify a setup information file under folder [i386] that is in the same hierarchy as that of [ntprint.inf].
- 10 Click [Open].

Installation starts.
- 11 When the installation is complete, click [Close].

Additional installation of the 64-bit operating system driver is then completed.

## 4.4 Cannot perform network scanning

Description of problem	Check points	Remedy
Cannot send data.	Is the volume per E-mail to be sent exceeding the maximum receiving capacity of the SMTP server?	If the volume of one E-mail message exceeds the maximum capacity of the SMTP server for reception, an error occurs which will prevent transmission.
	Was the transmission procedure carried out correctly?	Check the transmission procedure, then resend the fax.
	Are the network settings and connection correct?	Check the network settings and connection.
	Is the correct E-mail address set for this machine?	Check the E-mail address of the machine and configure it.
	Are cables connected correctly?	Make sure that the network cable is correctly connected.
Scanned data cannot be sent (by SMB TX) to a specified computer.	Is the folder correctly specified?	If the path for the destination folder is delimited by "/" (slash), the folder cannot be specified. Use "\" to specify the path for the destination folder.
	Are you using the correct authentication method?	When sending data to a destination PC running operating software earlier than Mac OS X 10.3.x, use the NTLMv1 authentication. To a destination PC running operating system later than Mac OS X 10.4.x, send data using the NTLMv2 authentication.
	Have you specified a folder name using more than 13 characters?	When sending data to a folder on a PC running Mac OS X, specify a folder name using up to 12 characters.
When sending scanned data (by SMB TX) to a specified computer, operations take place slowly.	Is [LLMNR] enabled?	Disable [LLMNR] using <b>Web Connection</b> .
When sending scanned data (by SMB TX) to a specified computer, a "Server connection error" occurs.	Is the network cable connected?	Make sure that the network cable is correctly connected.
	Do packets from this machine reach the destination?	Check that packets from this machine reach the destination. If not, take/check the action indicated below: <ul style="list-style-type: none"> <li>• Replace the network cable with a new one.</li> <li>• Check if the wireless settings are correct if wireless connection is used. Or replace it with a wired connection.</li> <li>• If no packets are sent out from this machine, check the IP settings on this machine.</li> <li>• Check that the IP address of the destination is correctly registered.</li> </ul>
When sending scanned data (by SMB TX) to a specified computer, a "login error" occurs.	Is the [File Path] set correctly for the destination?	Check that the [File Path] of the destination is correctly registered.
	Are you operating as a domain user?	If you are operating as a domain user, create a domain user name that is different from the local user name. If your domain user name is the same as the local user name, use the same password for both.

## 4.5 Cannot perform fax/internet fax

### 4.5.1 Cannot perform Fax TX

Description of problem	Check points	Remedy
Cannot send data.	Was the transmission procedure carried out correctly?	Check the transmission procedure, then resend the fax.
	Is the fax number you entered for the destination correct? Were the address book destination and program destination registered correctly?	If you are using a destination in the Address Book or Program, the registered fax number may be incorrect. Print the Speed Dial list to check whether the numbers are registered correctly.
	Is the telephone line setting correct?	Does the setting in [Dialing Method] match the telephone line being used? Check the setting and correct it if an error is found.
	Is the modular cable connected correctly?	Is the modular cable connected? Check the modular cable connection and, if unplugged, plug it in securely.
		Are TEL and LINE connected inversely? Check the modular cable connection and, if unplugged, plug it in securely.
	Is there a problem with the receiving machine?	Is the power of the receiving facsimile turned off, is it out of paper or is there another problem? Call the recipient to determine whether there is a problem.
	If it is a password TX job, have you sent the correct password?	Check the recipient's password then resend the fax using a correct password.
	Was the sender's fax number correctly registered with "Check Dest. & Send"?	Check that the fax number registered with the recipient is correct. Or set Check Dest. & Send to Disable, then send a fax.
Is [PBX Connection Settings] set correctly when you are using this machine in the PBX environment?	When setting [PBX Connection Settings] to [ON] and dialing the recipient for which [E] is registered at the head of a fax number, check that the outside line number is correctly registered in [PBX Connection Settings]. When setting [PBX Connection Settings] to [OFF], you can enter "P" (pause) and the recipient fax number following the outside line number to call the outside line.	

