MULTIFUNCTIONAL DIGITAL SYSTEMS

Troubleshooting Guide

e-STUDIO206L/256/306/356/456/506

e-STUDIO256SE/306SE/356SE/456SE/506SE

e-STUDIO306LP
Thank you for purchasing TOSHIBA Multifunctional Digital Systems. This manual describes how to troubleshoot the problems that could occur while you are using the equipment. Keep this manual within easy reach, and use it to configure an environment that makes the best use of the e-STUDIO’s functions.

- The e-STUDIO456 Series provide the scanning and printing function as an option. However, this optional scanning/printing function is already installed in some models.
- e-STUDIO306LP is a multifunctional digital system that uses erasable toner. To efficiently recycle paper, installing a finisher and/or hole punch unit with stapling function is not possible in this equipment.

### How to read this manual

#### Symbols in this manual

- **WARNING**: Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding objects.
- **CAUTION**: Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding objects, or loss of data.
- **Note**: Indicates information to which you should pay attention when operating the equipment.

Other than the above, this manual also describes information that may be useful for the operation of this equipment with the following signage:

- **Tip**: Describes handy information that is useful to know when operating the equipment.
- 💬 Pages describing items related to what you are currently doing. See these pages as required.

#### Model and series names in this manual

In this manual, each model name is replaced with the series name as shown below.

<table>
<thead>
<tr>
<th>Model name</th>
<th>Series name in this manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-STUDIO306LP</td>
<td>e-STUDIO306LP</td>
</tr>
</tbody>
</table>

#### Screens

- Screens on this manual may differ from the actual ones depending on how the equipment is used, such as the status of the installed options.
- The illustration screens used in this manual are for paper in the A/B format. If you use paper in the LT format, the display or the order of buttons in the illustrations may differ from that of your equipment.
Trademarks

- The official name of Windows XP is Microsoft Windows XP Operating System.
- The official name of Windows Vista is Microsoft Windows Vista Operating System.
- The official name of Windows 7 is Microsoft Windows 7 Operating System.
- The official name of Windows 8 is Microsoft Windows 8 Operating System.
- The official name of Windows Server 2003 is Microsoft Windows Server 2003 Operating System.
- The official name of Windows Server 2008 is Microsoft Windows Server 2008 Operating System.
- The official name of Windows Server 2012 is Microsoft Windows Server 2012 Operating System.
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- TopAccess is a trademark of Toshiba Tec Corporation.
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This chapter describes how to troubleshoot problems with paper, toner and other finishing processes. This chapter also describes how to supply the paper, toner and staples.

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  Paper misfeed in the Saddle Stitch unit of the Saddle Stitch Finisher MJ-1106 (optional) 36
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  Paper misfeed in the Saddle Stitch Finisher MJ-1033 and the Hole Punch Unit MJ-6008 (both optional) ........ 43
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Various screens are displayed on the touch panel depending on the state of the equipment. This section describes how to solve problems with some of the screen examples.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Description / Remedy</th>
</tr>
</thead>
</table>
| ![Add paper screen](image1) | A message appears on the upper part of the screen to notify users of a problem, etc. For the major examples, see the following pages.  
| P.11 “Messages Displayed on the Touch Panel” |
| ![JAM screen](image2) | The original or copy paper is misfed. Remove it following the guidance on the touch panel.  
| P.14 “Clearing a Paper Misfeed” |
| ![COVER OPEN screen](image3) | A cover is open. Check which cover on the touch panel and then close it securely. |
### Screen Description / Remedy

<table>
<thead>
<tr>
<th>Screen</th>
<th>Description / Remedy</th>
</tr>
</thead>
</table>
| ![Screen](image1.png) | **Toner has run out. Replace the new toner cartridge.**  
 [P.61 “Replacing a Toner Cartridge”](#) |
| ![Screen](image2.png) | **The equipment requires adjusting by a service technician.**  
 **Contact your service representative with the error code displayed on the right side of the touch panel.**  
 **WARNING**  
 **Never attempt to repair, disassemble or modify the equipment by yourself.**  
 You could cause a fire or get an electric shock.  
 **Always contact your service representative for maintenance or repair of the internal parts of the equipment.** |
A message appears on the upper part of the screen to notify users of a problem, etc. The major examples of problems and how to solve them are described in the table below.

<table>
<thead>
<tr>
<th>Message</th>
<th>Problem Description</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close *** cover.</td>
<td>The cover indicated by *** is open.</td>
<td>Check the cover on the touch panel and close it.</td>
</tr>
<tr>
<td>Misfeed in ***</td>
<td>Paper misfeed has occurred inside the equipment.</td>
<td>Remove the misfed paper following the guidance displayed on the touch panel. &quot;Clearing a Paper Misfeed&quot;</td>
</tr>
<tr>
<td>Check paper size setting on control panel for drawer N. Check the direction or size of the paper.</td>
<td>Paper misfeed has occurred because of the mismatch between the paper size placed in drawer N and the size registered for the drawer N in the equipment.</td>
<td>Just removing the misfed paper does not prevent another paper from being misfed. Be sure to correctly register the paper size in the equipment. &quot;Clearing paper misfeeds caused by a wrong paper size setting&quot;</td>
</tr>
<tr>
<td>Wait (Performing Self-check)</td>
<td>The equipment is undergoing maintenance to keep its imaging quality.</td>
<td>Wait until the adjustment is completed and the message disappears.</td>
</tr>
</tbody>
</table>
| Check the original and set it again | The original is misfed inside of the Reversing Automatic Document Feeder (optional). | Remove the misfed original following the guidance on the touch panel. "Paper misfed in the Reversing Automatic Document Feeder (optional) (Lower)"
| | The direction or the size of the original placed on the Reversing Automatic Document Feeder is incorrect. | Check the direction and the size of the original and then replace it on the Reversing Automatic Document Feeder. Then reattempt the operation. |
| Change direction of original | The orientation of the original placed on the original glass is incorrect. | Change the orientation of the original by 90 degrees and place it on the original glass. |
| Change from this mode Count over, cannot store anymore | The number of originals to be scanned has exceeded the limit specified with the department or user code during scanning. | Ask your administrator for details of setting the limit for the number of copies. |
| READY (SADDLE STITCH TRAY FULL) | The saddle stitch tray of the finisher is full of paper. | Remove the paper from the saddle stitch tray of the finisher. |
| READY (CHECK SADDLE STITCH STAPLER) | Staple jam has occurred in the stapler of the saddle stitch unit. | Remove the jammed staples. "Staple jam in the Saddle Stitch unit"
| READY (CHECK SADDLE STITCH STAPLER) | No staples are left in the stapler of the saddle stitch unit. | Refill the staples. "Refilling Saddle Stitch unit staples"
| READY (CHECK STAPLER) | Staple jam has occurred in the stapler of the finisher. | Remove the jammed staples. "Clearing a Staple Jam"
| READY (CHECK STAPLER) | No staples are left in the stapler of the finisher. | Refill the staples. "Refilling With Staples"
| READY (TONER NOT RECOGNIZED) | The toner cartridge is not installed. Or it is not installed correctly. | Install the toner cartridge correctly. "Replacing a Toner Cartridge"
| | The terminal of the toner cartridge is stained. | Wipe the terminal with a soft cloth. |
| | A toner cartridge not recommended by TOSHIBA is being used. | Use a TOSHIBA-recommended toner cartridge. "Replacing a Toner Cartridge"
| READY (HOLE PUNCH DUST BIN IS FULL) | Hole punch dust bin is full of paper punchings. | Remove the paper punchings. "Cleaning the Hole Punch Dust Bin"
| READY (FINISHER FULL) | The receiving tray of the finisher is full of paper. | Remove the paper from the receiving tray of the finisher. |
| READY (INNER TRAY FULL) | The exit tray of the equipment is full of paper. | Remove the paper from the exit tray of the equipment. |
| Cannot copy Check DEPARTMENT COUNTER | The number of originals to be scanned has exceeded the limit specified with the department code during scanning. | Ask your administrator for details of setting the limit for the number of copies. |
| Add paper | No paper is left in a drawer or on the bypass tray. | Set paper in the drawer or on the bypass tray. The touch panel indicates which drawer (or the bypass tray) has no paper. To set paper, refer to the "Copying Guide."
<table>
<thead>
<tr>
<th>Message</th>
<th>Problem Description</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call for service</td>
<td>The equipment requires adjusting by a service technician.</td>
<td>Contact your service representative with the error code displayed on the right side of the touch panel.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>WARNING</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Never attempt to repair, disassemble or modify the equipment by yourself.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>You could cause a fire or get an electric shock.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Always contact your service representative for maintenance or repair of the internal parts of the equipment.</td>
</tr>
<tr>
<td>Examine stapler in the Saddle Stitch unit</td>
<td>Staple jam has occurred in the stapler of the saddle stitch unit.</td>
<td>Remove the jammed staples.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[P.58 “Staple jam in the Saddle Stitch unit”]</td>
</tr>
<tr>
<td>Check staple cartridge in the Saddle Stitch unit</td>
<td>No staples are left in the stapler of the saddle stitch unit.</td>
<td>Refill the staples.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[P.72 “Refilling Saddle Stitch unit staples”]</td>
</tr>
<tr>
<td>Check staple cartridge</td>
<td>No staples are left in the stapler of the finisher.</td>
<td>Refill the staples.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[P.68 “Refilling With Staples”]</td>
</tr>
<tr>
<td>Examine stapler</td>
<td>Staple jam has occurred in the stapler of the finisher.</td>
<td>Remove the jammed staples.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[P.52 “Clearing a Staple Jam”]</td>
</tr>
<tr>
<td>Saving energy - press START button.</td>
<td>The equipment has entered into the energy saving mode since it has not been used for a certain time.</td>
<td>Press any of the [START], [COPY], [e-FILING], [SCAN], [PRINT], [FAX] and [ENERGY SAVER] buttons to clear the energy saving mode.</td>
</tr>
<tr>
<td>CHANGE DRAWER TO CORRECT PAPER SIZE</td>
<td>No paper suitable for the original is set.</td>
<td>Place the suitable size paper for the original in the drawer.</td>
</tr>
<tr>
<td></td>
<td>The size of the original is not detected correctly because the original is sent from the Reversing Automatic Document Feeder (optional) at a skew.</td>
<td>Replace the original while aligning the side guides of the Reversing Automatic Document Feeder to its width so that it will be placed straight.</td>
</tr>
<tr>
<td>Time for periodic maintenance</td>
<td>The equipment requires inspection and maintenance by a service technician.</td>
<td>Contact your service representative for maintenance.</td>
</tr>
<tr>
<td>POWER FAILURE</td>
<td>A job was interrupted by a power failure or some other reason.</td>
<td>The print or fax job may be incomplete. Press [JOB STATUS] to check whether any jobs are unfinished. To clear the messages, press the [FUNCTION CLEAR] button twice.</td>
</tr>
<tr>
<td>ERASING DATA</td>
<td>The Data Overwrite Enabler is clearing the data.</td>
<td>This message is displayed if the Data Overwrite Enabler (optional) is installed. You can operate the equipment while the message is displayed.</td>
</tr>
<tr>
<td>Check paper size setting on control panel for Bypass. Check the direction or size of the paper.</td>
<td>Paper misfeed has occurred because of a mismatch between the paper size placed in the bypass tray and the size registered for the bypass tray in the equipment.</td>
<td>Register the paper size correctly. Just removing the misfed paper does not prevent another paper from being misfed. [P.46 “Clearing paper misfeeds caused by a wrong paper size setting”]</td>
</tr>
<tr>
<td>Set the paper on the bypass tray again.</td>
<td>The paper placed on the bypass tray misfed.</td>
<td>Remove the misfed paper and set the paper again.</td>
</tr>
<tr>
<td>Check the direction or size of the paper on the bypass tray and press START</td>
<td>The direction or the size of the paper placed on the bypass tray is incorrect. Check the direction and the size of the paper and then replace it on the bypass tray.</td>
<td>Align the side guides of the bypass tray to the paper length.</td>
</tr>
<tr>
<td>Reboot the machine</td>
<td>An error has occurred in the equipment and it stopped normal operation.</td>
<td>Rebooting the equipment may correct the error: Press the [ACCESS] and [POWER] buttons on the control panel simultaneously until a “pip” sound is heard to turn the power OFF, and then turn it back ON with the [POWER] button. (The warm-up time in this case will take longer than usual.)</td>
</tr>
</tbody>
</table>
## Troubleshooting for the Hardware

### Messages Displayed on the Touch Panel

<table>
<thead>
<tr>
<th>Message</th>
<th>Problem Description</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toner near Empty</td>
<td>Toner is running out.</td>
<td>Some toner is still left in the toner cartridge while this message is displayed. You do not have to replace the toner cartridge yet. Prepare a new toner cartridge. (About another 1000 copies, set at the time of shipment, can be made after this message appears.)</td>
</tr>
<tr>
<td>TONER NOT RECOGNIZED</td>
<td>The toner cartridge is not installed. Or it is not installed correctly.</td>
<td>Install the toner cartridge correctly.</td>
</tr>
<tr>
<td></td>
<td>The terminal of the toner cartridge is stained.</td>
<td>Wipe the terminal with a dry soft cloth.</td>
</tr>
<tr>
<td></td>
<td>A toner cartridge not recommended by TOSHIBA is being used.</td>
<td>Use a TOSHIBA-recommended toner cartridge.</td>
</tr>
<tr>
<td>Install new toner cartridge</td>
<td>No toner is left.</td>
<td>Replace the toner cartridge.</td>
</tr>
<tr>
<td>Please Empty Hole Punch Waste</td>
<td>The Hole Punch Unit dust bin is full.</td>
<td>Remove the paper punchings.</td>
</tr>
<tr>
<td>DEPARTMENT Quota exceeded. Contact the Administrator.</td>
<td>The copying, printing or scanning quota to the department has reached “0”.</td>
<td>For details of setting the quota, ask your administrator.</td>
</tr>
<tr>
<td>Not enough Work Space to store originals Will you print out stored originals?</td>
<td>Internal memory available ran out while scanning.</td>
<td>To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].</td>
</tr>
<tr>
<td>USER Quota exceeded. Contact the Administrator.</td>
<td>The copying, printing or scanning quota to the user has reached “0”.</td>
<td>For details of setting the quota, ask your administrator.</td>
</tr>
<tr>
<td>USER and DEPARTMENT Quota exceeded. Contact the Administrator.</td>
<td>The copying, printing or scanning quota to the user and department has reached “0”.</td>
<td>For details of setting the quota, ask your administrator.</td>
</tr>
<tr>
<td>The number of originals exceeds the limits. The scanned data are deleted.</td>
<td>The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning. (The magazine sort or page number function is used.)</td>
<td>Reduce the number of originals to be scanned, and try again.</td>
</tr>
<tr>
<td>The number of originals exceeds the limits. Will you copy stored originals?</td>
<td>The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning.</td>
<td>To print out the data for the originals stored (scanned) until the message appeared, press [YES] on the touch panel. To delete the stored data, press [NO].</td>
</tr>
</tbody>
</table>

### Notes
- Replace the toner cartridge after the toner has completely run out. [Install new toner cartridge] is displayed at that time.
- If you want to replace the toner cartridge though some toner is still left, follow the procedure below:
  - P.66 “Replacing a “Near Empty” toner cartridge”

**Error Codes**
The error codes indicating the status of the equipment may appear on the touch panel. You can find the listings of these error codes in Chapter 7.
P.116 “Error Codes”
Clearing a Paper Misfeed

**Locating a paper misfeed**

The equipment stops copying when the original or copy paper is misfed. Paper misfeeds are notified on the touch panel as follows:

1. Reversing Automatic Document Feeder (optional) (lower) ([P.16])
2. Reversing Automatic Document Feeder (optional) (upper) ([P.17])
3. Fuser unit ([P.24])
4. Automatic duplexing unit ([P.22])
5. Bypass tray ([P.21])
6. Drawer feeding portion ([P.18])
7. Large Capacity Feeder ([P.19]) or Paper Feed Pedestal (both optional) ([P.19])
8. Paper transport path ([P.23])
9. Drawers ([P.20]) or drawer of the Large Capacity Feeder (optional) ([P.21])
10. Job Separator, Offset Tray or Bridge Kit (all optional) ([P.27], [P.28])
11. Hole Punch Unit (optional) ([P.29], [P.33], [P.40], [P.43])
12. Saddle stitch unit (optional) ([P.36], [P.45])
13. Finisher (optional) ([P.29], [P.33], [P.36], [P.40], [P.43], [P.45])

The picture of the hardware device shown on the touch panel differs depending on the finisher options installed.
Clearing a paper misfeed

1. Clear the paper misfeed
   Clear the paper misfeed following the guidance shown on the touch panel. Press ▲ or ▼ to scroll the pages.

   ![Paper Misfeed Guidance]

2. After clearing the misfeed, close all the opened covers.
   The equipment starts the warm-up. Follow the guidance on the touch panel.

Tips on removing the misfed paper

- Remove the misfed paper carefully so as not to tear it.
  - To avoid tearing the misfed paper, remove the paper slowly with both hands. Using force may tear the paper, making it more difficult to remove. See also that no pieces of torn paper are left inside the equipment.

