

MULTIFUNCTIONAL DIGITAL SYSTEMS

Operator's Manual for TopAccessDocMon

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Preface


Thank you for purchasing TOSHIBA Multifunctional Digital Systems or Multifunctional Digital Color Systems. This manual explains the instructions for TopAccessDocMon. Read this manual before using your Multifunctional Digital Systems or Multifunctional Digital Color Systems. Keep this manual within easy reach, and use it to configure an environment that makes best use of the e-STUDIO's functions.


■ How to read this manual

□ Symbols in this manual


In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.


 **WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, 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.

Model name	Series name
e-STUDIO5520C/6520C/6530C	e-STUDIO6530C Series
e-STUDIO2330C/2820C/2830C/3520C/3530C/4520C	e-STUDIO4520C Series
e-STUDIO2500C/3500C/3510C	e-STUDIO3510C Series
e-STUDIO281C/351C/451C	e-STUDIO451C Series
e-STUDIO555/655/755/855	e-STUDIO855 Series
e-STUDIO523/603/723/853	e-STUDIO853 Series
e-STUDIO520/600/720/850	e-STUDIO850 Series
e-STUDIO205L/255/305/355/455	e-STUDIO455 Series
e-STUDIO353/453	e-STUDIO453 Series
e-STUDIO352/452	e-STUDIO452 Series
e-STUDIO203L/233/283	e-STUDIO283 Series
e-STUDIO202L/232/282	e-STUDIO282 Series

□ Screens

- Illustrations for a control panel and a touch panel shown in this manual are those of the e-STUDIO4520C Series. The details on the touch panel menus may differ 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 2000 is Microsoft Windows 2000 Operating System.
- 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 Server 2003 is Microsoft Windows Server 2003 Operating System.
- The official name of Windows Server 2008 is Microsoft Windows Server 2008 Operating System.
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- TopAccess is a trademark of Toshiba Tec Corporation.
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OVERVIEW

This chapter describes the overview of TopAccessDocMon.

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Features and Functions

TopAccessDocMon consists of the status monitor and a job manager component that allow you to monitor your device and manage your print and network fax jobs from your computer desktop.

- The status monitor allows you to check on your display the device-summary information and printer information, such as cassettes and counters. The feature also provides you with event notification (alerts); if a certain event, such as a paper out condition, interrupts printing, TopAccessDocMon will let you know it with an alert icon and a message.
 P.27 "MONITORING DEVICE STATUS"
- The job management feature provides the access to the print queues (Print, Private Print, Hold Print, Proof Print, Scheduled Print, Fax, e-Filing, and Invalid queues) and helps you follow the progress of each job until it is printed on your device . You can also delete or release your jobs in these queues.
 P.35 "MANAGING JOBS"
- And more!
 P.43 "OTHER USEFUL FUNCTIONS"
 P.47 "ADVANCED SETTINGS"

Supported Models

TopAccessDocMon supports device monitoring and job management of the following TOSHIBA controllers:

- e-STUDIO6530C Series
- e-STUDIO4520C Series
- e-STUDIO3510C Series
- e-STUDIO451C Series
- e-STUDIO855 Series
- e-STUDIO853 Series
- e-STUDIO850 Series
- e-STUDIO455 Series
- e-STUDIO453 Series
- e-STUDIO452 Series
- e-STUDIO283 Series
- e-STUDIO282 Series

Tip

Other than the above, TopAccessDocMon can also monitor the status of the devices that support MIB-II, Host Resource MIB, and Printer MIB.

System Requirements

The software requires the following environment:

- **OS**
 - Windows 2000 Service Pack 4
 - Windows XP Service Pack 1/Service Pack 2/Service Pack 3
 - Windows Vista Service Pack 1
 - Windows Server 2003 Service Pack 1
 - Windows Server 2008
- **Display resolution**
 - 1024 x 768 dots or more
- **Display color**
 - High Color (16 bit) or higher recommended
- **CPU**
 - Pentium 133 MHz minimum (Pentium 266 MHz or faster recommended)
- **Memory**
 - The required memory size for OS.
- **Network**
 - TCP/IP or IPX/SPX

Tips

- TopAccessDocMon requires an Windows network environment. To monitor and manage print jobs via another network environment, use TopAccess.
- To monitor and manage print jobs using TopAccessDocMon, the SNMP network service must be enabled. To enable the SNMP network service, use TopAccess.
 - 📖 P.45 "Accessing to TopAccess"

INSTALLING THE SOFTWARE

This chapter describes the instructions on how to install the software.