## 4.5.2 Cannot perform Fax RX

Description of problem	Check points	Remedy
Cannot receive faxes.	Is the power turned on?	Check the <b>Power Switch</b> of this machine. If a hub is used, also check the hub power.
	Has the machine been placed in ErP Auto Power Off mode?	If the machine is placed in ErP Auto Power Off mode, it cannot receive any jobs. Press the <b>Power</b> key to release the ErP Auto Power Off mode.
	Is the Receive Mode set to Manual RX?	Change the [RX Mode ]to [Auto RX]. When [RX Mode ]is set to [Manual RX], receive faxes manually.
	Is the modular cable connected correctly?	Is the modular cable connected? Check the modular cable connection and, if unplugged, plug it in securely.
	Is [Closed Network RX] enabled?	If [Closed Network RX] is enabled, the machine accepts faxes sent from specific recipients. For details, contact your administrator.
	Has a wrong SUB been sent in F-code from the sender side?	If a wrong sub-address is received with the Confidential User Box set, a communication error may occur, causing failed reception. Check the sender side to see if the sub-address is set.
No printout produced.	Is PC-Fax RX enabled?	When PC-Fax RX is enabled, print the fax from the Memory RX User Box.
	Is TSI Distribution enabled?	Check forwarding destinations for TSI Distribution.
	Is Memory RX enabled?	If Memory RX is enabled, print the fax from the Memory RX User Box.
	Is paper in the machine?	Add paper.
	Is paper jammed in the machine?	Clear the jammed paper.
	Is the machine out of toner?	No fax can be received if the toner is exhausted. Replace the <b>Toner Cartridge</b> .

## 4.6 Cannot perform copy

Description of problem	Check points	Remedy
Copying does not start.	Are the doors of the machine securely closed?	Close the doors of the machine securely.
	Has paper of the correct size for the original been loaded into the paper tray?	Load paper of the appropriate size into the paper tray.
The original does not feed.	Is the <b>ADF</b> slightly open?	Securely close the <b>ADF</b> .
	Is the original one that does not meet the specifications?	Check that the original is one that can be loaded into the <b>ADF</b> .
	Has the original been positioned correctly?	Position the original correctly.
The image is light.	Is [Light] specified for the density setting?	Tap [Density] on the copy main screen to adjust density.
	Is the paper damp?	Replace with new/dry paper.
The image is dark.	Is [Dark] specified for the density setting?	Tap [Density] on the copy main screen to adjust density.
	Was the original not pressed close enough against the <b>Original Glass</b> ?	Position the original so that it is pressed closely against the <b>Original Glass</b> .
The image is partially obscured or blurry.	Is the paper damp?	Replace with new/dry paper.
	Was the original not pressed close enough against the <b>Original Glass</b> ?	Position the original so that it is pressed closely against the <b>Original Glass</b> .
The entire area of a copy gets smudged.	Is the <b>Original Glass</b> dirty?	Wipe the <b>Original Glass</b> with a soft, dry cloth.
	Is the <b>Original Cover Pad</b> dirty?	Clean the <b>Original Cover Pad</b> with a soft cloth dampened with a mild detergent.
	Was the original printed on highly translucent material, such as diazo photosensitive paper or OHP transparencies?	Place a blank sheet of paper on top of the original.
	Is a 2-sided original being copied?	If a thin 2-sided original is being copied, the print on the back side may be reproduced on the front side of the copy. On the Background Removal screen, select a lighter background density.
Images are tipped.	Is the original positioned correctly?	Correctly position the original against the <b>Original Scale</b> . Load the original into the <b>ADF</b> , and slide the adjustable <b>Document Guide</b> to fit the size of the original.
	Is the original incorrectly positioned in the <b>ADF</b> ?	If the original cannot be fed correctly through the <b>ADF</b> , make copies by positioning the original on the <b>Original Glass</b> .
	Is the lateral guide of the paper tray correctly aligned with the paper?	Align the <b>Document Guide</b> with the edges of the paper.
	Has curled paper been loaded into the paper tray?	Manually flatten the paper and re-load it into the paper tray.
An output copy is curled.	Curls may appear depending on the paper type (recycled paper, for example).	Remove the paper from the paper tray, turn it over, then load it again.
		Replace with new dry paper.