- When the paper misfeed sign remains after removing the misfed paper;
  - Depending on the timing of the occurrence, no misfed paper may be found where the paper misfeed sign indicates. If the sign does not disappear after you have removed the misfed paper, follow the steps as instructed on the touch panel.

- Do not touch the fuser unit or the metal portion around it.
  - **CAUTION**
    - Do not touch the fuser unit or the metal portion around it when you remove the paper misfed in the right side of the equipment. This could burn you or the shock could cause you to get your hand injured in the machine.

- Do not touch the photoconductive drum.
  - When you remove the paper misfed in the right side of the equipment, be sure not to touch the photoconductive drum. This could stain copy images.
If paper misfeeds occur frequently

The following are the common causes of paper misfeeds. If the problem persists, check for the following situations.

- An unsuitable original is placed on the Reversing Automatic Document Feeder.
- Unavailable paper with the equipment is used.
- Paper sizes are not consistent between the size in a drawer or the bypass tray and the size registered in the equipment.
- All the misfed paper has not been removed.
- There is too much of a gap between the paper and the side or end guide in the drawer.
- The amount of paper placed in a drawer exceeds the limit indicated on the side guide of the drawer.

Paper misfeed in the Reversing Automatic Document Feeder (optional) (Lower)

1. Open the Reversing Automatic Document Feeder.

2. Lower the green lever, open the reverse cover and remove the original.

Paper misfeed in the Reversing Automatic Document Feeder (optional) (Upper)

1. Raise the lever and open the upper cover.

2. Remove the original.

3. Turn the inner green dial and remove the misfed original.

4. Raise the green lever and open the transport guide.

5. Raise the guide plate under the transport guide, and remove the original under the guide plate.
6 Close the transport guide.

7 Raise the original feeder tray, and remove the original under the tray.

8 Lower the original feeder tray.

9 Close the upper cover.

- Paper misfeed in the drawer feeding portion

1 Open the feeder cover on the right side.

2 Remove the misfed paper from the drawer and close the feeder cover.
If the paper is misfed on the cover side, remove it as shown in the figure on the right.

### Paper misfeed in the Large Capacity Feeder (optional)

1. Open the feeder cover of the Large Capacity Feeder on the right.

2. Remove the misfed paper and close the feeder cover.

### Paper misfeed in the Paper Feed Pedestal (optional)

1. Open the feeder cover of the Paper Feed Pedestal on the right.
2 Remove the misfed paper and close the feeder cover.

Paper misfeed in the drawers

1 Open the paper source drawer, and remove the misfed paper.

2 Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.

Note
Be sure that the height of the stacked paper does not exceed the line indicated inside of the drawer.
Paper misfeed in the drawer of the Large Capacity Feeder (optional)

1. Open the drawer of the Large Capacity Feeder, and remove the misfed paper.

2. Check that there is no folded/curled paper or overloading, and then close the drawer of the Large Capacity Feeder.

   **Note**
   Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

Paper misfeed in the bypass tray

1. Move the green paper holding lever toward the outside.
   The paper can now be removed.

2. Pull out the misfed paper in the bypass tray.
3 Place paper in the bypass tray again and then move the green paper holding lever toward the inside.
   If a sheet of paper is stained, folded or torn, replace it with a new one.

Paper misfeed in the automatic duplexing unit

⚠️ CAUTION

Be careful not to let your fingers be caught between the equipment and the duplexing unit or automatic duplexing unit.
This could injure you.

1 Open the automatic duplexing unit on the right.

2 Remove paper misfed on the paper transport path above the fuser unit. (Only for e-STUDIO356/456)

3 While holding the green lever to lift up the transfer unit, remove the misfed paper.

4 Lower the transfer unit carefully and then close the automatic duplexing unit.
1 TROUBLESHOOTING FOR THE HARDWARE

### Paper misfeed on the paper transport path

#### CAUTION

Be careful not to let your fingers be caught between the equipment and the duplexing unit or automatic duplexing unit.

This could injure you.

---

1. Open the automatic duplexing unit on the right.

2. Open the transport guide toward you and remove the misfed paper.

   **Note**

   Be sure not to touch the photoconductive drum when removing the misfed paper. This could stain copy images.

3. Close the automatic duplexing unit.
Paper misfeed in the fuser unit

⚠️ CAUTION

- Be careful not to let your fingers be caught between the equipment and the duplexing unit or automatic duplexing unit. This could injure you.
- Do not touch the fuser unit or the metal portion around it. Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

---

**e-STUDIO256/356/456/506**

1. Open the automatic duplexing unit on the right.

2. Press down the two green fuser pressure release levers until they stop.
   - **Tip**: The fuser pressure release levers will automatically return to their original position when the automatic duplexing unit is closed.

3. Open the transport guide holding the green knob and then release the misfed paper. Pull the misfed paper up or down as shown in the illustrations depending on the position of the paper.
   - **Pulling it up**
   - **Pulling it down**
4 Remove the paper from the exit section.

5 When the finisher (optional) is installed, open the Bridge Kit cover while holding the handle.

6 Remove the misfed paper.

7 When the finisher is installed, close the Bridge Kit cover.

8 Close the transport guide holding the green knob.

9 Close the automatic duplexing unit.
Clearing a Paper Misfeed

1. Open the automatic duplexing unit on the right.

2. Open the transport guide holding the green knob.

3. Turn the green dial upward and move the paper upward.

4. Remove the paper from the exit section.

5. Turn the green dial downward and move the paper downward to remove.
6 Close the transport guide holding the green knob.

7 Close the automatic duplexing unit.

Paper misfeed in the Job Separator and the Offset Tray (both optional)

The procedure below is for e-STUDIO256 with the Job Separator or the Offset Tray installed. The same procedure also applies to e-STUDIO306LP with the Job Separator installed. However, it does not apply to e-STUDIO356/456/506 with the Job Separator installed.

⚠️ CAUTION ⚠️

- Be careful not to let your fingers be caught between the equipment and the duplexing unit or automatic duplexing unit.
  This could injure you.
- Do not touch the fuser unit or the metal portion around it.
  Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

1 Open the automatic duplexing unit on the right.

2 Open the cover inside of the equipment.
3 Remove the misfed paper.

4 Close the cover inside of the equipment.

5 Close the automatic duplexing unit.

### Paper misfeed in the Bridge Kit (optional)

1 Open the cover holding the handle of the Bridge Kit.

2 Remove the misfed paper inside the Bridge Unit.

   **Tip**
   
   If the misfed paper cannot be removed because the right side is caught by the fuser unit, follow the steps on P.24 “Paper misfeed in the fuser unit”.

3 Close the Bridge Kit cover.
Paper misfeed in the Finisher MJ-1101 and the Hole Punch Unit MJ-6103 (both optional)

Paper misfeed in the upper receiving tray

1 Raise the lever and open the upper receiving tray of the finisher.

2 Remove the misfed paper.

3 Open the cover holding the handle of the Bridge Unit. When the Hole Punch Unit MJ-6103 is installed, proceed to step 5.

4 Remove the misfed paper. Proceed to step 8.
When the Hole Punch Unit MJ-6103 is installed

5 Open the Hole Punch Unit cover.

6 Turn the green knob to get the misfed paper out.

7 Close the Hole Punch Unit cover.

8 Close the Bridge Kit cover.

9 Close the upper receiving tray of the finisher.
   Place your hands on the near and far side of the lever and push to close the tray until it clicks.

⚠️ CAUTION
Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip
The upper receiving tray can also be closed by pressing the right side of the lever.
Misfeed in the lower receiving tray

1. Raise the lever and open the upper receiving tray of the finisher.

2. Remove the misfed paper.

3. Lower the shutter of the paper exit portion and remove the paper.

4. Open the cover holding the handle of the Bridge Unit.
   When the Hole Punch Unit MJ-6103 is installed, proceed to step 6.

5. Remove the misfed paper.
   Proceed to step 9.
When the Hole Punch Unit MJ-6103 is installed

6 Open the Hole Punch Unit cover.

7 Turn the green knob to get the misfed paper out.

8 Close the Hole Punch Unit cover.

9 Close the Bridge Kit cover.

10 Close the upper receiving tray of the finisher.
   Place your hands on the near and far side of the lever and push to close the tray until it clicks.

⚠️ CAUTION
Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip
The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.
Paper misfeed in the Saddle Stitch Finisher MJ-1106 and the Hole Punch Unit MJ-6103 (both optional)

1. Raise the lever and open the upper receiving tray of the finisher.

2. Open the cover of the Hole Punch Unit when it is installed.

3. Open the front cover of the finisher.

4. Remove the misfed paper from the right or left.

5. Open the cover holding the handle of the Bridge Unit.
6 Remove the misfed paper inside the Bridge Unit.

7 If the paper size is small, turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

**Note**

When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

When the Hole Punch Unit is not installed

When the Hole Punch Unit is installed

8 Lower the shutter of the paper exit portion and remove the paper.

9 Close the cover of the Bridge Unit.

10 Close the upper receiving tray of the finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

⚠️ **CAUTION**

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher. This could injure you.
1. Close the cover of the Hole Punch Unit when it is installed.

2. Close the front cover of the finisher.
Paper misfeed in the Saddle Stitch unit of the Saddle Stitch Finisher MJ-1106 (optional)

1. Remove the misfed paper from the exit side of the Saddle Stitch unit.

2. Open the front cover of the finisher.

3. Holding the green knob, move the guide to the right.

4. Raise the lever and open the upper receiving tray of the finisher.

5. Open the cover of the Hole Punch Unit when it is installed.
6 Turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

**Note**

When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

When the Hole Punch Unit is not installed

When the Hole Punch Unit is installed

Some misfed paper may get inside of the Saddle Stitch unit depending on the location where the misfeeding occurs. In this case, follow step 7.

7 Close the upper receiving tray of the finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

⚠️ **CAUTION**

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher. This could injure you.

**Tip**

The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.

8 Turn the green knob to lower the paper until it is hidden.
9 Holding the green knob, return the guide to the left.

10 Pull out the Saddle Stitch unit until it stops.

11 Open the transport guide on the right side.

12 Remove the misfed paper.

13 Remove the paper from the inside of the Saddle Stitch unit.
14 Close the transport guide.

15 Holding both green knobs with your fingers, open the transport guide on the left.

16 Lower the two green levers.

17 Remove the paper.

18 Raise the two green levers.
19 Holding both green knobs with your fingers, close the transport guide on the left.

20 Return the Saddle Stitch unit to its original position.

21 Close the cover of the Hole Punch Unit when it is installed.

22 Close the front cover of the finisher.

- Paper misfeed in the Inner Finisher MJ-1032 and the Hole Punch Unit MJ-6007 (both optional)

1 Lift up the control panel and then open the front cover of the finisher.
2 While holding the green lever, move the finisher to the left until it stops.

3 Pull down the green lever on the right-hand unit of the finisher.
The paper exit of the equipment opens.

4 Turn the green dial clockwise to send the paper and remove it.

5 Return the green lever to its original position.

6 When the Hole Punch Unit is installed and used for punching holes, while pulling the green dial toward you, turn it to align the yellow marks on the parts.
7 Turn the upper green dial counterclockwise to remove the misfed paper.

8 Turn the upper green dial clockwise to remove the misfed paper.

9 Holding the green knob, open the upper cover.

10 Remove the misfed paper and then close the upper cover.

11 While holding the green lever, open the Hole Punch Unit to remove the misfed paper.
12 Return the Hole Punch Unit to its original position.

13 Carefully return the finisher to its original position.

⚠️ CAUTION
Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

14 Close the front cover of the finisher.

Paper misfeed in the Saddle Stitch Finisher MJ-1033 and the Hole Punch Unit MJ-6008 (both optional)

1 Remove the misfed paper from the receiving tray section.

2 Open the front cover of the finisher.
3 Turn the green dial until the triangle mark falls within the designated area of the label.

4 Move the upper green lever to the right and remove the misfed paper.

5 Return the lever to its original position.

6 Open the upper cover of the finisher and remove the misfed paper.

7 Close the upper cover of the finisher.
8 Close the front cover of the finisher.

- Paper misfeed in the Saddle Stitch unit of the Saddle Stitch Finisher MJ-1033 (optional)

1 Remove the paper misfed on the saddle stitch tray in the lower left part of the finisher.

2 Open the front cover of the finisher.

3 Move the lower green lever to the right and remove the misfed paper.

4 Return the lever to its original position.
5 Close the front cover of the finisher.

Clearing paper misfeeds caused by a wrong paper size setting

Paper misfeeds occur when there is a mismatch between the size of the paper in a drawer or the bypass tray and the size registered for the corresponding drawer or the bypass tray in the equipment. The message “Check paper size setting on control panel for drawer N. Check the direction or size of the paper.” or “Check paper size setting on control panel for Bypass. Check the direction or size of the paper.” appears on the touch panel.

In this case, just clearing the misfed paper does not prevent another paper from being misfed. Be sure to follow the procedure below.

Troubleshooting differs depending on how the paper misfeed has occurred:
- P.47 “Misfeed when making copies or prints (using a drawer)”
- P.49 “Misfeed when making copies or prints (using the bypass tray)”
- P.50 “Misfeed when printing from the FAX”
Misfeed when making copies or prints (using a drawer)

1. Clear the paper misfeed following the guidance shown on the touch panel.

2. Open the paper source drawer, check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

   **Note**

   Be sure that the height of the stacked paper does not exceed the line indicated inside of the drawer.

3. Close all the drawers or covers.
4 **Press [YES] when “Cancel print job?” appears.**

The print job is canceled.

![Image of the ATTENTION screen](image1.png)

*If you do not want to cancel the print job*

To restart the job without canceling it, replace the paper in the drawer with the paper corresponding to the size set in the equipment after the paper misfeed is cleared. Then if you press [NO] in step 4, the job can be restarted. In this case, it is not necessary to follow step 5 and later.

5 **Press the [USER FUNCTIONS] button on the control panel.**

![Image of the control panel](image2.png)

6 **Press the [USER] tab to enter the [USER] menu and press [DRAWER].**

![Image of the USER FUNCTIONS menu](image3.png)
1. Troubleshooting for the Hardware

7. Press the drawer button indicated in the message.

8. Press the paper size button corresponding to the paper placed in the drawer, and [OK].

9. Press the [USER FUNCTIONS] button to return to the basic menu and try copying or printing again.

- Misfeed when making copies or prints (using the bypass tray)

1. Clear the paper misfeed following the guidance shown on the touch panel. Then close all the covers.
   The print job is canceled.

   ![Image of printer interface](image1.png)

   **If you do not want to cancel the print job**
   To restart the job without canceling it, replace the paper on the bypass tray with that corresponding to the size set in the equipment after the paper misfeed is cleared. Then if you press [NO] in step 2, the job can be restarted. In this case, it is not necessary to follow step 3 and later.

3 Place the paper on the bypass tray and set the paper size.

4 Try copying or printing again.

- **Misfeed when printing from the FAX**

1 Pull out the drawer in which paper misfeeds occurred and remove all the paper from it.

2 Place the paper corresponding to the set size in the drawer.
3 Check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

**Note**
Be sure that the height of the stacked paper does not exceed the line indicated inside of the drawer.

4 Clear the paper misfeed following the guidance shown on the touch panel. Then close all the drawers and covers.

Printing resumes.
Clearing a Staple Jam

When a staple jam has occurred in the stapler of the finisher or saddle stitch unit, clear the jam following the procedure below.

- P.52 “Staple jam in the finisher”
- P.58 “Staple jam in the Saddle Stitch unit”

### Staple jam in the finisher

#### Finisher MJ-1101 / MJ-1106

1. **Open the front cover of the finisher.**
   
   An illustration of MJ-1101 is given in the right-hand figure.

2. **Remove the staple cartridge.**

3. **Lower the guide while holding the knob.**

   "CAUTION"

   Do not touch the stapling area.
   The actual needle point could cause you personal injury.

4. **Remove the top staple sheet.**
5 Holding the knob, raise the guide, and return it to its original position.

6 Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver.

7 Fit the staple cartridge into the stapler.  
When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.  
Insert the cartridge until it is caught by the latch and fixed with a click.

8 Close the front cover of the finisher.

Inner Finisher MJ-1032

1 Lift up the control panel and then open the front cover of the finisher.
2 While holding the green lever, move the finisher to the left until it stops.

3 Open the Hole Punch Unit while pushing the green lever.

4 Remove the staple cartridge.

5 Lower the guide while holding the knob.

⚠️ CAUTION
Do not touch the stapling area.
The actual needle point could cause you personal injury.

6 Remove the top staple sheet.
7 Holding the knob, raise the guide, and return it to its original position.

8 Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver.

9 Fit the staple cartridge into the stapler.
   Insert the cartridge until it is caught by the latch and fixed with a click.

10 Return the Hole Punch Unit to its original position.

11 Carefully return the finisher to its original position.

⚠️ CAUTION
Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.
12 Close the front cover of the finisher.

- **Saddle Stitch Finisher MJ-1033**

  1 Open the front cover of the finisher.

  2 Remove the staple cartridge.

  3 Lower the guide while holding the knob.

  ```
  CAUTION
  Do not touch the stapling area.
  The actual needle point could cause you personal injury.
  ```

  4 Remove the top staple sheet.
5 Holding the knob, raise the guide, and return it to its original position.

6 Remove the staples fallen between the staple cartridge and the staple case or the ones in the staple receiver.

7 Fit the staple cartridge on the stapler.
   Insert the cartridge until it is caught by the latch and fixed with a click.