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Before Installation

Before installing TopAccessDocMon, read the following carefully to ensure an appropriate installation.

■ TopAccessDocMon is already installed

If TopAccessDocMon is already installed on your computer, download TopAccessDocMon on the website and installed it again to update the software.

if you uninstall TopAccessDocMon and install it again, TopAccessDocMon can leave and restore the settings. When you see the “do you want to delete the settings for the following components?” message during uninstallation, select [no] to restore the settings.

■ GL-DocMon is installed

If GL-DocMon for the GL-1010 or GL-1020 controller is installed on your computer, uninstall GL-DocMon prior to installing TopAccessDocMon.

■ SC-DocMon is installed

If GL-DocMon for the SC-2 controller is installed on your computer, uninstall SC-DocMon prior to installing TopAccessDocMon.

Installing TopAccessDocMon

Follow the procedure below to install TopAccessDocMon.

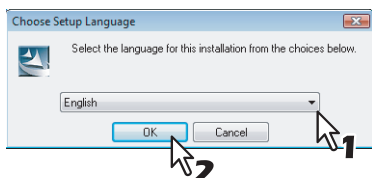
Note

You need to log in Windows with the “Power Users” privilege (only for Windows 2000) or “Administrator” privilege (for Windows 2000/XP/Vista/Server 2003/Server 2008).

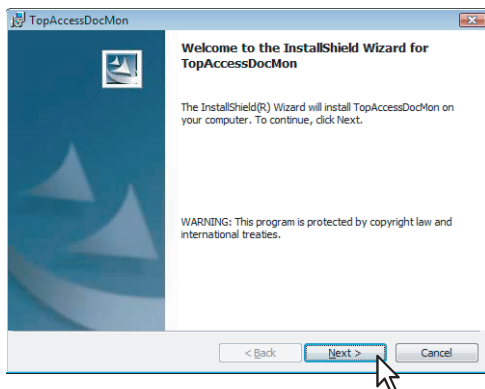
2

The following steps provide an example on Windows Vista. The steps are the same on other Windows OS.

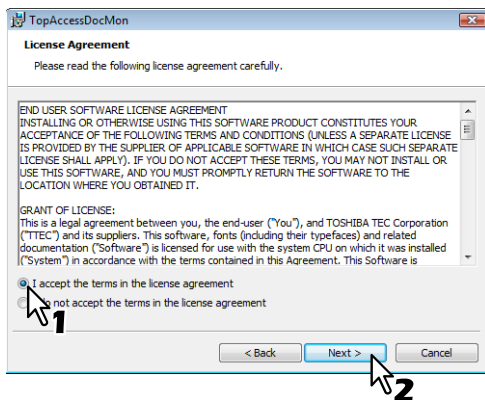
- 1 Follow the instructions on the download website and start the installation.
- 2 Select the language and click [OK].



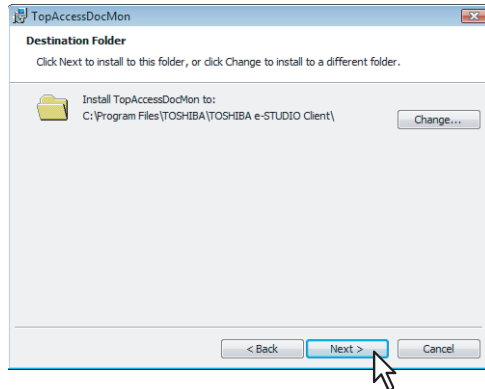
- 3 Click [Next].



- 4 Select [I accept the terms in the license agreement] and click [Next].



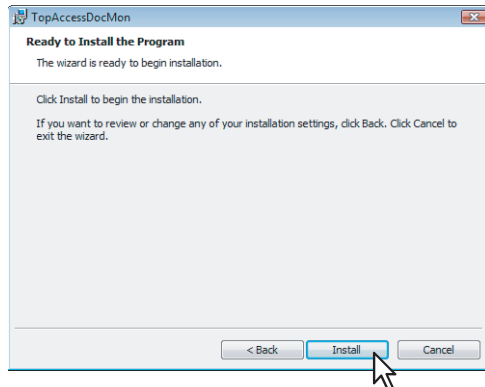
5 Click [Next].