Description of problem	Check points	Remedy
The area around an image gets smudged.	Is the <b>Original Cover Pad</b> dirty?	Clean the <b>Original Cover Pad</b> with a soft cloth dampened with a mild detergent.
	Is the paper selected of a size larger than the original size? (When copying at full size or 100.0% zoom ratio)	Select a paper size that is the same as the original. Otherwise, tap [Zoom] on the copy main screen to select [Auto], and perform enlarged copying at a zoom ratio matching the paper.
	Is the size or orientation of the original different from that of the paper? (When copying at full size or 100.0% zoom ratio)	Select a paper size that is the same as the original. Otherwise, re-load paper in the same orientation as the original.
	Have you selected the zoom ratio for reduced copying that is suited for the paper size? (When the reduced copying zoom ratio has been selected manually)	Select the zoom ratio that matches the paper size. Otherwise, tap [Zoom] on the copy main screen to select [Auto], and perform reduced copying at a zoom ratio matching the paper.
Cannot switch to the 2-Sided > 1-Sided or 2-Sided > 2-Sided function.	Have settings been selected that cannot be combined?	Check the combinations of the selected settings.

## 4.7 Major messages and actions

Check the displayed message, then take the appropriate action. If messages other than those listed below have been displayed, follow them to perform processing.

### Warning messages

Message	Description	Remedy
[Memory Overflow]	Not enough memory to print on a copy basis.	Print only the first page.
[HDD is low on disk space.]	The HDD free space is insufficient.	Delete data saved on the HDD, if necessary.
[Paper Empty]	No paper is loaded in the tray.	Add paper.
[Toner is low.]	The toner is about to run out.	Prepare the specified <b>Toner Cartridge</b> .
[Replace toner]	Toner is depleted.	Replace the <b>Toner Cartridge</b> . For details, refer to page 2-3.
[Imaging Unit will require replacement soon.]	The operating life of the <b>Imaging Unit</b> has expired.	Replace the <b>Imaging Unit</b> . For details, refer to page 2-5.
[Maintenance Kit will require replacement soon.]	The maintenance kit has expired.	Replace the maintenance kit. For details, contact your service representative.
[Replace Staples]	Staples have run out.	Replace the staple case. For details, refer to page 2-7.
[Exceeds the no. of pages being stapled.]	An attempt was made to print over the maximum number of sheets of paper that could be stapled.	Cancel the job, or release the staple setting.
[The USB device is invalid.]	An incompatible USB device has been connected to the USB port.	Disconnect the USB device.
[IEEE 802.1x Authentication failure.]	IEEE802.1X authentication has not been executed normally, causing a timeout.	Restart this machine.
[IEEE802.1x Authenticating]	IEEE802.1X authentication is currently executed.	Wait until authentication is completed.
[Fax Memory Low]	The fax data storage area is insufficient.	Check fax jobs. Delete fax jobs, if necessary.
[Fax RX Job Max Over]	The number of registered fax RX jobs has reached the upper limit.	Print or cancel fax RX jobs.
[Setting an administrator password is required in order to improve security.]	The default administrator password remains unchanged in [Quick Security Setting].	Change the administrator password from the default to any password. A warning is released one minute after it has occurred.
[Setting Password Rules are required in order to improve security.]	Password Rules is disabled in [Quick Security Setting].	Enable Password Rules. A warning is released one minute after it has occurred.
[Setting an administrator password/Password Rules are required in order to improve security.]	The default administrator password remains unchanged in [Quick Security Setting]. Also, Password Rules is disabled.	Change the administrator password from the default to any password, then enable Password Rules. A warning is released one minute after it has occurred.