8 Close the front cover of the finisher.
Staple jam in the Saddle Stitch unit

- Saddle Stitch finisher MJ-1106

1. Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.

2. Remove the staple cartridge.

3. Raise the guide while holding the knob.

   **CAUTION**
   Do not touch the stapling area.
   The actual needle point could cause you personal injury.

4. Remove the top staple sheet.

5. Holding the knob, lower the guide, and return it to its original position.
6 Fit the staple cartridge. Insert the cartridge until it is caught by the latch and secured with a click.

7 Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.

☐ Saddle Stitch Finisher MJ-1033

1 Open the left cover of the finisher.

2 Remove the staple cartridge.

3 Push the green lever up.
4 Lift the shutter knob while pulling the green lever downward.

5 Remove the stale sheet left.

⚠️ CAUTION
Do not touch the stapling area.
The actual needle point could cause you personal injury.

6 Push the shutter knob down and return it to its original position.

7 Fit the staple cartridge.
Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.

8 Close the left cover of the finisher.
Replacing a Toner Cartridge

When the toner cartridge runs out, the message “Install New toner cartridge” appears. Replace the toner cartridge following the procedure below when you see this message.

To assure optimal printing performance, we recommend that you use only genuine TOSHIBA toner cartridges.

Replacing a Toner Cartridge

For e-STUDIO306LP
Recommended toner cartridges

To assure optimal printing performance, we recommend that you use only genuine TOSHIBA toner cartridges. If you use a TOSHIBA-recommended toner cartridge, you can utilize the following three functions of this equipment:

**Cartridge detecting function:**
This function checks if the toner cartridge is correctly installed and notifies you if it is not.

**Toner remaining check function:**
This function notifies you when there is little toner remaining in the cartridge, as well as notifying your authorized service representative automatically by remote service.

**Image quality optimization function:**
This function controls image quality according to the characteristics of the toner to be used and enables you to print images of an optimal quality.

If you are using a toner cartridge other than the one we recommend, the equipment may not be able to detect whether it is installed or not. Therefore, even if the toner cartridge is correctly installed, the error message "TONER NOT RECOGNIZED" appears on the touch panel and printing may not be performed. You may also not be able to utilize the image quality optimization function, the toner remaining check function, and the remote service function which notifies your service representative automatically.

If you are using a toner cartridge other than the one we recommend, toner is not recognized. If this is a problem for you, please contact your service representative. Remember you will not be able to utilize the Toner remaining check function and Image quality optimization function as we mentioned.

---

**WARNING**

Never attempt to incinerate toner cartridges.
Dispose of used toner cartridges in accordance with local regulations.

---

**Note**

Do not touch the parts on the circuit board mounted on the toner cartridge because they may be damaged.

**Tip**

Some toner remains in the toner cartridge while the message "Toner near Empty" is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure P.66 "Replacing a “Near Empty” toner cartridge".

1. Open the front cover of the equipment.
2. Hold down the green lever.
   The toner cartridge is slightly pushed out.

3. Pull out the toner cartridge.

   ![Warning]

   **WARNING**

   Never attempt to incinerate toner cartridges.
   Dispose of used toner cartridges in accordance with local regulations.

4. Shake the new toner cartridge strongly with the label surface down to loosen the toner inside.

5. Pull out the seal in the direction of the arrow.

6. Insert the toner cartridge along the rail.
   Insert the toner cartridge until it clicks.
7 Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times.

**Note**

Check that the cleaning knob is fully inserted after cleaning.

8 Close the front cover.
Replacing a “Near Empty” toner cartridge

The message “Toner near Empty” appears on the touch panel when there is not much toner left in a toner cartridge.

Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure below.

1. Press [JOB STATUS].

2. Press the [TONER] tab.
3 Press [REPLACE TONER CARTRIDGE].

4 To replace a toner cartridge, press [YES]. To cancel, press [NO].

5 Replace the toner cartridge.
See P.61 “Replacing a Toner Cartridge” for the correct procedure.

6 Press [FINISH].
Refilling With Staples

Refill with staples according to the following procedures when the staples in the stapler of the finisher and saddle stitch unit run out.

P.68 “Refilling finisher staples”
P.72 “Refilling Saddle Stitch unit staples”

- Refilling finisher staples

- Finisher MJ-1101 / MJ-1106

1 Open the front cover of the finisher.
   An illustration of MJ-1101 is given in the right-hand figure.

2 Remove the staple cartridge.

3 Take the empty staple case out of the staple cartridge.
   Pull up the empty staple case while pushing both sides as shown in the figure.

4 Fit a new staple case on the staple cartridge.
   Push the staple case hook into the staple cartridge socket until you hear a click.
5 Fit the staple cartridge into the stapler.
When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.
Insert the cartridge until it is caught by the latch and fixed with a click.

6 Close the front cover of the finisher.

Tip
If the message "Check staple cartridge" remains, repeat the procedure above from steps 1 to 6.

Inner Finisher MJ-1032

1 Lift up the control panel and then open the front cover of the finisher.

2 While holding the green lever, move the finisher to the left until it stops.

3 Open the Hole Punch Unit while pushing the green lever.
4 Remove the staple cartridge.

5 Take the empty staple case out of the staple cartridge.
   Pull up the empty staple case while pushing both sides as shown in the figure.

6 Fit a new staple case on the staple cartridge.
   Push the staple case hook into the staple cartridge socket until you hear a click.

7 Fit the staple cartridge into the stapler.
   Insert the cartridge until it is caught by the latch and fixed with a click.

8 Return the Hole Punch Unit to its original position.
9 Carefully return the finisher to its original position.

⚠️ CAUTION
Do not put your hand or fingers on the top of the finisher when closing it. They could be caught and this could injure you.

10 Close the front cover of the finisher.

☐ Saddle Stitch Finisher MJ-1033

1 Open the front cover of the finisher.

2 Remove the staple cartridge.

3 Take the empty staple case out of the staple cartridge. Pull up the empty staple case while pushing both sides as shown in the figure.
4 **Fit the new staple case into the staple cartridge.**
   Push the staple case hook into the staple cartridge socket until you hear a click.

5 **Fit the staple cartridge into the stapler.**
   Insert the staple cartridge until it is caught by the latch and fixed with a click.

6 **Close the front cover of the finisher.**

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**Refilling Saddle Stitch unit staples**

- **Saddle Stitch finisher MJ-1106**

1 **Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.**
2 Remove the staple cartridges.
Replace both cartridges at a time.

3 Press the buttons on both sides of the cartridge.
The transparent cover of the cartridge is lifted.

4 After the transparent cover is lifted, take the empty staple case out of the cartridge.

5 Fit the new staple case into the staple cartridge.
Insert it to the rear until it clicks.

   Note
In this step, do not remove the seal bundling the staples.

6 Press down the transparent cover of the cartridge.
Press it down until it clicks.
7 Pull out straight the seal bundling the staples.

8 Fit the staple cartridge.
Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.

9 Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.

☐ Saddle Stitch Finisher MJ-1033

1 Open the left cover of the finisher.

2 Remove the staple cartridge.
3 **Pull out straight the stopper holding the staples of the new staple cartridge.**

4 **Fit the staple cartridge.**
   Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.

5 **Close the left cover of the finisher.**
Cleaning the Charger

If the inside of the charger is dirty, staining may appear on the copied image. Clean the charger following the procedure below.

1. Open the front cover of the equipment.

2. Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times.

   **Note**
   Check that the cleaning knob is fully inserted after cleaning.

3. Close the front cover.
Cleaning the Hole Punch Dust Bin

When the hole punch dust bin becomes full, dispose of the paper punchings following the procedure below.

**Hole Punch Unit MJ-6103**

1. Open the Hole Punch Unit cover.

2. Pull out the hole punch dust bin.

3. Dispose of the paper punchings.

4. Push back in the hole punch dust bin.

5. Close the Hole Punch Unit cover.

**Hole Punch Unit MJ-6007**

1. Lift up the control panel and then open the front cover of the finisher.

2. While holding the green lever, move the finisher to the left until it stops.
3 Open the Hole Punch Unit while pushing the green lever.

4 After moving the hole punch dust bin to the left, pull it toward you.

5 Dispose of the paper punchings.

6 Push back in the hole punch dust bin.

7 Return the Hole Punch Unit to its original position.

8 Carefully return the finisher to its original position.

⚠️ CAUTION
Do not put your hand or fingers on the top of the finisher when closing it. They could be caught and this could injure you.

9 Close the front cover of the finisher.
Hole Punch Unit MJ-6008

1. Open the front cover of the finisher.

2. Pull out the hole punch dust bin.

3. Dispose of the paper punchings.

4. Push back in the hole punch dust bin.

5. Close the front cover of the finisher.
Removal and Installation of the Exit Support Tray

If a large number of sheets are printed at a time, some printed sheets may be pushed out of the exit tray. Remove the exit support tray on the exit tray of the equipment when printing more than 300 sheets. If the exit support tray is removed, the alignment of a large number of printed sheets can be improved and about 500 sheets of Toshiba recommended plain paper can be loaded on the exit tray.

Notes

- To maintain the alignment of the printed sheets, use the exit support tray unless a large number of sheets are printed.
- When an optional finisher or Job Separator is installed in the equipment, do not remove the exit support tray. (e-STUDIO206L/256/306, in which the Offset Tray or Job Separator is installed, has no exit support tray.)

Removing the exit support tray

1. Place your fingers in the 2 grooves on the exit support tray and lift it up by pressing the latches inward.

Installing the exit support tray

1. Hold the exit support tray so that the letter “F” on its back points towards you.

2. Install the exit support tray.
   Align the grooves on the exit tray with the protrusions on the back of the exit support tray and push it until it clicks in order to fix it.
TROUBLESHOOTING FOR COPYING

This chapter describes how to troubleshoot the problems on copying and copy output.

Copying Problems........................................................................................................................................82
## Copying Problems

See the table below when you have a problem in operating copy function or have an unexpected copy output.

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functions cannot be set.</td>
<td>Another function that is unavailable for the combination has already been set.</td>
<td>Some functions cannot be combined. For details, refer to Chapter 8 of the Copying Guide.</td>
</tr>
<tr>
<td>Copying stops while scanning the originals. (The message &quot;The number of originals exceeds the limits Will you print out stored originals?&quot; appears.)</td>
<td>The number of scanned pages has reached the maximum.</td>
<td>To copy the scanned images, press [YES]. To cancel, press [NO].</td>
</tr>
<tr>
<td>Copying stops while scanning the originals. (The message &quot;Not enough Work Space to store originals Will you print out stored originals?&quot; appears.)</td>
<td>No available internal memory remains.</td>
<td>To copy the scanned images, press [YES]. To cancel, press [NO].</td>
</tr>
<tr>
<td>Copied image is too light.</td>
<td>No toner is left.</td>
<td>The message “Install new toner cartridge” appears when no toner is left. Replace the toner cartridge. P.61 “Replacing a Toner Cartridge”</td>
</tr>
<tr>
<td></td>
<td>Copy density is set too light.</td>
<td>Darken the density manually or try the automatic density mode.</td>
</tr>
<tr>
<td>Copied image is too dark.</td>
<td>Copy density is set too dark.</td>
<td>Lighten the density manually or try the automatic density mode.</td>
</tr>
<tr>
<td>Copied image has stains.</td>
<td>The Original Cover (optional) or the Reversing Automatic Document Feeder (optional) is not fully lowered.</td>
<td>Lower them fully to block the outside light.</td>
</tr>
<tr>
<td></td>
<td>The original glass, platen sheet, scanning area and guide are stained.</td>
<td>Clean them. P.128 “Regular Maintenance”</td>
</tr>
<tr>
<td></td>
<td>The copy density is set too dark.</td>
<td>Lighten the density manually or try the automatic density mode.</td>
</tr>
<tr>
<td></td>
<td>A transparent original such as a transparency or tracing paper is being used.</td>
<td>To copy a transparent original clearly, put a sheet of blank, white paper behind the original. Make sure that the paper is large enough to cover the original.</td>
</tr>
<tr>
<td>Copy image is skewed.</td>
<td>The original is sent from the Reversing Automatic Document Feeder (optional) at a skew.</td>
<td>Replace the original while aligning the side guides of the Reversing Automatic Document Feeder to its width so that it will be placed straight.</td>
</tr>
<tr>
<td>Copied image is partially missing.</td>
<td>The size or orientation of the copy paper and that of the original are not consistent. The reduction ratio is not properly set.</td>
<td>Fit the copy paper size to the original or set the reduction ratio for the copy paper.</td>
</tr>
<tr>
<td></td>
<td>The binding margin is too wide.</td>
<td>Set the binding margin width to fully cover the original. For details, refer to Chapter 4 of the Copying Guide.</td>
</tr>
<tr>
<td></td>
<td>The original is larger than the printable area.</td>
<td>The outside part of the printable area cannot be copied.</td>
</tr>
<tr>
<td>Copied image is blurred.</td>
<td>There is a gap between the original glass and the original.</td>
<td>Lower the Original Cover (optional) or the Reversing Automatic Document Feeder (optional) fully so that the original fully contacts the platen glass.</td>
</tr>
<tr>
<td></td>
<td>The copy paper is damp.</td>
<td>Replace it with dry copy paper.</td>
</tr>
<tr>
<td>Problem Description</td>
<td>Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>--------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Copied image has unevenness in the horizontal direction.</td>
<td>The charger is stained.</td>
<td>Clean the charger.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P.76 “Cleaning the Charger”</td>
</tr>
<tr>
<td>Copied image has black streaks in the horizontal direction.</td>
<td>The scanning area or guides are stained.</td>
<td>Clean them.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P.128 “Regular Maintenance”</td>
</tr>
<tr>
<td></td>
<td>The charger is stained.</td>
<td>Clean the charger.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P.76 “Cleaning the Charger”</td>
</tr>
</tbody>
</table>
This chapter describes how to troubleshoot the problems on printing.

**Print Job Problems** ................................................................. 86
  - Clearing print job errors ......................................................... 86
  - Cannot remember the document password for a Private Print job ......................................................... 87
  - Printing a document including many graphics takes time ................................................................. 87

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Print Job Problems

This section describes how to clear the print job errors.

### Clearing print job errors

**Problem Description**
A print job error occurs and [JOB STATUS] blinks when the paper specified by the computer is not set in the drawers of the equipment.

**Corrective Action**
Clear the error following the procedure below.

1. **To print by placing paper on the bypass tray**
   - Press the [JOB STATUS] which is blinking.
   - Place paper of the size specified with the computer on the bypass tray, and press the [START] button. Printing starts. Press [JOB STATUS] when printing has been completed.

2. **Printing by selecting a paper size already placed in another drawer**
   - Press the drawer button you intend to use on the touch panel and press the [START] button.

Printing by selecting a paper size already placed in another drawer
You can perform printing with the paper already placed in the drawers. Some part of the image may not be printed, however, if the paper size in the drawer is smaller than the one you have specified. Press the drawer button you intend to use on the touch panel and press the [START] button.
■ Cannot remember the document password for a Private Print job

**Problem Description**
I cannot remember the document password for my Private Print job.

**Corrective Action**
The document password for a Private Print job is never shown, once the job has been sent to the equipment. To print the failed Private Print job, submit the document again as a new Private Print job.

The failed Private Print job remains unprinted in the job queue. To delete it, either way below is required. Contact the administrator of the equipment.
- Enter the administrator’s password in the Private Print job list on the touch panel and delete the job.
  For details, refer to the *Printing Guide*.
- Log on to TopAccess with the administrator’s password and delete the job in the Print Job list.
  For details, refer to the *TopAccess Guide*.

■ Printing a document including many graphics takes time

**Problem Description**
It takes time to print a document including many graphics from a Universal Printer Driver (PCL6).

**Corrective Action**
Since this may happen occasionally, clear the [JPEG Compression] check box of the [PDL Settings] tab in [Customization] of the [Device Settings] tab before printing such documents.
Printer Driver Problems

This section describes the troubleshooting for the printer drivers.

Tip

For the error messages that appear during the installation of the printer drivers, refer to the Software Installation Guide.

■ Cannot print (port setting problems)

Problem Description
I cannot perform printing with the equipment.

Corrective Action
If the printer driver on the client computer points to a wrong network port, jobs neither appear in the current jobs queue nor are printed. Fix the problem following the procedure below:
1. Open the Printers folder from the Control Panel.
2. Right-click the printer driver icon.
3. Select Properties from the shortcut menu.
5. Make sure that the path to the printer and the device name are correct.
   \<device name>\print
   <device name> is the same as the device name set from the touch panel. “print” may be “univ” or “ps3” depending on the printer driver you use.
6. Click the [General] Tab and click [Print Test Page] to confirm that the settings are correct.

■ Cannot print (SNMP Community Name problems)

Problem Description
I cannot perform printing with the equipment.

Corrective Action
Check if the SNMP community names are the same in the following 3 settings.
- Equipment
- TCP/IP port of the [Ports] tab in the printer driver
- [SNMP Settings] dialog box of the [Others] tab in the printer driver

■ Command line options not processed

Problem Description
All the print options are sent to the equipment at the beginning of the print job. If the print file already contains print commands, they overwrite the command line options you set. For example, if the print file specifies Letter paper, and you specify A4 paper with the lp command, the document is printed on Letter size paper.