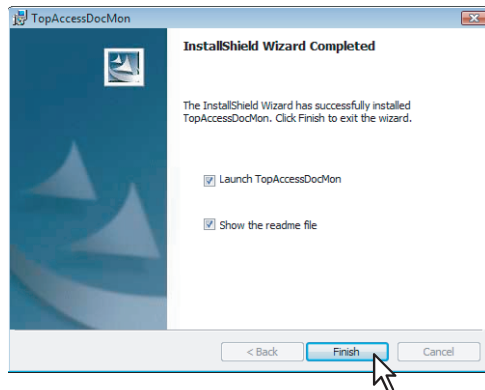
Tip

To install to a different folder, click [Change] and specify the desired folder.

6 Click [Install].



7 Click [Finish] to close the wizard.



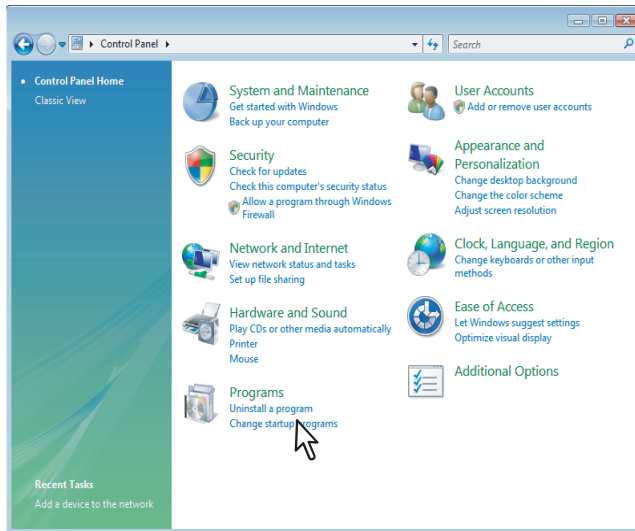
Notes

- If you select the [Show the readme file] check box, the readme screen is displays.
- Be sure to read the readme file; it contains notes and reminders for the TopAccessDocMon users.

Uninstalling TopAccessDocMon

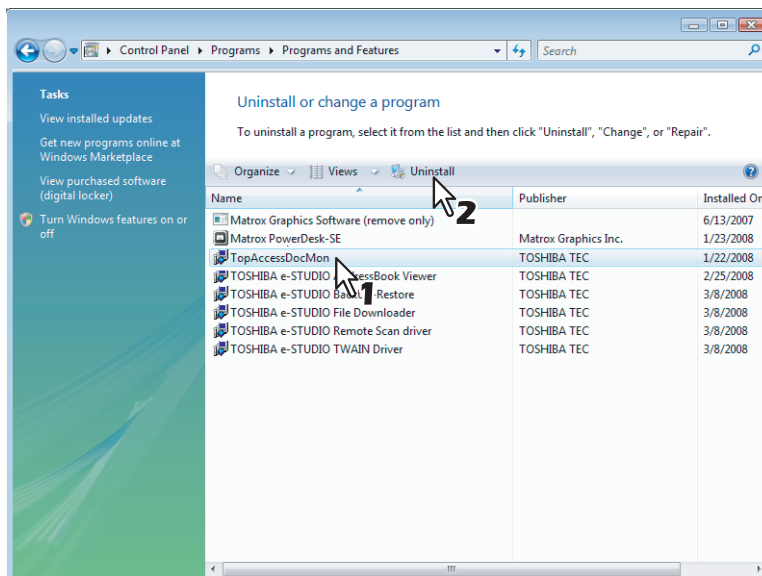
Follow the procedure below when you uninstall TopAccessDocMon. The following steps provide an example on Windows Vista. The steps are the same on other Windows OS.

1 Open the Control Panel and click [Uninstall a program].



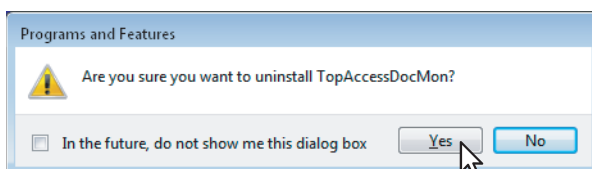
- The [Uninstall or Change a Program] dialog box is displayed.
- On Windows 2000, click [Add/ Remove Programs].
- On Windows XP/Server 2003, click [Add or Remove Programs].