## Error messages

Message	Description	Remedy
[Configuration of options has been changed.]	The option configuration was changed while the power was turned on.	Restart this machine.
[There is an open component.]	The cover is opened.	Close the cover.
[Paper Jam]	A paper jam has occurred.	Check a paper jam location, then remove the jammed paper.
[Staple Jam]	A staple jam has occurred.	Open the cover in the right-hand side of the <b>Finisher</b> , then remove the jammed staples. For details, refer to page 3-15.
[Imaging Unit Installation Error]	The <b>Imaging Unit</b> is not installed correctly.	Install the <b>Imaging Unit</b> correctly.
[Install toner cartridge.]	The <b>Toner Cartridge</b> is not installed correctly.	Correctly install the <b>Toner Cartridge</b> , and close all doors. For details, refer to page 2-3.
[Maintenance Kit Yield]	The maintenance kit has expired.	Replace the maintenance kit. For details, contact your service representative.
[Imaging Unit will require replacement soon.]	The operating life of the <b>Imaging Unit</b> has expired.	Replace the <b>Imaging Unit</b> . For details, refer to page 2-5. If appears [Contact your service representative.], contact your service representative.
[Replace Toner]	Toner is depleted.	Replace the <b>Toner Cartridge</b> . For details, refer to page 2-3.
[Incorrect Toner]	An incorrect <b>Toner Cartridge</b> has been installed.	Install a <b>Toner Cartridge</b> which is our genuine product with the correct color and correct marketing area.
[Incorrect imaging unit]	An incorrect <b>Imaging Unit</b> has been installed.	Install an <b>Imaging Unit</b> which is our genuine product with the correct color and correct marketing area.
[Paper Size Mismatch]	Paper of the specified size is not loaded into a tray.	Load the correct paper into the displayed tray.
[Paper Empty]	A print job was executed by specifying the <b>Manual Feed Tray</b> from the printer driver, but no paper was loaded in the <b>Manual Feed Tray</b> .	Load paper into the <b>Manual Feed Tray</b> .
	A print job was executed by specifying Tray X from the printer driver, but no paper was loaded in Tray X.	Load paper into Tray X.
[Paper Size/Type Mismatch]	The size and type of the paper loaded in the tray specified from the printer driver are different from those of the paper loaded in the tray on the main unit.	Load the paper of the appropriate size and type into the tray, then specify the correct size and type for the loaded paper on the <b>Control Panel</b> .
	The size and type of the paper in the tray that are specified on the <b>Control Panel</b> do not match those of the paper actually loaded in the tray.	Load the paper of the appropriate size and type into the tray, then specify the correct size and type for the loaded paper on the <b>Control Panel</b> .
[Output Tray Full]	The amount of paper output to the <b>Output Tray</b> has reached the maximum.	Remove the paper from the <b>Output Tray</b> .

Message	Description	Remedy
[Memory Overflow]	Data has been received over the maximum memory size.	Cancel the job to reduce the amount of data, then execute the job again.
	All the available space in memory has been used up by document scanning.	Reduce the amount of original data.
[Replace Staples]	Staples have run out.	Replace the staple case. For details, refer to page 2-7.
[Stored Job Error]	The option configuration is different from that specified when a job was saved.	Return to the option configuration specified when a job was saved.
[HDD Capacity Over]	The HDD capacity has become full.	Delete data saved on the HDD, if necessary.
[Document Registration Overload]	The number of files on the HDD has reached the upper limit.	Delete data saved on the HDD, if necessary.
[Memory Full (FAX)]	The fax data storage area has become full.	When sending fax data, send only the scanned original, or manually send it again. When receiving fax data, print or delete data saved in memory.
[Job Registration Limit Over]	The number of registered jobs has reached the upper limit.	Wait until a job has been completed, or delete a current job.
[Connection Failed]	Failed to connect to the FTP server.	Check that the destination has been registered correctly.
[Writing Error]	An error has occurred while saving data onto a USB memory device.	Cancel the job, then check that the USB memory is in the write enable state.
[Matching paper size not available.]	Paper appropriate for a print job is not loaded in the tray.	Load the appropriate paper in the tray, then specify the correct size and type for the loaded paper on the <b>Control Panel</b> .
[Out of the Range of Auto Zoom]	The auto zoom ratio setting exceeds the allowable range.	Specify the zoom ratio between 25 and 400%.
[Place Original on Glass]	The original of an invalid size is loaded on the <b>ADF</b> .	Scan the original from the <b>Original Glass</b> .
[Place Original on ADF]	No original is loaded on the <b>ADF</b> .	Load the original on the <b>ADF</b> . Scan the original of different sizes from the <b>ADF</b> .
[Duplex Copy Disabled]	The size of the loaded paper is not available for 2-sided copy.	Cancel 2-sided copy, or change the paper size.
[Scan TX Failed]	Scan transmission has failed.	After a while, cancel the job.
[Off-Hook]	The handset remains picked up after a manual transmission.	Replace the handset.
[Fax TX Failed]	Fax transmission has failed.	This error is remedied automatically.
[Fax RX Failed]	Fax receiving has failed.	This error is remedied automatically.
[I-Fax TX Failed]	An error occurred while sending an Internet fax, and the job was not ended normally.	This error is remedied automatically.
[I-Fax RX Failed]	An error occurred while receiving an Internet fax, and the job was not ended normally.	This error is remedied automatically.
[E-mail forwarding failed.]	An error occurred while forwarding the received fax by E-mail, and the job was ended normally.	This error is remedied automatically.
[PC-FAX Restricted]	PC-Fax TX is prohibited.	Enable PC-Fax TX.