Corrective Action
Change the properties of the document you intend to print to create another print file. Submit the print job using the lp command without setting additional parameters.
3 TROUBLESHOOTING FOR PRINTING

■ Retrieval of printer configuration failed

Problem Description
When accessing the printer properties, the message “Retrieval of printer configuration failed” is displayed.

Corrective Action
The printer driver cannot communicate with the equipment. Try the steps in the checklist below.

<table>
<thead>
<tr>
<th>No</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is the equipment turned on?</td>
<td>Next Step</td>
<td>✔</td>
<td>Turn on the equipment.</td>
</tr>
<tr>
<td>2</td>
<td>Can you connect the computer to the equipment via TopAccess?</td>
<td>Next Step</td>
<td>✔</td>
<td>Restart the equipment.</td>
</tr>
<tr>
<td>3</td>
<td>Does the same message appear again when you access the property of the printer driver?</td>
<td>✔</td>
<td>End</td>
<td>Check the printer driver port assignment and make sure that it is correct.</td>
</tr>
</tbody>
</table>

■ Cannot change settings on the [Device Settings] tab

Problem Description
The [Device Settings] tab is grayed out and their settings cannot be changed.

Corrective Action
Users who do not have the privilege to change the printer driver setting cannot change the options in the [Device Settings] tab. Please log on with the Administrator.
Network Connection Problems

This section describes the troubleshooting for printing in the network connection environment.

Tip
See also the checklists by types of printing and operating systems on P.104 “Printing Problems (Network Related)”

■ Cannot print with the equipment (network connection problems)

Problem Description
I cannot perform printing with the equipment.

Corrective Action
See the checklist below to determine if the cause of the problem is related to a network.
If it is, see P.104 “Printing Problems (Network Related)”. In that section, several OS- and printing method-based checklists are provided to help you find the appropriate action to take.

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Have you set the protocol settings so they are compatible with your network and client protocol settings?</td>
<td>Next Step</td>
<td>⇧</td>
<td>Set up the proper protocol.</td>
</tr>
<tr>
<td>2</td>
<td>Have you set up the appropriate type(s) of print services that should be supported?</td>
<td>Next Step</td>
<td>⇧</td>
<td>Check the settings required for your printing environment.</td>
</tr>
<tr>
<td>3</td>
<td>If you are using Novell print services, did you set up the Novell side of network printing, such as creating print servers and attaching the print queue?</td>
<td>Next Step</td>
<td>⇧</td>
<td>Set up the NetWare server. Refer to the Software Installation Guide.</td>
</tr>
<tr>
<td>4</td>
<td>If you set up Novell print services, can you see the print job using PCONSOLE or NWAdmin?</td>
<td>Next Step</td>
<td>⇧</td>
<td>Refer to your Novell PCONSOLE or NWAdmin user documentation for help with using these utilities.</td>
</tr>
<tr>
<td>5</td>
<td>Have you checked the gateway and subnet settings to make sure that the equipment is part of the same network gateway as the client from which you are trying to print?</td>
<td>Next Step</td>
<td>⇧</td>
<td>Set up the TCP/IP correctly.</td>
</tr>
<tr>
<td>6</td>
<td>Are other services and communications performed over the network behaving in the normal and expected manner?</td>
<td>End</td>
<td>⇧</td>
<td>Refer to your network documentation or use a network diagnostic utility to identify the network problem.</td>
</tr>
</tbody>
</table>

■ Cannot print with SMB print

Problem Description
When an attempt is made to print a document using an SMB connection, the job cannot be printed and such messages continuously appear as “No more connections can be made to this remote computer” or “Your file could not be printed due to an error”.

Corrective Action
SMB print is supposed to be utilized in a small network. If you can use Windows XP, Windows Vista, Windows 7, Windows 8, Windows Server 2003, Windows Server 2008, or Windows Server 2012 as a print server, printing via the Windows Print Server is recommended.
If you cannot use the Windows Print Server in your network, use LPR print instead.

■ Cannot print properly with AppleTalk print

Problem Description
- Text will be printed as striped lines for an email message.
- Some text is not printed in a document.
- When a web browser is used, the web page is not printed in spite of the print job being sent to the equipment.

Corrective Action
If the errors above occur with AppleTalk print, use LPR print instead.
Client Problems

This section describes how to identify and correct the problems caused by the clients* connected to the equipment.
* One of the common examples of clients is a computer that sends a print job to the equipment and makes it perform printing.

Checking the client status

Problem Description
The printing problems are caused by the printer driver settings, network settings, errors in the network connections, and so forth. First, contact the administrator of the equipment to see if there is one of these kinds of problems, or see the following sections:

- P.88 “Printer Driver Problems”
- P.90 “Network Connection Problems”
- P.104 “Printing Problems (Network Related)”

Another possible cause is one related to a client. If the print jobs sent from a specific client within a network fail, the problem may be caused by the client.

The checklist below will help you identify the source of the error and direct you to information resolving the problem. If the problem persists after you have followed all of the steps, contact your service representative.

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Does the equipment work properly? Are copy jobs output properly?</td>
<td>Yes</td>
<td>No</td>
<td>Check the device status displayed in the Device page of TopAccess.</td>
</tr>
<tr>
<td>2</td>
<td>See the Device page of TopAccess. Are the options specified for the job supported by the hardware configuration?</td>
<td>Yes</td>
<td>No</td>
<td>If not, delete the job, install the required components, and try again. Contact your service representative for further information.</td>
</tr>
<tr>
<td>3</td>
<td>Can you print the jobs from other clients?</td>
<td>Yes</td>
<td>No</td>
<td>See the following section to fix the problem. P.90 “Cannot print with the equipment (network connection problems)”</td>
</tr>
<tr>
<td>4</td>
<td>Have you ever printed successfully from this client?</td>
<td>Yes</td>
<td>No</td>
<td>See the following section to fix the problem. P.88 “Cannot print (port setting problems)”</td>
</tr>
<tr>
<td>5</td>
<td>Did you set up the printer driver other than by an SMB connection?</td>
<td>Yes</td>
<td>No</td>
<td>See the following section to fix the problem. P.90 “Cannot print with SMB print”</td>
</tr>
<tr>
<td>6</td>
<td>(For Macintosh only) Can you see the equipment you created in the Selector?</td>
<td>Yes</td>
<td>No</td>
<td>Refer to the Software Installation Guide.</td>
</tr>
<tr>
<td>7</td>
<td>At this point, the problem is most likely to be related to a client-side error. Refer to the Printing Guide to fix the problem.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Hardware Problems

This section describes troubles caused by the hardware device (the equipment).

If an icon or a message indicating an error is not displayed, or the problems in the printer drivers or the network connection cannot be specified, a hardware problem is a possible cause of the trouble.

The following are common factors involved in the hardware problems:
- System board, cables, and connectors
- The equipment, and its (optional) components such as the duplexing unit or the Finisher
- System software or firmware of the equipment

## Print jobs not output

**Problem Description**

All the clients within a network fail to make the equipment output the print jobs.

**Corrective Action**

There remains a possibility that improper settings of the software such as printer drivers caused the problem. However, a hardware error is possible, if none of the clients can print the jobs. Try the steps on the checklist below. If the problem persists after you have followed all of the steps, contact your service representative.

<table>
<thead>
<tr>
<th>No</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is printing prohibited from all connected client computers?</td>
<td>Next Step</td>
<td>⇒</td>
<td>See the following section to fix the problem: P.90 “Network Connection Problems”</td>
</tr>
<tr>
<td>2</td>
<td>Can you see the job from TopAccess or another print monitoring utility, such as PCONSOLE or Print Manager?</td>
<td>Next Step</td>
<td>⇒</td>
<td>See the following section to fix the problem: P.100 “Locating the Equipment in the Network”</td>
</tr>
<tr>
<td>3</td>
<td>Can you identify the problem with the error message or the error code and resolve it?</td>
<td>End</td>
<td>⇒</td>
<td>See the following sections to fix the problem: P.114 “Error Messages” P.116 “Error Codes”</td>
</tr>
</tbody>
</table>

Also refer to the *Printing Guide* for more information on resolving output errors caused by software settings.
4. TROUBLESHOOTING FOR SCANNING

This chapter describes how to troubleshoot the problems of scanning.

**Scanning Problems**

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- Cannot find the data saved in the shared folder.............................. 94
- Cannot perform scanning from a PC with Office 2013 ................. 94

Scanning Problems

This section describes troubleshooting for using scan data.

■ Cannot E-mail my scans

Problem Description
I have scanned a document and sent the copy as an e-mail attachment, but the e-mail does not reach the specified e-mail address.

Corrective Action
Check the following points:
• The correct e-mail addresses are specified.
• The equipment is correctly configured for and connected to the network.
• For the SMTP Client settings, the SMTP server address is correctly set.
• For the SMTP Client settings, the Port Number is correctly set.
• For the SMTP Client settings, the settings for SSL and/or authentication are correctly set.
• The data size of the attached file is smaller than/equal to the maximum data size receivable on the recipient’s side.

For details on the network settings, refer to the TopAccess Guide.
For details on e-mailing the scanned image, refer to the Scanning Guide.

■ Cannot find the data saved in the shared folder

Problem Description
I have scanned a document and saved the copy in the shared folder of the equipment, but cannot locate the saved file.

Corrective Action
• For Windows OS, search the network for the equipment using the search function of Explorer. The data are stored in the equipment’s shared folder named “FILE_SHARE.”
• For Macintosh, make sure that the OS version is Mac OS X 10.3.x or later; a client computer running Mac OS X 10.2.x or earlier cannot access the shared folder on the equipment. If your computer is running Mac OS X 10.3.x or later, search the network for the equipment on Finder and access the folder named “FILE_SHARE.”
• If you cannot find the equipment on the network, make sure that the SMB Server Protocol setting is enabled on TopAccess.

For details on the network settings, refer to the TopAccess Guide.
For details on storing the scanned image, refer to the Scanning Guide.

■ Cannot perform scanning from a PC with Office 2013

Problem Description
I cannot perform scanning from the equipment in a PC with Office 2013.

Corrective Action
Install an addin to invoke a scan driver for the equipment.

For details on how to install the addin, refer to the Software Installation Guide.
If the addin is not included in your DVD, contact your service technician.
This chapter describes how to troubleshoot the problems on e-Filing.

**e-Filing Web Utility Problems**
- e-Filing Web Utility terminates the session ................................................................. 96
- Numerous sub windows repeatedly appear ................................................................. 96
- Displaying the items in the Contents Frame takes a long time .................................... 96
- Error messages ............................................................................................................. 97
e-Filing Web Utility Problems

This section describes troubleshooting for the web browser-based e-Filing web utility. You will also find the error messages and the corrective actions for each message.

### e-Filing Web Utility terminates the session

#### Problem Description
The message “This operation will end your e-Filing session.” appears and e-Filing Web Utility returns to its top page.

#### Corrective Action 1
Clicking the [Return], [Refresh], and [home] button or [login] link leads to this message and e-Filing Web Utility returns to its top page. In this case, try again to do the operation you intended.

#### Corrective Action 2
Closing the window by clicking the [x] button of the browser leads to the message “This operation will end your e-Filing session.” and the e-Filing session ends. Finish your current operation before you close the window.

#### Corrective Action 3
Operating the main window while the sub window is displayed leads to the message “This operation will end your e-Filing session.” and the processing displayed on the sub window ends. Do not operate the main window until the processing on the sub window has been completed.

### Numerous sub windows repeatedly appear

#### Problem Description
Numerous sub windows repeatedly appear and e-Filing becomes uncontrollable.

#### Corrective Action
Close all the windows and exit from the web browser. Then restart the browser and clear the cookie files from “Internet Option” (for Internet Explorer).

### Displaying the items in the Contents Frame takes a long time

#### Problem Description
Displaying the items in the Contents Frame takes a long time.

#### Corrective Action
Displaying more than 100 items in the Contents Frame may take a long time. Fewer items can be displayed more quickly.
## Error messages

See the table below to troubleshoot the problem if a message appears.

<table>
<thead>
<tr>
<th>Message</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal error occurred. Please restart e-Filing.</td>
<td>Turn the power of the equipment OFF and then ON and then try again. If the error message is still displayed, contact your system administrator or contact your dealer for support.</td>
</tr>
<tr>
<td>Your e-Filing Session has Timed Out. Please Restart.</td>
<td>Exit from e-Filing and change the session timer setting to be longer on the Setup page of the TopAccess Administrator mode. Then restart it.</td>
</tr>
<tr>
<td>The items have been modified.</td>
<td>The items are currently being modified by another user. Try again after the other user has finished.</td>
</tr>
<tr>
<td>Cannot start e-Filing Session. The Disk is Full.</td>
<td>Erase the unnecessary data from the Control Panel. For instructions on how to delete data from the Control Panel, refer to the e-Filing Guide.</td>
</tr>
<tr>
<td>Cannot create a Box. The Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cannot create a Folder. The Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cannot edit the Document. The Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cannot insert Page. The Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cannot archive Documents. The Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cannot upload archived file. The Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cut failed. Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Copy failed. Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Paste failed. Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Save failed. Disk is full.</td>
<td>Erase unnecessary data using the administrative function or deleting the data in boxes for making hard disk space.</td>
</tr>
<tr>
<td>Cannot create a Folder. Maximum number of folders has been reached.</td>
<td>Delete unnecessary folders and create a new folder. You can create up to 100 folders in each box.</td>
</tr>
<tr>
<td>Cannot create a Document. Maximum number of documents has been reached.</td>
<td>Delete unnecessary documents and create a new document. You can create up to 400 documents in each box and folder.</td>
</tr>
<tr>
<td>Cannot insert Page. Maximum number of pages has been reached.</td>
<td>Delete unnecessary pages and insert a new page. A document can contain up to 200 pages.</td>
</tr>
<tr>
<td>Paste failed. Maximum number of page range is reached.</td>
<td>Delete unnecessary pages and paste pages in the document. A document can contain up to 200 pages.</td>
</tr>
<tr>
<td>Cut failed. The items have been deleted or modified.</td>
<td>Refresh the page and make sure that the item was deleted or is currently being modified.</td>
</tr>
<tr>
<td>Copy failed. The items have been deleted or modified.</td>
<td>Refresh the page and make sure that the item was deleted or is currently being modified.</td>
</tr>
<tr>
<td>Paste failed. The items have been deleted or modified.</td>
<td>Refresh the page and make sure that the item was deleted or is currently being modified.</td>
</tr>
<tr>
<td>Delete failed. The items have been deleted or modified.</td>
<td>Refresh the page and make sure that the item was deleted or is currently being modified.</td>
</tr>
<tr>
<td>Please enter valid password.</td>
<td>Enter the correct password.</td>
</tr>
<tr>
<td>A folder with the name you specified already exists. Please try again.</td>
<td>Use a name that does not exist in the box.</td>
</tr>
<tr>
<td>Another user is archiving or uploading. Please try again later.</td>
<td>The document is being archived or uploaded by another user. Try again after the other user has finished.</td>
</tr>
<tr>
<td>The Maximum Possible Archive Size exceeded. Archiving is not Possible.</td>
<td>An archive file larger than 2 GB cannot be created. Make sure that the archive file will be less than 2 GB by archiving smaller groups of files instead of a large one.</td>
</tr>
<tr>
<td>The Box cannot be erased. A document contained in Box is being used.</td>
<td>A document contained in the box is being used by another user. Try again after the other user has finished.</td>
</tr>
<tr>
<td>Message</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>The document is being used. Please try again later.</td>
<td>The selected document is being used by another user. Try again after the other user has finished.</td>
</tr>
<tr>
<td>File format doesn’t correspond. Please contact Administrator.</td>
<td>Contact your administrator to convert the archive file and try again.</td>
</tr>
<tr>
<td>e-Filing is not ready. Please try again later.</td>
<td>e-Filing has not yet been activated. Try again later.</td>
</tr>
</tbody>
</table>
TROUBLESHOOTING FOR NETWORK CONNECTIONS

This chapter describes how to troubleshoot the problems on network connections.

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## Locating the Equipment in the Network

### Problem Description

I cannot locate the equipment in the network.

### Corrective Action

Improper settings may cause problems in locating the equipment in the network. Try the checklist below to detect the cause of the problem. If the problem remains unsolved, contact your service representative.

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is the startup page printed out? If not, wait until the communication comes online. Examine the protocol settings listed on the startup page. Are they correct?</td>
<td>Next Step</td>
<td>⇒</td>
<td>Set up the proper protocols.</td>
</tr>
<tr>
<td>2</td>
<td>Print out a configuration page. Make sure that there are not any discrepancies or inconsistencies between the current network settings and your network environment. Change the network settings, if necessary. Use the Find Computer utility from your Windows computer to locate the equipment by its device name. Can you find the equipment?</td>
<td>Next Step</td>
<td>⇒</td>
<td>Set up the proper protocol if required. Once you have located the equipment, configure the port that it is mapped correctly to the device.</td>
</tr>
<tr>
<td>3</td>
<td>Can you locate other computers connected to the same network?</td>
<td>Next Step</td>
<td>⇒</td>
<td>Check the network settings on the client computer to make sure that they are compatible with the network settings on the equipment.</td>
</tr>
<tr>
<td>4</td>
<td>Check the link LED activity on the hub and/or NIC of the equipment and the client machine. Do the hardware components appear to be functioning properly?</td>
<td>Next Step</td>
<td>⇒</td>
<td>Contact your service representative.</td>
</tr>
<tr>
<td>5</td>
<td>Make sure that the device name for the equipment is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the network settings on the equipment. If necessary, change the network settings on the equipment. After the communication comes back online, can you see the equipment in the network?</td>
<td>Next Step</td>
<td>⇒</td>
<td>Set up the NetBIOS name of the device correctly.</td>
</tr>
<tr>
<td>6</td>
<td>If the network environment is using complex subnet or supernet structures, is the IP address used by the equipment within the network structures range of valid addresses?</td>
<td>End</td>
<td>⇒</td>
<td>Contact your local network support specialist for further assistance.</td>
</tr>
</tbody>
</table>
Cannot locate the equipment with Local Discovery

Problem Description
Local Discovery cannot detect the equipment.