2 From the list, select [TopAccessDocMon] and click [Uninstall].

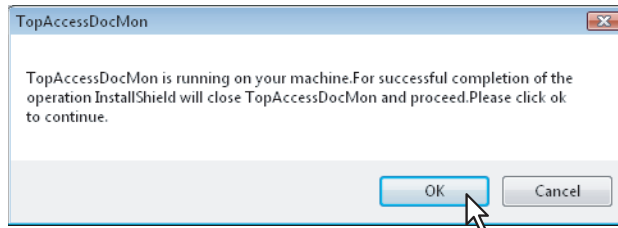


On Windows 2000/XP/Server 2003, select [TopAccessDocMon] and click [Remove].

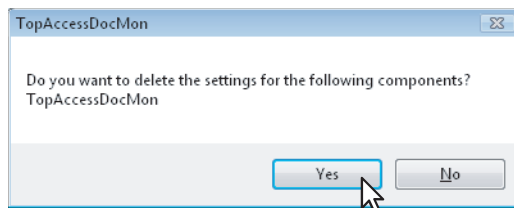
3 Click [Yes].



4 Click [Yes].



5 To delete the setting files, click [Yes].



The system starts deleting the files.

Tip

If you plan to install the software later again, click [No] to keep the setting files. You can restore the data and settings when you re-install the software.

Repairing TopAccessDocMon

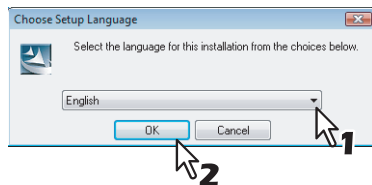
When TopAccessDocMon does not work correctly, you can repair the software.

Note

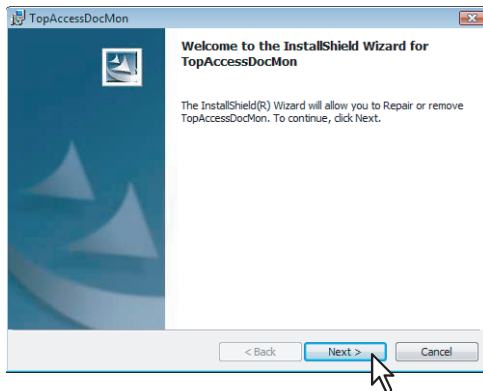
Do not repair the software if your computer is running Windows XP without Service Pack 2 or later installed. In this case, uninstall the software and then install it again.

The following steps provide an example on Windows Vista. The steps are the same on any other Windows OS.

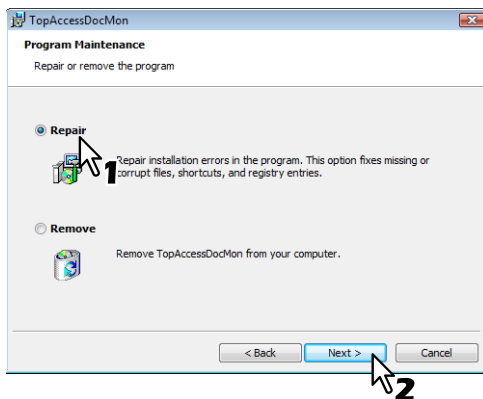
- 1** Double-click the icon of the “setup.exe” file downloaded from the website.
- 2** Select the language and click [OK].



- 3** Click [Next].

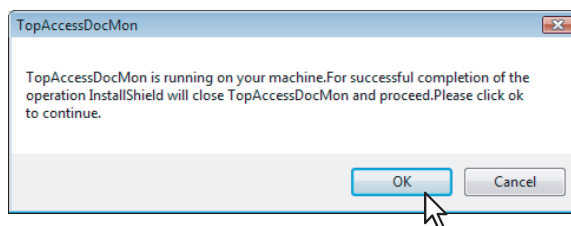


- 4** Select [Repair] and click [Next].

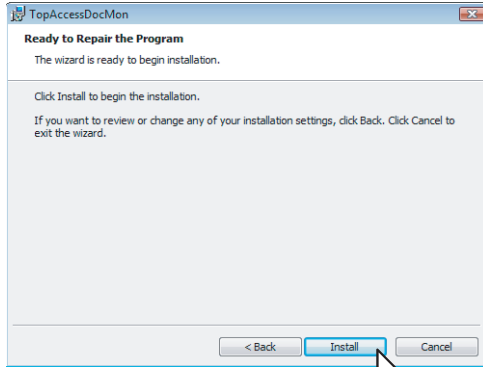


Tip

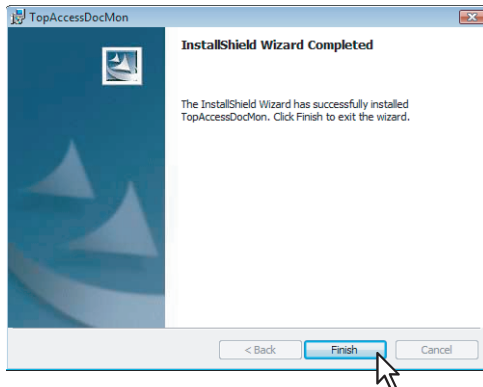
If TopAccessDocMon is activated, the following dialog box appears. To continue the process, click [OK].