Message	Description	Remedy
[PC-Fax TX Error]	An error occurred when PC-Fax TX data was received on this machine.	This error is remedied automatically.
[Polling RX Error]	Multiple destinations have been specified for Polling RX.	Multiple destinations cannot be specified for Polling RX. Specify only one destination.
[Counter has reached its maximum allowance.]	The counter has reached the upper limit.	Delete jobs.
[Job Log Error]	The job log storage area on the HDD is full.	Delete job logs.
[Card Authentication Registration Error]	Failed to scan the IC card at the time of registration.	This error is remedied automatically.
[USB Connection Error]	The same type of USB device is connected.	Disconnect the USB device.
[Expiration Error]	The enhanced server authentication application has expired.	Change to the authentication method other than the enhanced server authentication.
[Exceeds the no. of pages being stapled.]	An attempt was made to print over the maximum number of sheets of paper that could be stapled.	Cancel the job, or release the staple setting.
[Extended Authentication disabled]	The enhanced server authentication application cannot be used.	Change to the authentication method other than the enhanced server authentication.

### Service call

If a service call has appeared, restart this machine.

If the problem is not resolved after this machine has been restarted, check the displayed trouble code number and sub code number, then contact your service representative.

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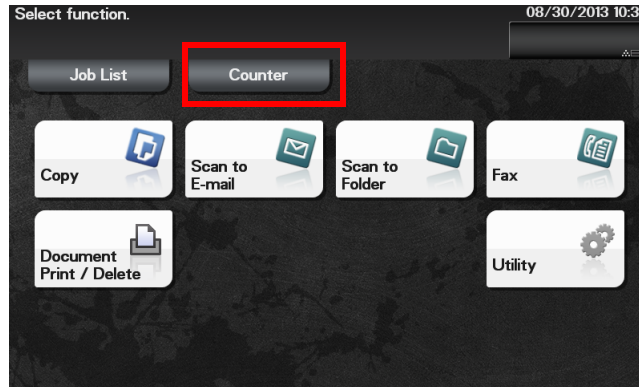
# 5

## Checking the Counter

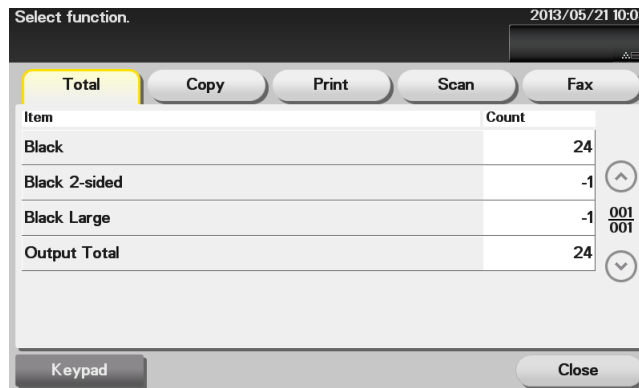
## 5 Checking the Counter

The counter indicates the total number of pages printed on this machine on a function basis. This information will help you gain an understanding of the usage status of this machine.

- 1 Tap [Counter].



- 2 Check the total number of pages printed after the count starting date.



Item	Description
[Total]	Check the total number of pages printed on this machine.
[Copy]	Allows you to check the total number of pages copied.
[Print]	Check the total number of pages printed through a computer.
[Scan]	Check the total number of pages scanned in Scan to E-mail and Scan to Folder modes.
[Fax]	Check the total number of pages scanned in Fax mode, total number of pages printed in a file received by fax, and total number of pages received by fax.

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