Corrective Action
The equipment is normally located automatically by SNMP. When the TWAIN driver, File Downloader, Address Book Viewer, Backup/Restore Utility, Remote Scan driver, N/W-Fax driver or printer driver cannot automatically discover the equipment over the network, the most likely cause is limitations of the protocols supported by the computer. In some cases, you need to add or update network components; however, first see the checklist below to fix the problem.

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is SNMP enabled on the equipment?</td>
<td>Next Step</td>
<td>☐</td>
<td>Enable the SNMP (MIB).</td>
</tr>
<tr>
<td>2</td>
<td>Are the SNMP setting of the equipment and that of the software the same?</td>
<td>Next Step</td>
<td>☐</td>
<td>SNMP V1/V2: Check if the community names of the equipment and the software are the same. SNMP V3: Check if each item of the SNMP setting of the equipment and the software is the same.</td>
</tr>
<tr>
<td>3</td>
<td>Confirm that the protocol suite installed on the client computer has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.</td>
<td>Next Step</td>
<td>☐</td>
<td>See the vendor’s website for information about product updates and technical supports.</td>
</tr>
<tr>
<td>4</td>
<td>Print an NIC Configuration page from the equipment. Does the equipment support the same protocol as the network?</td>
<td>Next Step</td>
<td>☐</td>
<td>Configure the proper protocol.</td>
</tr>
<tr>
<td>5</td>
<td>Change the protocol settings from TopAccess, if necessary, and reboot the equipment for the changes to take effect. Repeat step 2. Was the device discovered?</td>
<td>End</td>
<td>Next Step</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Check the NIC Configuration page. Are the IP address and subnet mask settings correct?</td>
<td>Next Step</td>
<td>☐</td>
<td>Setup the TCP/IP settings correctly.</td>
</tr>
<tr>
<td>7</td>
<td>Check the router to make sure that it is not filtering out the equipment packets. Is the router processing equipment packets correctly?</td>
<td>Next Step</td>
<td>☐</td>
<td>Adjust the router settings.</td>
</tr>
<tr>
<td>8</td>
<td>Can another computer within the same network segment discover the equipment?</td>
<td>Next Step</td>
<td>☐</td>
<td>See the following section to fix the problem: P.100 “Locating the Equipment in the Network”</td>
</tr>
<tr>
<td>9</td>
<td>Check the NIC Configuration page. Is the Unit Serial Number part of the device name?</td>
<td>Next Step</td>
<td>☐</td>
<td>Contact your service representative.</td>
</tr>
<tr>
<td>10</td>
<td>Check link activities on the port being used by the equipment and the integrity of the network cable, hub, or switch that connects the equipment to the network. Replace any network components that you can tell or suspect are faulty.</td>
<td>End</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>
**Problem Description**
The equipment does not respond to a ping command.

**Corrective Action**
Check the network settings following the checklist below.

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Confirm that the TCP/IP protocol suite is installed on the client computer.</td>
<td>Next Step</td>
<td></td>
<td>Refer to the networking section of your operating system documentation.</td>
</tr>
<tr>
<td>2</td>
<td>Look at the NIC configuration page and confirm that the TCP/IP settings are correct. Is the IP address entered and valid? Are the Gateway and Subnet settings correct?</td>
<td>Next Step</td>
<td></td>
<td>Enter the correct TCP/IP settings.</td>
</tr>
<tr>
<td>3</td>
<td>Reboot the equipment. Check the NIC Configuration page that is printed out. Are the TCP/IP settings correct?</td>
<td>Next Step</td>
<td></td>
<td>The settings are not binding, contact your service representative.</td>
</tr>
<tr>
<td>4</td>
<td>Try to ping the equipment again. Did the equipment respond to the ping?</td>
<td>End</td>
<td>Next Step</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Can you ping the equipment from any other computer within the same network? If not, the equipment might have an IP address that is out of range or invalid.</td>
<td>Next Step</td>
<td></td>
<td>Contact your local network specialist for a valid IP address for the equipment.</td>
</tr>
<tr>
<td>6</td>
<td>Can you ping to another computer within the same network?</td>
<td>Next Step</td>
<td></td>
<td>Check the computer’s protocol settings to make sure the gateway and subnet settings are correct.</td>
</tr>
<tr>
<td>7</td>
<td>If you have customized the device name, you can check if the NIC is functional by restoring the default settings. When the equipment automatically reboots and an NIC Configuration page is printed, does the device name include the NIC’s unit serial number?</td>
<td>Next Step</td>
<td></td>
<td>The NIC is faulty or improperly installed. Contact your service representative.</td>
</tr>
<tr>
<td>8</td>
<td>Check link activities on the port being used by the equipment and also the integrity of the network cable, hub, or switch that is connecting the equipment to the network. Replace any network components that you suspect are faulty. Can you ping the equipment now?</td>
<td>End</td>
<td></td>
<td>Contact your service representative.</td>
</tr>
</tbody>
</table>
LDAP Search and Authentication Problems

Network shutdown occurs or touch panel disabled after LDAP search

Problem Description
After performing the LDAP search, the network shutdown occurs or the touch panel is disabled.

Corrective Action
Try the checklist below. If the problem remains unsolved, contact your service representative.

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is the LDAP server correctly running?</td>
<td>Next</td>
<td>No</td>
<td>Confirm that the LDAP server is correctly running.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Step</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Is the LDAP server setting correctly set?</td>
<td>End</td>
<td>No</td>
<td>Enter the correct LDAP setting. Re-enter the correct</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>password carefully because it is displayed by asterisks.</td>
</tr>
</tbody>
</table>

LDAP authentication takes a long time

Problem Description
It takes a long time to perform LDAP authentication on the touch panel.

Corrective Action
Try the checklist below. If the problem remains unsolved, contact your service representative.

<table>
<thead>
<tr>
<th>No</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is the LDAP server correctly running?</td>
<td>Next</td>
<td>No</td>
<td>Confirm that LDAP server is correctly running.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Step</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Is the LDAP server setting correctly set?</td>
<td>End</td>
<td>No</td>
<td>Enter the correct LDAP setting. Re-enter the correct</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>password carefully because it is displayed by asterisks.</td>
</tr>
</tbody>
</table>

Printing Problems (Network Related)

Among the several ways to use the equipment in the network, the simplest one is to set the equipment in the TCP/IP environment using a DHCP server to assign IP addresses dynamically to devices. Using the default settings also assures an easier network implementation, although you may be required to customize the settings to accommodate them in your particular environment.

Some common network configurations are shown below, along with the steps required to configure the equipment. If you perform all the steps in the applicable checklist and still cannot print satisfactorily with the equipment, contact your service representative.

**Tips**
- You can change the network protocol settings with the touch panel of the equipment or with TopAccess (the Administration page).
- For the error messages that appear during the installation of the printer drivers, refer to the *Software Installation Guide*.

### SMB print in a Windows operating system environment

<table>
<thead>
<tr>
<th>No</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Are the IP address properties correctly set?</td>
<td>Next Step</td>
<td>☑</td>
<td>Set up the IP address correctly.</td>
</tr>
<tr>
<td>2</td>
<td>Is the Microsoft computer name (device name) unique?</td>
<td>Next Step</td>
<td>☑</td>
<td>Set up the device name correctly.</td>
</tr>
<tr>
<td>3</td>
<td>Is the workgroup name valid and correctly entered?</td>
<td>Next Step</td>
<td>☑</td>
<td>Set up the workgroup correctly.</td>
</tr>
<tr>
<td>4</td>
<td>When IPv4 is supported: Is the WINS server address correctly set? When IPv6 is supported: Is LLMNR for the IPv6 setting enabled?</td>
<td>Next Step</td>
<td>☑</td>
<td>When IPv4 is supported: Set up the WINS server address correctly, or enter “0.0.0.0” for the WINS server address to disable the WINS service. When IPv6 is supported: Enable LLMNR for the IPv6 setting referring to the <em>TopAccess Guide</em>.</td>
</tr>
<tr>
<td>5</td>
<td>When IPv4 is supported: If the client computers are located in different segments, is the WINS service correctly provided?</td>
<td>Next Step</td>
<td>☑</td>
<td>When IPv4 is supported: Set up the WINS server and enable it on the equipment to allow users access from a different segment.</td>
</tr>
<tr>
<td>6</td>
<td>Can you see the equipment in Windows Network Neighborhood?</td>
<td>Next Step</td>
<td>☑</td>
<td>See the following section to fix the problem: ▶ P.100 “Cannot locate the equipment in the network”</td>
</tr>
<tr>
<td>7</td>
<td>Were the proper printer drivers installed?</td>
<td>Next Step</td>
<td>☑</td>
<td>Refer to the <em>Software Installation Guide</em> to install the proper printer drivers.</td>
</tr>
<tr>
<td>8</td>
<td>Is the driver’s port name valid?</td>
<td>Next Step</td>
<td>☑</td>
<td>Refer to the <em>Software Installation Guide</em> to configure the proper port.</td>
</tr>
<tr>
<td>9</td>
<td>Can you print with the equipment?</td>
<td>End</td>
<td>☑</td>
<td>See the following section to fix the problem: ▶ P.90 “Cannot print with the equipment (network connection problems)”</td>
</tr>
</tbody>
</table>

### Raw TCP or LPR print in a Windows operating system environment

<table>
<thead>
<tr>
<th>No</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Are the IP Address properties correctly set?</td>
<td>Next Step</td>
<td>☑</td>
<td>Set up the IP address correctly.</td>
</tr>
<tr>
<td>2</td>
<td>Is Raw TCP print correctly set?</td>
<td>Next Step</td>
<td>☑</td>
<td>Set up the Raw TCP print service correctly.</td>
</tr>
<tr>
<td>3</td>
<td>Is LPR/LPD print correctly set?</td>
<td>Next Step</td>
<td>☑</td>
<td>Set up the LPD print service correctly.</td>
</tr>
<tr>
<td>4</td>
<td>Were the proper printer drivers installed?</td>
<td>Next Step</td>
<td>☑</td>
<td>Refer to the <em>Software Installation Guide</em> to install the proper printer drivers.</td>
</tr>
<tr>
<td>5</td>
<td>Is the Raw TCP or LPR port configured with the correct IP address?</td>
<td>Next Step</td>
<td>☑</td>
<td>Refer to the <em>Software Installation Guide</em> to configure the proper port.</td>
</tr>
<tr>
<td>6</td>
<td>Can you print to the equipment?</td>
<td>End</td>
<td>☑</td>
<td>See the following section to fix the problem: ▶ P.90 “Cannot print with the equipment (network connection problems)”</td>
</tr>
</tbody>
</table>
### IPP print in a Windows operating system environment

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Are the IP address properties correctly set?</td>
<td>Next Step</td>
<td>✔</td>
<td>Set up the IP address correctly.</td>
</tr>
<tr>
<td>2</td>
<td>Is the HTTP server on the equipment enabled?</td>
<td>Next Step</td>
<td>✔</td>
<td>Enable the HTTP server in the HTTP Network Service.</td>
</tr>
<tr>
<td>3</td>
<td>Is the IPP print correctly set?</td>
<td>Next Step</td>
<td>✔</td>
<td>Set up the IPP print service correctly.</td>
</tr>
<tr>
<td>4</td>
<td>Were the proper printer drivers installed?</td>
<td>Next Step</td>
<td>✔</td>
<td>Refer to the <a href="#">Software Installation Guide</a> to install the proper printer drivers.</td>
</tr>
<tr>
<td>5</td>
<td>Is the IPP port configured with the correct URL?</td>
<td>Next Step</td>
<td>✔</td>
<td>Refer to the <a href="#">Software Installation Guide</a> to configure the proper port.</td>
</tr>
<tr>
<td>6</td>
<td>Can you print to the equipment?</td>
<td>End</td>
<td>✔</td>
<td>See the following section to fix the problem: P.90 “Cannot print with the equipment (network connection problems)”</td>
</tr>
</tbody>
</table>

### Novell print in a NetWare environment

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Are the IPX/SPX protocols enabled? Is the correct frame type selected?</td>
<td>Next Step</td>
<td>✔</td>
<td>Set up the IPX/SPX correctly.</td>
</tr>
<tr>
<td>2</td>
<td>If applicable, did you successfully set up queue-based print?</td>
<td>Next Step</td>
<td>✔</td>
<td>Set up the NetWare server properly.</td>
</tr>
<tr>
<td>3</td>
<td>Did you configure the equipment for a NetWare connection?</td>
<td>Next Step</td>
<td>✔</td>
<td>Set up the NetWare network settings correctly.</td>
</tr>
<tr>
<td>4</td>
<td>Did you configure the equipment for NetWare print service?</td>
<td>Next Step</td>
<td>✔</td>
<td>Set up the NetWare print service correctly.</td>
</tr>
<tr>
<td>5</td>
<td>Were the proper printer drivers installed?</td>
<td>Next Step</td>
<td>✔</td>
<td>Refer to the <a href="#">Software Installation Guide</a> to install the proper printer drivers.</td>
</tr>
<tr>
<td>6</td>
<td>Is the IPP port configured with the correct URL?</td>
<td>Next Step</td>
<td>✔</td>
<td>Refer to the <a href="#">Software Installation Guide</a> to configure the proper port.</td>
</tr>
<tr>
<td>7</td>
<td>Can you see the equipment in Windows Network Neighborhood?</td>
<td>Next Step</td>
<td>✔</td>
<td>Check that the SMB protocol is enabled in the client computers.</td>
</tr>
<tr>
<td>8</td>
<td>Can you print to the equipment?</td>
<td>End</td>
<td>✔</td>
<td>See the following section to fix the problem: P.90 “Cannot print with the equipment (network connection problems)”</td>
</tr>
</tbody>
</table>
# Macintosh environment

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is AppleTalk enabled on the equipment?</td>
<td>Next Step</td>
<td></td>
<td>Enable AppleTalk.</td>
</tr>
<tr>
<td>2</td>
<td>Are the IP address properties correctly set?</td>
<td>Next Step</td>
<td></td>
<td>Set up the IP address correctly.</td>
</tr>
<tr>
<td>3</td>
<td>Is the equipment available in the Chooser when you click the LaserWriter 8 printer icon?</td>
<td>Next Step</td>
<td></td>
<td>Make sure that the AppleTalk zone is supported by the Macintosh client.</td>
</tr>
<tr>
<td>4</td>
<td>Can you access any other network device from the Macintosh computer?</td>
<td>Next Step</td>
<td></td>
<td>Refer to your Macintosh networking documentation or contact Macintosh technical support.</td>
</tr>
<tr>
<td>5</td>
<td>Can another Macintosh computer on the network print to the equipment? If so, compare the settings to determine which need to be changed to support print from this machine.</td>
<td>End</td>
<td></td>
<td>Refer to your Macintosh networking documentation or contact Macintosh technical support.</td>
</tr>
</tbody>
</table>

# UNIX/Linux environment

<table>
<thead>
<tr>
<th>No.</th>
<th>Check...</th>
<th>Yes</th>
<th>No</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Are the IP address properties correctly set?</td>
<td>Next Step</td>
<td></td>
<td>Set up the IP address correctly.</td>
</tr>
<tr>
<td>2</td>
<td>Is the LPR/LPD print correctly set?</td>
<td>Next Step</td>
<td></td>
<td>Set up the LPD print service correctly.</td>
</tr>
<tr>
<td>3</td>
<td>Did you successfully install the UNIX/Linux filters?</td>
<td>Next Step</td>
<td></td>
<td>Refer to the Software Installation Guide to install UNIX/Linux filters.</td>
</tr>
<tr>
<td>4</td>
<td>Did you successfully create and set up a print queue?</td>
<td>Next Step</td>
<td></td>
<td>Refer to the Software Installation Guide to configure the print queue.</td>
</tr>
<tr>
<td>5</td>
<td>Can you print to the equipment using LPD as the root?</td>
<td>Next Step</td>
<td></td>
<td>Set up UNIX/Linux access for the equipment to enable other users to print from the Bourne shell. Refer to your UNIX/Linux documentation for more information.</td>
</tr>
<tr>
<td>6</td>
<td>Can you ping the equipment from your computer?</td>
<td>Next Step</td>
<td></td>
<td>Try a remote ping from another server. If you can reach the equipment from that server, check for conflicts between the equipment and your current network segment.</td>
</tr>
<tr>
<td>7</td>
<td>Is the LP Daemon functioning?</td>
<td>Next Step</td>
<td></td>
<td>Reload Daemon or restart the system.</td>
</tr>
<tr>
<td>8</td>
<td>Can you print to the equipment?</td>
<td>End</td>
<td></td>
<td>Contact your service representative.</td>
</tr>
</tbody>
</table>
Network Fax (N/W-Fax) Driver Problems

This section describes the troubleshooting for the Network Fax (N/W-Fax) driver.

N/W-Fax Driver Installation Error Messages

Note
For information on the installation of the N/W-Fax driver, refer to the Software Installation Guide.

Setup needs to copy Windows NT files

Problem description
The wrong port type was selected from the Printer Ports dialog.

Corrective action
1. Click Cancel until the Add Printer Wizard terminates.
2. Select [Add Printer] from the [File] menu in the Printers folder to start the Add Printer Wizard, and then perform the installation again.
3. When the screen for selecting a port is displayed, select [Local port] to add a printer.

Client software DVD now required

Problem description
When adding a new printer driver, the end user did not choose the Have Disk option; instead, the user selected the printer name from the Add Printer list.

Corrective action
1. Cancel the Add Printer Wizard.
2. Select [Add Printer] from the [File] menu in the printer folder to start the Add Printer Wizard, and perform the installation again.
3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Select [Use Existing Driver] to add another copy of an existing driver or browse to the subdirectory that contains the appropriate *.inf file.

File *.DRV on client DVD could not be found

Problem description
When adding a new printer driver, the user did not choose the Have Disk option but selected the printer name from the Add Printer list.

Corrective action
1. Cancel the Add Printer Wizard.
2. Select [Add Printer] from the [File] menu in the printer folder to start the Add Printer Wizard, and perform the installation again.
3. When the screen for selecting a printer is displayed, select [Have Disk].
4. Browse to the subdirectory that contains the appropriate *.inf file.
Location does not contain information about your hardware

Problem description
The path to the *.inf file selected during driver installation is too far away. In other words, there are too many characters in the directory path.

Corrective action
Copy the directory containing the *.inf file to the local drive and resume installation.

This port is currently in use

Problem description
The driver was either opened, printing a job, or in use by another printer or application, when you attempted to delete it.

Corrective action
Make sure all print jobs have been completed before deleting a port. If there are still problems, exit all applications and try again. Check each driver to see if another driver is using the same port. If so, first change the driver’s port setting and delete the port.

Problem with the current printer setup

Problem description
The driver was not set up properly, possibly because the installation procedure was not completed.

Corrective action
Delete the driver and either reinstall it from the Client Utilities/User Documentation DVD or download it from this equipment.

N/W-Fax Driver General Errors

“Could not connect to the MFP device” appears

Problem description
When users are trying to access the properties of the N/W-Fax driver, an error message “Could not connect to the MFP device” appears.

Corrective action
Communication between the N/W-Fax driver and this equipment failed. Make sure that this equipment is operating. If not, turn its power ON.
Connect the N/W-Fax driver with this equipment through the TopAccess. If the connection fails, reboot the computer and this equipment.

The fax jobs are not listed on the “Logs - Transmission” screen in TopAccess

Problem description
When confirming the fax job logs on the “Logs - Transmission” screen in TopAccess, the fax jobs that are sent are not displayed.

Corrective action
If the relevant fax job is not included in the Log list, your transmission job may not have been performed. In this case, search for jobs without the department code in the “JOB STATUS - FAX” on the control panel. Then select the relevant fax job and press the [SEND] button to resend it.
Fax transmission cannot be performed with a cover sheet

Problem description
In a N/W-Fax driver which is set to the IPP port, no cover sheet is output and an XL error occurs in the fax transmission when a printer driver whose file name consists of 54 letters or more is specified for the default printer and a Fax is sent with a cover sheet added from Microsoft Excel.

Corrective action
Set the file name of the printer driver in 30 letters or less.
Client Software Authentication Problems

- Cannot log in using client software

  **Problem Description**
  I cannot log into the equipment using client software.

  **Corrective Action**
  If you cannot log into the equipment using client software, contact the administrator of the equipment. Since the user name and password registered in the client software are used for authentication in the case of automatic login, the log-in screen may not be displayed.
CHECKING THE EQUIPMENT STATUS WITH TopAccess

This chapter describes how to check the status of the equipment with TopAccess.

Hardware Status Icons on TopAccess [Device] Tab ................................................................. 112
Error Messages .......................................................................................................................... 114
Error Codes .............................................................................................................................. 116
  Error codes on print jobs ......................................................................................................... 116
  Error codes on transmission and reception ............................................................................... 117
  Error codes on scan jobs ......................................................................................................... 119
Hardware Status Icons on TopAccess [Device] Tab

When the equipment requires maintenance or when an error occurs with the equipment, the icons indicating the status information appear near the graphic image of the equipment on the TopAccess [Device] tab. The following are the icons displayed and their descriptions.

For details of the [Device] tab of TopAccess, refer to the *TopAccess Guide*.

**Printer Error 1**

This icon indicates a non-recommended toner cartridge is used and that the equipment has stopped printing. P.61 “Replacing a Toner Cartridge”

**Printer Error 2**

This icon indicates:
- You need to remove paper from the exit tray of the equipment.
- You need to remove paper from the receiving tray of the Finisher.
- You need to remove the staples jammed in the Finisher. P.52 “Staple jam in the finisher”
- You need to remove the staples jammed in the Saddle Stitch unit. P.58 “Staple jam in the Saddle Stitch unit”
- You need to clear the hole punch paper bits from the Hole Punch Unit. P.77 “Cleaning the Hole Punch Dust Bin”
- The recommended toner cartridge is not being used. P.61 “Replacing a Toner Cartridge”
- You tried to perform saddle stitching for a printing on mixed paper sizes.
- The equipment cannot load paper from the drawer of the External Large Capacity Feeder.
- The equipment cannot eject the paper to the exit tray of the equipment.

**Cover Open**

This icon indicates the front cover is open.

**Toner Empty**

This icon indicates no toner is left. It also indicates which color is empty: P.61 “Replacing a Toner Cartridge”

**Waste Toner Full**

This icon indicates the waste toner box is full and requires replacing.
Paper Empty

This icon indicates no paper is left in a drawer. Refer to the Copying Guide.

Paper Misfeed

This icon indicates a paper misfeed occurred. It also indicates the location of the paper misfeed.  P.14 “Clearing a Paper Misfeed”

Staples Empty

This icon indicates no staples are left in the Finisher.  P.68 “Refilling With Staples”

Call for Service

Contact your service representative to have the equipment inspected.
## Error Messages

When a message appears on the [Device] Tab of TopAccess, see the table below for the corrective action.

### Note

Messages concerning color printing are displayed only on MFPs and copiers that support color printing.

<table>
<thead>
<tr>
<th>TopAccess Message</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover Open - Please Close Cover.</td>
<td>Close the front cover.</td>
</tr>
<tr>
<td>Paper Feeding Cover Open - Please Close Cover.</td>
<td>Close the paper feeder cover.</td>
</tr>
<tr>
<td>Transfer/Transport unit Cover Open - Please Close Cover.</td>
<td>Close the transfer/transport unit.</td>
</tr>
<tr>
<td>Bypass Cover Open - Please Close Cover.</td>
<td>Close the bypass cover.</td>
</tr>
<tr>
<td>Exit Cover Open - Please Close Cover.</td>
<td>Close the exit cover.</td>
</tr>
<tr>
<td>Toner Cover Open - Please Close Cover.</td>
<td>Close the toner cover.</td>
</tr>
<tr>
<td>Platen Cover Open - Please Close Cover.</td>
<td>Close the platen cover.</td>
</tr>
<tr>
<td>Lower Tray Transport Cover Open - Please Close Cover.</td>
<td>Close the lower tray transport cover.</td>
</tr>
<tr>
<td>Inserter Cover Open - Please Close Cover.</td>
<td>Close the Inserter cover.</td>
</tr>
<tr>
<td>External Large Capacity Feeder Disconnect - Please Joint it to Copier.</td>
<td>Connect the External Large Capacity Feeder to the equipment.</td>
</tr>
<tr>
<td>LCF Cover Open - Please Close LCF Cover.</td>
<td>Close the Large Capacity Feeder cover.</td>
</tr>
<tr>
<td>Drawer 1 Open - Please Close Drawer 1.</td>
<td>Close the drawer.</td>
</tr>
<tr>
<td>Drawer 2 Open - Please Close Drawer 2.</td>
<td>Close the drawer.</td>
</tr>
<tr>
<td>Drawer 3 Open - Please Close Drawer 3.</td>
<td>Close the drawer.</td>
</tr>
<tr>
<td>Drawer 4 Open - Please Close Drawer 4.</td>
<td>Close the drawer.</td>
</tr>
<tr>
<td>Automatic Duplexing Unit Cover Open - Please Close Cover.</td>
<td>Close the automatic duplexing unit cover.</td>
</tr>
<tr>
<td>Relay Unit Cover Open - Please Close Cover.</td>
<td>Close the Bridge Unit cover.</td>
</tr>
<tr>
<td>Finisher Joint Cover Open - Please Close Cover.</td>
<td>Close the Finisher joint cover.</td>
</tr>
<tr>
<td>Finisher Door Open - Please Close Door.</td>
<td>Close the Finisher door.</td>
</tr>
<tr>
<td>Lower Tray Delivery Cover Open - Please Close Cover.</td>
<td>Close the lower tray delivery cover.</td>
</tr>
<tr>
<td>Lower Tray Front Cover Open - Please Close Cover</td>
<td>Close the lower tray front cover.</td>
</tr>
<tr>
<td>Punch Unit Front Cover Open - Please Close Cover</td>
<td>Close the Punch unit front cover.</td>
</tr>
<tr>
<td>Hole Punch Unit Open - Please Close Cover.</td>
<td>Close the Hole Punch Unit cover.</td>
</tr>
<tr>
<td>Standard Output Tray Paper Full - Please Remove Paper.</td>
<td>Remove the paper from the tray.</td>
</tr>
<tr>
<td>Upper Tray Paper Full - Please Remove Paper.</td>
<td>Remove the paper from the tray.</td>
</tr>
<tr>
<td>Lower Tray Paper Full - Please Remove Paper.</td>
<td>Remove the paper from the tray.</td>
</tr>
<tr>
<td>Saddle Tray Full - Please Remove Paper.</td>
<td>Remove the paper from the tray.</td>
</tr>
<tr>
<td>Job Separator 1 Full - Please Remove Paper.</td>
<td>Remove the paper from the tray.</td>
</tr>
<tr>
<td>Job Separator 2 Full - Please Remove Paper.</td>
<td>Remove the paper from the tray.</td>
</tr>
<tr>
<td>Paper Empty in Drawer 1 - Please Add Paper.</td>
<td>Set the paper in the drawer.</td>
</tr>
<tr>
<td>Paper Empty in Drawer 2 - Please Add Paper.</td>
<td>Set the paper in the drawer.</td>
</tr>
<tr>
<td>Paper Empty in Drawer 3 - Please Add Paper.</td>
<td>Set the paper in the drawer.</td>
</tr>
<tr>
<td>Paper Empty in Drawer 4 - Please Add Paper.</td>
<td>Set the paper in the drawer.</td>
</tr>
<tr>
<td>Paper Empty in External Large Capacity Feeder - Please Add Paper.</td>
<td>Set the paper in the External Large Capacity Feeder.</td>
</tr>
<tr>
<td>Paper Empty in Large Capacity Feeder - Please Add Paper.</td>
<td>Set the paper in the Large Capacity Feeder.</td>
</tr>
<tr>
<td>Paper Misfeed in Job Separator - Please Clear Paper Path.</td>
<td>Refer to the guidance on the touch panel to remove misfed paper.</td>
</tr>
<tr>
<td>Paper Misfeed in Automatic Duplexing Unit - Please Clear Paper Path.</td>
<td>Refer to the guidance on the touch panel to remove misfed paper.</td>
</tr>
<tr>
<td>Paper Insertion Misfeed - Please Clear Paper Path.</td>
<td>Refer to the guidance on the touch panel to remove misfed paper.</td>
</tr>
<tr>
<td>Paper Misfeed in Printer - Please Clear Paper Path.</td>
<td>Refer to the guidance on the touch panel to remove misfed paper.</td>
</tr>
<tr>
<td>Paper Misfeed in Finisher - Please Clear Paper Path.</td>
<td>Remove the misfed paper from the Finisher. See P.14 “Clearing a Paper Misfeed”.</td>
</tr>
<tr>
<td>Used Toner Container Full - Please Replace.</td>
<td>Replace the waste toner box.</td>
</tr>
<tr>
<td>Staple Empty - Please Set Staple Cartridge</td>
<td>Refill the Finisher staples.</td>
</tr>
<tr>
<td>Open the front cover, and clean the slit glass and main charger.</td>
<td>Clean the slit glass and the main chargers.</td>
</tr>
<tr>
<td>TopAccess Message</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>Toner Not Recognized - Please Check Toner.</td>
<td>Check and adjust the toner bottle.</td>
</tr>
<tr>
<td>Black Toner Empty - Please Install New Toner Cartridge.</td>
<td>Replace the black toner.</td>
</tr>
<tr>
<td>Cyan Toner Empty - Please Install New Toner Cartridge.</td>
<td>Replace the cyan toner.</td>
</tr>
<tr>
<td>Magenta Toner Empty - Please Install New Toner Cartridge.</td>
<td>Replace the magenta toner.</td>
</tr>
<tr>
<td>Yellow Toner Empty - Please Install New Toner Cartridge.</td>
<td>Replace the yellow toner.</td>
</tr>
<tr>
<td>Yellow Toner Near Empty - Please Prepare New Toner Cartridge.</td>
<td>Prepare the new toner cartridge.</td>
</tr>
<tr>
<td>Confirm waste toner bottle is attached and close waste toner bottle cover.</td>
<td>Confirm the waste toner box is securely attached and close the waste toner box cover.</td>
</tr>
<tr>
<td>Close duplexing unit cover</td>
<td>Close the duplexing unit cover.</td>
</tr>
<tr>
<td>Close receiving tray low cover</td>
<td>Close the low cover of the receiving tray.</td>
</tr>
<tr>
<td>Prepare new waste toner box</td>
<td>Prepare a new waste toner box.</td>
</tr>
<tr>
<td>Fatal Error - Please Contact Service Technician.</td>
<td>Contact your service representative.</td>
</tr>
<tr>
<td>Main Motor Error - Please Contact Service Technician.</td>
<td>Contact your service representative.</td>
</tr>
<tr>
<td>Printer Input Error.</td>
<td>Contact your service representative.</td>
</tr>
<tr>
<td>Scanner Error - Please Contact Service Technician.</td>
<td>Contact your service representative.</td>
</tr>
<tr>
<td>Fuser Error - Please Contact Service Technician.</td>
<td>Contact your service representative.</td>
</tr>
</tbody>
</table>
Error Codes

TopAccess has the pages for the job lists; print, transmission, reception, and scan jobs. The following error codes are shown on these pages in the [Logs] tab (successful jobs have no codes). These codes help you specify the cause of an error you might encounter.

**Note**

Error codes concerning color printing are displayed only on MFPs and copiers that support color printing.

**Tip**

The error codes are also shown on the [LOG] window of the touch panel. See the following lists when you find an error code on the touch panel.

### Error codes on print jobs

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Problem Description</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4011</td>
<td>Job canceled</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>4021</td>
<td>Power failure</td>
<td>Check whether the power cable is connected properly and is inserted securely.</td>
</tr>
<tr>
<td>4031</td>
<td>HDD full error</td>
<td>Delete unnecessary private print jobs and invalid department print jobs.</td>
</tr>
<tr>
<td>4041</td>
<td>User authentication error</td>
<td>The user performing the printing has not been authenticated or registered. Perform user authentication or user registration.</td>
</tr>
<tr>
<td>4042</td>
<td>Department code authentication error</td>
<td>Check the information about the department code registered in this equipment.</td>
</tr>
<tr>
<td>4045</td>
<td>There is something wrong with the connection with the LDAP server or its authority setting.</td>
<td>Ask your LDAP server administrator about it.</td>
</tr>
<tr>
<td>4111</td>
<td>The number of prints has become &quot;0&quot;</td>
<td>The number of prints specified in department and user management has become &quot;0&quot; at the same time. Set the number again or perform initialization.</td>
</tr>
<tr>
<td>4112</td>
<td>The number of prints has become &quot;0&quot;</td>
<td>The number of prints specified in user management has become &quot;0&quot;. Set the number again or perform initialization.</td>
</tr>
<tr>
<td>4113</td>
<td>The number of prints has become &quot;0&quot;</td>
<td>The number of prints specified in department management has become &quot;0&quot;. Perform initialization.</td>
</tr>
<tr>
<td>4121</td>
<td>Job cancellation due to the external counter error</td>
<td>1. Put in a coin and perform printing again. 2. Insert a card and perform printing again or contact your administrator. 3. Insert the Key Counter and perform printing again. 4. Clear the Schedule Print setting and perform printing again.</td>
</tr>
<tr>
<td>4211</td>
<td>Printing data storing limitation error</td>
<td>Printing with the data being stored to the HDD temporarily (Proof print, Private print, Scheduled print, etc.) cannot be performed. Use normal printing.</td>
</tr>
<tr>
<td>4212</td>
<td>e-Filing storing limitation error</td>
<td>Printing with the data being stored to the HDD (print and e-Filing, print to e-Filing, etc.) cannot be performed. Use normal printing.</td>
</tr>
<tr>
<td>4213</td>
<td>File storing limitation error</td>
<td>The file storing function is set to &quot;disabled&quot;. Check the setting of the equipment.</td>
</tr>
<tr>
<td>4214</td>
<td>Fax/iFax transmission failure</td>
<td>The Fax/iFax transmission or N/W-Fax/iFax function is set to &quot;disabled&quot;. Check the setting of the equipment.</td>
</tr>
<tr>
<td>4221</td>
<td>Private-print-only error</td>
<td>Jobs other than Private printing cannot be printed. Perform Private printing.</td>
</tr>
<tr>
<td>4241</td>
<td>No Printer Kit/Printer Kit expired</td>
<td>Install the Printer Kit or Printer/Scanner Kit correctly before printing. Please register if the trial period of the Printer Kit or Printer/Scanner Kit has expired.</td>
</tr>
<tr>
<td>4242</td>
<td>No Scanner Kit/Scanner Kit expired</td>
<td>Although the Printer Kit is installed, the Scanner Kit is not installed; therefore, the Internet Fax function and Save as file function using the N/W-Fax driver are not available. Install the Scanner Kit correctly and try again. Please register if the trial period of the Scanner Kit has expired.</td>
</tr>
<tr>
<td>4311</td>
<td>No authority to execute a job</td>
<td>The user has not been authorized to perform this operation. Ask your administrator.</td>
</tr>
<tr>
<td>4312</td>
<td>Not authorized to store a file</td>
<td>The user has not been authorized to perform this operation. Ask your administrator.</td>
</tr>
</tbody>
</table>
### Error codes on transmission and reception

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Problem Description</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>0012</td>
<td>Original misfeed</td>
<td>Remove the misfed original.</td>
</tr>
<tr>
<td>0013</td>
<td>Door open</td>
<td>Firmly close the open door.</td>
</tr>
<tr>
<td>0020</td>
<td>Power interruption</td>
<td>Check the power interruption report.</td>
</tr>
<tr>
<td>0030</td>
<td>Interruption by paper misfeeds during direct transmission</td>
<td>Remove the misfed paper and reattempt the transmission.</td>
</tr>
<tr>
<td>0033</td>
<td>Polling Error</td>
<td>Check polling options setup (Security Code, etc.), and check whether the polling document exists.</td>
</tr>
<tr>
<td>0042</td>
<td>Memory full</td>
<td>Make sure that there is sufficient memory before making the call again.</td>
</tr>
<tr>
<td>0050</td>
<td>Line busy</td>
<td>Reattempt the communications.</td>
</tr>
<tr>
<td>0053</td>
<td>Security Mismatch in Relay or Mail Box transmission</td>
<td>Confirm the remote party’s Security Code, system password and your setup.</td>
</tr>
<tr>
<td>00B0-00B5</td>
<td>Signal Error or Line Condition Error</td>
<td>Reattempt the communications.</td>
</tr>
<tr>
<td>00C0-00D0</td>
<td>HDD error</td>
<td>Reattempt the communications. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>00F0</td>
<td>Software failure</td>
<td>Reattempt the communications. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>00F1</td>
<td>Hardware noise</td>
<td>Reattempt the communications. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>1C10</td>
<td>System access abnormality</td>
<td>Turn the power OFF and then back ON. Perform the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>1C11</td>
<td>Insufficient memory</td>
<td>Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.</td>
</tr>
<tr>
<td>1C12</td>
<td>Message reception error</td>
<td>Turn the power OFF and then back ON. Perform the job in error again.</td>
</tr>
<tr>
<td>1C13</td>
<td>Message transmission error</td>
<td>Turn the power OFF and then back ON. Perform the job in error again.</td>
</tr>
<tr>
<td>1C14</td>
<td>Invalid parameter</td>
<td>If a template is being used, create it again. If the error still persists, turn the power OFF and then back ON, and try again.</td>
</tr>
<tr>
<td>1C15</td>
<td>Exceeding file capacity</td>
<td>Ask your administrator to change the “Fragment Page Size” setting for the Internet Fax setting, or reduce the number of pages and try again.</td>
</tr>
<tr>
<td>1C30-1C33</td>
<td>Disk access error</td>
<td>Complete any running jobs first before performing the job in error. If the error still persists, turn the power OFF and then back ON, and try again.</td>
</tr>
<tr>
<td>1C40</td>
<td>Image conversion abnormality</td>
<td>Turn the power OFF and then back ON. Perform the job in error again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1C60</td>
<td>HDD full failure during processing</td>
<td>Reduce the number of pages of the job in error and perform it again. Check whether the server or local disk has sufficient space in its disk capacity.</td>
</tr>
<tr>
<td>1C61</td>
<td>Address Book reading failure</td>
<td>Turn the power OFF and then back ON. Perform the job in error again. Reset the data in the Address Book and perform the job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>1C63</td>
<td>Terminal IP address unset</td>
<td>Ask your administrator to set the IP address of the equipment.</td>
</tr>
<tr>
<td>1C64</td>
<td>Terminal mail address unset</td>
<td>Ask your administrator to set the Email address of the equipment.</td>
</tr>
<tr>
<td>1C65</td>
<td>SMTP address unset</td>
<td>Ask your administrator to set the SMTP server address.</td>
</tr>
<tr>
<td>1C66</td>
<td>Server time-out error</td>
<td>Check whether the SMTP server is operating properly.</td>
</tr>
<tr>
<td>1C69</td>
<td>SMTP server connection error</td>
<td>Ask your administrator to set the login name or password of the SMTP server and try again. Check whether the SMTP server is operating properly.</td>
</tr>
<tr>
<td>1C6B</td>
<td>Terminal mail address error</td>
<td>Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.</td>
</tr>
<tr>
<td>1C6C</td>
<td>Destination mail address error</td>
<td>Check if there is an unpermitted character in the Destination Email address. Delete the unpermitted character and reset the appropriate Destination Email address, then try again.</td>
</tr>
<tr>
<td>1C6D</td>
<td>System error</td>
<td>Turn the power OFF and then back ON. Perform the job in error again. If the error still occurs, contact your service representative.</td>
</tr>
<tr>
<td>1C70</td>
<td>SMTP client OFF</td>
<td>Ask your administrator to enable the SMTP Client and perform the job again.</td>
</tr>
<tr>
<td>1C71</td>
<td>SMTP authentication error</td>
<td>Confirm that the login name and password are correct. If SSL is enabled, make sure that SSL port number is correctly set.</td>
</tr>
<tr>
<td>1C72</td>
<td>POP Before SMTP error</td>
<td>Confirm that the POP Before SMTP settings and POP3 settings are correct.</td>
</tr>
<tr>
<td>1CC0</td>
<td>Job canceled</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>1CC1</td>
<td>Power failure</td>
<td>Check whether the power cable is connected properly and is inserted securely. Check whether the power voltage is unstable.</td>
</tr>
<tr>
<td>3A10</td>
<td>MIME format error</td>
<td>Ask the sender to resend the Email in the MIME1.0 format.</td>
</tr>
<tr>
<td>3A20</td>
<td>Email process error</td>
<td>Ask the sender to resend the Email.</td>
</tr>
<tr>
<td>3A30</td>
<td>Partial Email timeout error</td>
<td>Ask the sender to resend the Email, or change the Partial Wait time setting.</td>
</tr>
<tr>
<td>3A40</td>
<td>Invalid partial Email received</td>
<td>Ask the sender to resend the partial Email in the RFC2046 format.</td>
</tr>
<tr>
<td>3A50</td>
<td>HDD full error</td>
<td>Ask the sender to resend the Email by separating it into several Emails. If this error occurs due to running out of paper and too many waiting jobs being stored in the hard disk, add paper to activate the other jobs.</td>
</tr>
<tr>
<td>3A70</td>
<td>Interrupt partial Email reception</td>
<td>Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.</td>
</tr>
<tr>
<td>3A80</td>
<td>Partial Email disabled</td>
<td>Ask your administrator to enable the Enable Partial Email setting and ask the sender to resend the Email.</td>
</tr>
<tr>
<td>3B10</td>
<td>Email format error</td>
<td>Ask the sender to resend the Email.</td>
</tr>
<tr>
<td>3B20</td>
<td>Content-Type error</td>
<td>Ask the sender to resend the Email with attached files that are TIFF format.</td>
</tr>
<tr>
<td>3B40</td>
<td>Email decode error</td>
<td>Ask the sender to resend the Email.</td>
</tr>
<tr>
<td>3C10, 3C13</td>
<td>TIFF analysis error</td>
<td>Ask the sender to resend the Email with attached files that are TIFF format.</td>
</tr>
<tr>
<td>3C20</td>
<td>TIFF compression error</td>
<td>Ask the sender to resend the Email with attached TIFF files in the MH, MR, MMR, or JBIG compression.</td>
</tr>
<tr>
<td>3C30</td>
<td>TIFF resolution error</td>
<td>Ask the sender to resend the Email with attached TIFF files whose resolution is either 200 x 100, 200 x 200, 200 x 400, 300 x 300, or 400 x 400 dpi.</td>
</tr>
<tr>
<td>3C40</td>
<td>TIFF paper size error</td>
<td>Ask the sender to resend the Email with attached TIFF files that can be printed on paper permitted for the equipment.</td>
</tr>
<tr>
<td>3C50</td>
<td>Offramp transmission error</td>
<td>Ask the sender to specify the correct fax numbers and resend the Email.</td>
</tr>
</tbody>
</table>
### Error codes on scan jobs

**Tip**

The error indications on scan jobs are done as follows:
- On TopAccess log list, messages indicating the status are displayed.
- On the touch panel of the equipment, error codes are displayed. See the listings below.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Problem Description</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3C60</td>
<td>Offramp security error</td>
<td>Confirm that the specified fax numbers are registered in the address book of the equipment. If not, register the fax numbers in the address book and ask the sender to resend the Email with the correct fax numbers.</td>
</tr>
<tr>
<td>3C70</td>
<td>Power failure</td>
<td>Confirm that the job is recovered or not. If not, ask the sender to resend the Email.</td>
</tr>
<tr>
<td>3C90</td>
<td>OffRamp Fax transmission disable error</td>
<td>Confirm if the Fax Send Function of MFP setting is disable or not.</td>
</tr>
<tr>
<td>3D10</td>
<td>Destination address error</td>
<td>Ask your administrator whether the DNS and mail server settings are correctly set. If they are, ask the sender to confirm that the destination address is correct.</td>
</tr>
<tr>
<td>3D20</td>
<td>Exceeding maximum offramp destinations</td>
<td>Ask the sender to specify up to 40 destinations for one offramp gateway job. The equipment cannot perform offramp gateway transmission for more than 40 destinations.</td>
</tr>
<tr>
<td>3D30</td>
<td>Fax unit is not installed</td>
<td>Make sure that the Fax unit is installed, or connected correctly.</td>
</tr>
<tr>
<td>3E10</td>
<td>POP3 server communication error</td>
<td>Ask your administrator whether the POP3 server address is correctly set, and whether the POP3 server works properly. If SSL is enabled, make sure that SSL port number is correctly set.</td>
</tr>
<tr>
<td>3E20</td>
<td>POP3 server communication timeout</td>
<td>Ask your administrator whether the POP3 server works properly and the LAN cable is connected to the server.</td>
</tr>
<tr>
<td>3E30</td>
<td>POP3 login error</td>
<td>Ask your administrator whether the POP3 user name and password are set correctly.</td>
</tr>
<tr>
<td>3E40</td>
<td>POP3 login type error</td>
<td>Ask your administrator whether the POP3 login type (Auto, POP3, APOP) is set correctly.</td>
</tr>
<tr>
<td>3F10, 3F20</td>
<td>File I/O error</td>
<td>Ask the sender to resend the Email. If the error still occurs, contact your service representative.</td>
</tr>
</tbody>
</table>

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<tr>
<th>Error Code</th>
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<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2C10, 2C12, 2C13, 2C20-2C22</td>
<td>Wrong Job status</td>
<td>A system error has occurred during the sending of an Email. Try it again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2C11</td>
<td>Not enough memory</td>
<td>Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2C14</td>
<td>Invalid parameter specified</td>
<td>If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2C15</td>
<td>Mail size exceeded limit or maximum size</td>
<td>You are sending too many documents at a time. Send them separately.</td>
</tr>
<tr>
<td>2C30-2C33</td>
<td>Disk access error</td>
<td>Complete any running jobs first before reperforming the job in error. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2C40</td>
<td>Failed to convert image file format</td>
<td>This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2C43</td>
<td>Encryption error. Failure to create a file</td>
<td>If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2C44</td>
<td>Creating a file was not allowed</td>
<td>Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.</td>
</tr>
<tr>
<td>2C45</td>
<td>Failure in making meta data</td>
<td>Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2C60</td>
<td>HDD full failure during processing</td>
<td>Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.</td>
</tr>
<tr>
<td>2C61</td>
<td>Failure to read Address Book</td>
<td>Turn the power OFF and then back ON. Try the problem job again. Reset the data in the Address Book and reattempt it. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2C63</td>
<td>Terminal IP address unset</td>
<td>Ask your administrator to set the IP address of the equipment.</td>
</tr>
<tr>
<td>2C64</td>
<td>Terminal mail address unset</td>
<td>Ask your administrator to set the Email address of the equipment.</td>
</tr>
<tr>
<td>2C65, 2C66, 2C69</td>
<td>Failure to connect to SMTP server</td>
<td>Make sure that the SMTP server is correctly working or the SMTP server address has been set correctly.</td>
</tr>
<tr>
<td>2C6A</td>
<td>Failure to send Email message</td>
<td>Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2C6B</td>
<td>Invalid address specified in From: field</td>
<td>Ask your administrator to check the SMTP Authentication method or if there is an unpermitted character in the Terminal mail address. Set the correct SMTP Authentication method or delete the unpermitted character in the Terminal mail address.</td>
</tr>
<tr>
<td>2C6C</td>
<td>Invalid address specified in To: field</td>
<td>Make sure that there is no unpermitted character in the Destination mail address. Delete any unpermitted character and reset the appropriate Destination mail address, then try again.</td>
</tr>
<tr>
<td>2C70</td>
<td>SMTP service is not available</td>
<td>Ask your administrator whether the SMTP service is enabled.</td>
</tr>
<tr>
<td>2C71</td>
<td>SMTP authentication error</td>
<td>Confirm that the login name and password are correct. If SSL is enabled, make sure that the SSL port number is correctly set.</td>
</tr>
<tr>
<td>2C72</td>
<td>POP Before SMTP error</td>
<td>Confirm that the POP Before SMTP settings and POP3 settings are correct.</td>
</tr>
<tr>
<td>2CC0</td>
<td>Job canceled</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>2C1</td>
<td>Power failure occurred</td>
<td>Make sure that the power cable is connected properly and is inserted securely. Resend the job.</td>
</tr>
<tr>
<td>2D10, 2D12, 2D13</td>
<td>Wrong Job status</td>
<td>Turn the power OFF and then back ON. Try it again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2D11</td>
<td>Not enough memory</td>
<td>Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>2D14</td>
<td>Invalid parameter specified</td>
<td>If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2D15</td>
<td>Exceeding maximum file capacity</td>
<td>Divide the file into several files, or try again in a single-page format.</td>
</tr>
<tr>
<td>2D30</td>
<td>Failure to create directory</td>
<td>Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2D31, 2D33</td>
<td>Failure to create file</td>
<td>Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>2D32</td>
<td>Failure to delete file</td>
<td>Make sure that the access privilege to the storage directory is writable and then try the job again. If the error still persists, turn the power OFF and then back ON, and then make another effort.</td>
</tr>
<tr>
<td>2D40</td>
<td>Failure to convert image file format</td>
<td>This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2D43</td>
<td>Encryption error. Failure to create a file</td>
<td>If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.</td>
</tr>
<tr>
<td>2D44</td>
<td>Creating a file was not allowed.</td>
<td>Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.</td>
</tr>
<tr>
<td>2D45</td>
<td>Failure in making meta data</td>
<td>Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2D62</td>
<td>Failure to connect to network destination path.</td>
<td>Make sure that the network folder is shared in your network and try scanning again. If the error still persists, ask your administrator to check whether the IP address or path of the server is correct. Also make sure that the server is operating properly.</td>
</tr>
<tr>
<td>2D63</td>
<td>Specified network path is invalid. Check destination path.</td>
<td>Make sure that you specify the correct network folder and try scanning again.</td>
</tr>
<tr>
<td>2D64</td>
<td>Log on to file server failed. Check user name and password.</td>
<td>Make sure that you specify the correct user name and password to log on the file server, or you specify the correct file server. Then try scanning again.</td>
</tr>
<tr>
<td>2D65</td>
<td>There are too many documents in the folder. Failure in creating a new document</td>
<td>Delete the data in the local storage folder in the equipment and try scanning again.</td>
</tr>
<tr>
<td>2D66</td>
<td>HDD full failure during processing</td>
<td>Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.</td>
</tr>
<tr>
<td>2D67</td>
<td>FTP service is not available</td>
<td>Ask your administrator whether the FTP service is configured correctly.</td>
</tr>
<tr>
<td>2D68</td>
<td>File Sharing service is not available</td>
<td>Ask your administrator whether the SMB protocol is enabled.</td>
</tr>
<tr>
<td>2D69</td>
<td>NetWare service is not available</td>
<td>Ask your administrator whether the NetWare protocol is enabled.</td>
</tr>
<tr>
<td>2DA6</td>
<td>Failure to delete file</td>
<td>Delete the files in the shared folder with Explorer, turn the power OFF and then back ON, and reattempt the problem job. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2DA7</td>
<td>Failure to acquire resource</td>
<td>Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2DC0</td>
<td>Job canceled</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>2DC1</td>
<td>Power failure occurred</td>
<td>Make sure that the power cable is connected properly and is inserted securely. Resend the job.</td>
</tr>
<tr>
<td>Store to USB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2E10, 2E12, 2E13</td>
<td>Wrong Job status</td>
<td>Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2E11</td>
<td>Not enough memory</td>
<td>Wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>2E14</td>
<td>Invalid parameter specified</td>
<td>If you are using a template, create it again. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2E15</td>
<td>Exceeding maximum file capacity</td>
<td>Divide the file into several files, or reattempt in a single-page format.</td>
</tr>
<tr>
<td>2E30</td>
<td>Failure to create directory</td>
<td>Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>2E31, 2E33</td>
<td>Failure to create file</td>
<td>Make sure that the access privilege to the storage directory is writable and also that the disk in the directory has enough space, and then try again. If more than one job is performed simultaneously, the error may occur because the disk temporarily runs out of space. In this case, wait for a while and try again. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>2E32</td>
<td>Failure to delete file</td>
<td>Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2E40</td>
<td>Failure to convert image file format</td>
<td>This error occurs when conversion to a highly compressed PDF format fails. Do the scanning again. If the error still persists, Use the normal PDF format. When this error occurs in conversion other than to a highly compressed PDF format, turn the power OFF and then back ON. Then try to scan again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2E43</td>
<td>Encryption error. Failure to create a file</td>
<td>If the error still persists after reattempting, turn the power OFF and then back ON. Then make another effort.</td>
</tr>
<tr>
<td>2E44</td>
<td>Creating a file was not allowed</td>
<td>Creating an unencrypted file was not allowed. Configure the encryption settings and try again. To create an unencrypted file, consult the administrator.</td>
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<tr>
<td>2E45</td>
<td>Failure in making meta data</td>
<td>Make sure that the template setting is correct, and do the scanning again. If the error still persists, turn the power OFF and then back ON, and then try again.</td>
</tr>
<tr>
<td>2E65</td>
<td>There are too many documents in the folder. Failure in creating a new document</td>
<td>Delete the data in the local storage folder in the equipment and try scanning again.</td>
</tr>
<tr>
<td>2E66</td>
<td>HDD full failure during processing</td>
<td>Reduce the number of pages of the problem job and try again. Check whether the server or local disk has sufficient space in its capacity.</td>
</tr>
<tr>
<td>2EC0</td>
<td>Job canceled</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>2EC1</td>
<td>Power failure occurred</td>
<td>Make sure that the power cable is connected properly and is inserted securely. Resend the job.</td>
</tr>
</tbody>
</table>

**Remote Scan, WS Scan, File Downloader**

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Problem Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>2A20</td>
<td>Failure to acquire resource</td>
<td>Reattempt the problem job. If the error still persists, turn the power OFF and then back ON, and make another effort.</td>
</tr>
<tr>
<td>2A31</td>
<td>WS Scan function is not available</td>
<td>Check if the WS Scan function is enabled. If not, change it to “enabled”.</td>
</tr>
<tr>
<td>2A40</td>
<td>System fatal error</td>
<td>Turn the power OFF and then back ON. Try scanning again.</td>
</tr>
<tr>
<td>2A50</td>
<td>Job canceled.</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>2A51</td>
<td>Power failure occurred</td>
<td>Make sure that the power cable is connected properly and is inserted securely. Resend the job.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2A60</td>
<td>Authentication for WS Scan failed</td>
<td>When Fax &amp; Scan of Windows is used with the WIA driver, check if the user name for the login is registered. When the control panel or EWB of the equipment is used, check if the user name for the login is registered.</td>
</tr>
<tr>
<td>2A70</td>
<td>Insufficient permission to execute RemoteScan</td>
<td>Check if the user is authorized to perform this job.</td>
</tr>
<tr>
<td>2A71</td>
<td>Insufficient permission to execute WS Scan</td>
<td>Check if the user is authorized to perform this job.</td>
</tr>
<tr>
<td>2A72</td>
<td>Insufficient permission to access e-Filing box using scan utility</td>
<td>Check if the user is authorized to perform this job.</td>
</tr>
<tr>
<td>2A73</td>
<td>Authentication for WS Scan failed</td>
<td>When Fax &amp; Scan of Windows is used with the WIA driver, check if the user name for the login is registered. When the control panel or EWB of the equipment is used, check if the user name for the login is registered.</td>
</tr>
<tr>
<td>2A74</td>
<td>Insufficient permission to execute RemoteScan</td>
<td>Check if the user is authorized to perform this job.</td>
</tr>
<tr>
<td>2A75</td>
<td>Insufficient permission to execute WS Scan</td>
<td>Check if the user is authorized to perform this job.</td>
</tr>
<tr>
<td>2A76</td>
<td>Insufficient permission to access e-Filing box using scan utility</td>
<td>Check if the user is authorized to perform this job.</td>
</tr>
<tr>
<td>Store to e-Filing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2B11</td>
<td>Job status failed</td>
<td>Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2B20</td>
<td>Failure to access file</td>
<td>Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2B30</td>
<td>Insufficient disk space</td>
<td>Delete unnecessary documents in e-Filing and try again.</td>
</tr>
<tr>
<td>2B31</td>
<td>Failure to access Electronic Filing</td>
<td>Turn the power OFF and then back ON. Retry the job in error. A folder with the same name as an already existing document in the Box cannot be created. Retry by changing the folder name. Delete the specified e-Filing or folder and reset them. If the specified e-Filing or folder cannot be deleted, contact your service representative.</td>
</tr>
<tr>
<td>2B50</td>
<td>Failure to process image</td>
<td>Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2B51</td>
<td>Failure to process print image</td>
<td>Make sure that the Function List can be printed out. Try printing again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2B71</td>
<td>The storage period of e-Filing documents will expire</td>
<td>Check whether any necessary documents are stored in e-Filing. The documents will be deleted in a few days.</td>
</tr>
<tr>
<td>2B80</td>
<td>The HDD for storing e-Filing data is running out of space</td>
<td>Delete all unnecessary documents in e-Filing.</td>
</tr>
<tr>
<td>2B90</td>
<td>Insufficient memory</td>
<td>Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2BA0</td>
<td>Invalid box password specified</td>
<td>Make sure that the password is correct and try scanning again, or first reset the password and then reattempt the scan. When this error occurs in the printing of the data in e-Filing, do this with the administrator’s password. If recovery is still not completed or in case of an invalid password for the operation of other printing (opening the file, etc.), contact your service representative.</td>
</tr>
<tr>
<td>2BA1</td>
<td>Incorrect paper size, color mode or resolution</td>
<td>This size, color mode or resolution is not supported by e-Filing. Please check the paper size, color mode or resolution.</td>
</tr>
<tr>
<td>2BB0</td>
<td>Job canceled</td>
<td>The job was canceled.</td>
</tr>
<tr>
<td>2BB1</td>
<td>Power failure occurred</td>
<td>Make sure that the power cable is connected properly and is inserted securely. Resend the job.</td>
</tr>
<tr>
<td>2BC0</td>
<td>System fatal error</td>
<td>Turn the power OFF and then back ON. Try scanning again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2BD0</td>
<td>Power failure occurred during e-Filing restore</td>
<td>Make sure that the power cable is connected properly and is inserted securely. Resend the job.</td>
</tr>
<tr>
<td>2BE0</td>
<td>Failure to obtain the machine parameters</td>
<td>Turn the power OFF and then back ON. Try scanning again.</td>
</tr>
<tr>
<td>2BF0</td>
<td>Reached the maximum number of pages</td>
<td>Reduce the number of pages of the job in error and perform the job again.</td>
</tr>
<tr>
<td>2BF1</td>
<td>Reached the maximum number of documents</td>
<td>Delete the documents from the boxes or folders.</td>
</tr>
<tr>
<td>Error Code</td>
<td>Problem Description</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2BF2</td>
<td>Reached the maximum number of folders</td>
<td>Delete the folders from the boxes.</td>
</tr>
<tr>
<td>2500</td>
<td>Syntax error, command unrecognized</td>
<td>Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again.</td>
</tr>
<tr>
<td>2501</td>
<td>Syntax error in parameters or arguments</td>
<td>Check whether the Terminal mail address and Destination mail address are correct. Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again.</td>
</tr>
<tr>
<td>2503</td>
<td>Bad sequence of commands</td>
<td>Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2504</td>
<td>Command parameter not implemented</td>
<td>Check whether the mail server is operating properly. Turn the power OFF and then back ON. Try the problem job again. If the error still persists, contact your service representative.</td>
</tr>
<tr>
<td>2550</td>
<td>Mailbox unavailable</td>
<td>Confirm that the destination Email addresses are correct. Check the access privilege for the mailbox in the mail server.</td>
</tr>
<tr>
<td>2551</td>
<td>User not local</td>
<td>Confirm that the destination Email addresses are correct. Check whether the mail server is operating properly.</td>
</tr>
<tr>
<td>2552</td>
<td>Insufficient system storage</td>
<td>The file is too large for the mailbox. Confirm the mailbox size on the mail server. Transmit again in text mode or with a lower resolution. If the error still persists, divide the document and transmit again.</td>
</tr>
<tr>
<td>2553</td>
<td>Mailbox name not allowed</td>
<td>Check if there is an unpermitted character in the mailbox name in the mail server.</td>
</tr>
</tbody>
</table>
WHEN SOMETHING IS WRONG WITH THE EQUIPMENT

Try the troubleshooting tips in this chapter when you think there is something wrong with the equipment. This chapter also describes the daily care for the equipment.

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Regular Maintenance ..................................................................................................... 128
When You Think Something Is Wrong With the Equipment

If you think there is something wrong with the equipment, check the following items.

**Tips**
- To see the functions of the equipment such as copy or print, refer to their operator’s manuals (the *Copying Guide* and the *Printing Guide* respectively).
- Checking the operations or procedures may help you solve the problems. When you have what is not clear in operating the equipment or you think something is wrong with it, the operator’s manual for the function you are using will be helpful.

### General operations

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The equipment does not work at all.</td>
<td>The power cord is not securely inserted into the outlet.</td>
<td>Insert the power cord into the outlet until it comes to a stop.</td>
</tr>
<tr>
<td>No icons or signs are displayed on the touch panel. (The MAIN POWER lamp, the ON/OFF lamp and the [ENERGY SAVER] button light.)</td>
<td>The equipment is in the Sleep mode.</td>
<td>Press any of the [START], [COPY], [e-FILING], [SCAN], [PRINT], [FAX] and [ENERGY SAVER] buttons to clear the Sleep mode. Refer to the <em>Quick Start Guide</em>.</td>
</tr>
<tr>
<td>No icons or signs are displayed on the touch panel. (Only the MAIN POWER lamp lights.)</td>
<td>The power of the equipment is not turned ON.</td>
<td>Press and hold the [POWER] button until the ON/OFF lamp lights.</td>
</tr>
<tr>
<td>The touch panel is dim.</td>
<td>The contrast of the touch panel is adjusted lower.</td>
<td>Adjust the contrast lighter. Refer to the <em>MFP Management Guide</em>.</td>
</tr>
<tr>
<td>The button does not respond to my operation. (“Saving energy  Press START button” appears on the touch panel.)</td>
<td>The equipment is in the energy saving mode.</td>
<td>Press any of the [START], [COPY], [e-FILING], [SCAN], [PRINT], [FAX] and [ENERGY SAVER] buttons to clear the energy saving mode. Refer to the <em>Quick Start Guide</em>.</td>
</tr>
<tr>
<td>The button does not respond to my operation. (The MAIN POWER lamp, the ON/OFF lamp and the [ENERGY SAVER] button light.)</td>
<td>The equipment is in the Sleep mode.</td>
<td>Press any of the [START], [COPY], [e-FILING], [SCAN], [PRINT], [FAX] and [ENERGY SAVER] buttons to clear the Sleep mode. Refer to the <em>Quick Start Guide</em>.</td>
</tr>
<tr>
<td>The button does not respond to my operation. (Only the MAIN POWER lamp lights.)</td>
<td>The power of the equipment is not turned ON.</td>
<td>Press and hold the [POWER] button until the ON/OFF lamp lights.</td>
</tr>
<tr>
<td>The button does not respond to my operation.</td>
<td>The equipment is in the Super Sleep mode.</td>
<td>Press and hold the [POWER] button until the ON/OFF lamp lights to clear the Super Sleep mode. Refer to the <em>Quick Start Guide</em>.</td>
</tr>
<tr>
<td>The window “Enter Department Code” appears.</td>
<td>The equipment is managed under the department management function.</td>
<td>Enter your department code. If you do not know it, contact the administrator of the equipment.</td>
</tr>
<tr>
<td>The window “Enter the user name and Password” appears.</td>
<td>The equipment is managed under the user management function.</td>
<td>Enter your user name and password. If you do not know them, contact the administrator of the equipment.</td>
</tr>
<tr>
<td>A message is displayed on the touch panel.</td>
<td>Some trouble occurred in the equipment (or the message is displayed just for an ordinary operation).</td>
<td>See the meaning of the message referring to the listing below. P.11 “Messages Displayed on the Touch Panel”</td>
</tr>
</tbody>
</table>
### Originals and paper

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The original is misfed.</td>
<td>The original is unavailable on the equipment.</td>
<td>Check whether the original is available on the equipment. For details, refer to Chapter 2 of the <em>Copying Guide</em>.</td>
</tr>
<tr>
<td>Paper is misfed.</td>
<td>The paper is unavailable on the equipment.</td>
<td>Check whether the paper is available on the equipment. For details, refer to Chapter 1 of the <em>Copying Guide</em>.</td>
</tr>
<tr>
<td></td>
<td>The paper size setting registered for the equipment is inconsistent with paper in a drawer or on the bypass tray.</td>
<td>Match the size of the paper placed in the drawer or on the bypass tray and the size registered on the equipment. For Details, refer to Chapter 1 and 2 of the <em>Copying Guide</em>.</td>
</tr>
<tr>
<td></td>
<td>The stack of paper exceeds the loading line indicated on the side guide.</td>
<td>Remove some paper to set it within the height limit line indicated on the side guide.</td>
</tr>
<tr>
<td></td>
<td>There is too much space between the paper and the side and end guides of the drawer.</td>
<td>Adjust the space between the paper and the side guide or the end guide not to take much space. If the thick paper is misfed, take a little space between the paper and the side guide. For details, refer to Chapter 1 of the <em>Copying Guide</em>.</td>
</tr>
<tr>
<td></td>
<td>Hidden misfed paper has not been removed.</td>
<td>Check the sign again on the touch panel to see where the misfeed occurred. P.14 “Clearing a Paper Misfeed”</td>
</tr>
<tr>
<td>Two or more sheets of paper are fed together.</td>
<td>Sheets of paper are stuck together.</td>
<td>Loosen the stack of paper well and set them again.</td>
</tr>
<tr>
<td>Sheets do not align when exiting.</td>
<td>Sheets are placed in the drawer with the wrong side up.</td>
<td>Check the printing side of the sheets and place them correctly. Information about the printing side may be given on the wrapping paper of the sheets. If you cannot find which side is the printing side, try printing on both sides to see if the sheets align when exiting.</td>
</tr>
<tr>
<td>The message indicating no paper does not disappear even after paper is placed in the drawer.</td>
<td>Sheets placed in the drawer are not aligned.</td>
<td>Remove the sheets from the drawer, align them, and replace them.</td>
</tr>
<tr>
<td></td>
<td>The side and end guides do not match the paper size in the drawer.</td>
<td>Adjust the side and end guides to match the paper size.</td>
</tr>
<tr>
<td></td>
<td>The amount of paper placed in the Large Capacity Feeder (optional) is too small.</td>
<td>Place more than 10 sheets of paper in the Large Capacity Feeder.</td>
</tr>
</tbody>
</table>
Regular Maintenance

We recommend that you clean the following portions weekly so that the originals can always be scanned in unsoiled conditions.

Notes

- Be careful not to scratch the portions when cleaning them.
- When cleaning the surface of the equipment, do not use such organic solvents as thinner or benzine.
  - This could warp the shape of the surface or leave it discolored.
  - When using a chemical cleaning pad to clean it, follow the instructions.

1. Scanning area (surface of the long rectangular glass) / 2. Original glass
   Wipe it with a soft dry cloth. If there are still stains remaining, wipe clean with a piece of soft cloth which has been moistened with water and then squeezed well. Do not use liquids other than water (such as alcohol, organic solvents or neutral detergent).

   Clean the surface as follows depending on the extent of the staining.
   - Clean it with a soft cloth.
   - Clean it with a soft cloth lightly moistened with water.
   - Clean it with a soft cloth lightly moistened with alcohol, and then wipe with a dry cloth.
   - Clean it with a soft cloth lightly moistened with watered-down neutral detergent, wipe with a cloth moistened with water, and then wipe with a dry cloth.
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MULTIFUNCTIONAL DIGITAL SYSTEMS
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