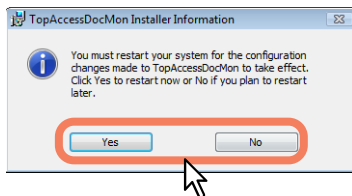
5 Click [Install].



6 Click [Finish] to close the wizard.



7 To restart your computer to reflect the changes, click [Yes]; if you wish to restart later, click [No].

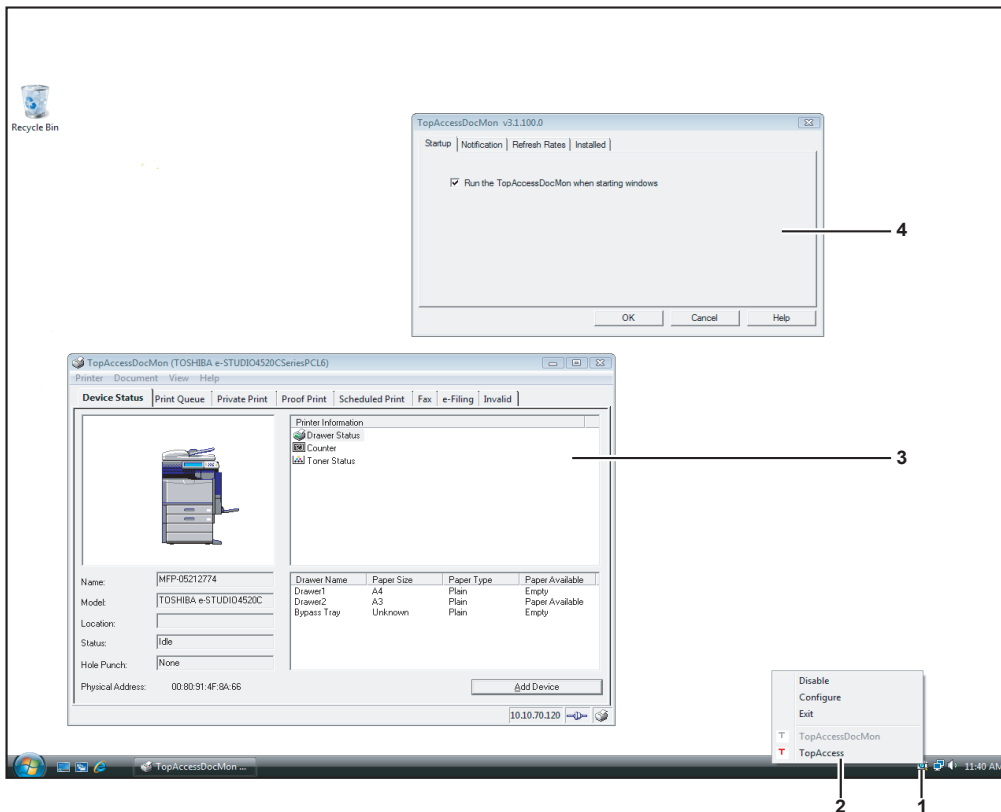


BASIC OPERATION

This chapter describes basic operation of TopAccessDocMon.

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TopAccessDocMon Summary



1) TopAccessDocMon Icon

Serves as a gateway to diverse features.

📖 P.19 “Launching TopAccessDocMon”

2) Document Monitor Taskbar Menu

Offers you a selection of services including starting/ending the session, configuration, and more!

📖 P.45 “Document Monitor Taskbar Menu”

3) TopAccessDocMon Window

Displays the device summary and various types of jobs.

📖 P.25 “TopAccessDocMon Window”

4) Configuration Dialog Box

Allows you to customize TopAccessDocMon to suit your preferences.

📖 P.48 “Customizing TopAccessDocMon”

Launching TopAccessDocMon

You have the following 2 options to access the TopAccessDocMon window.

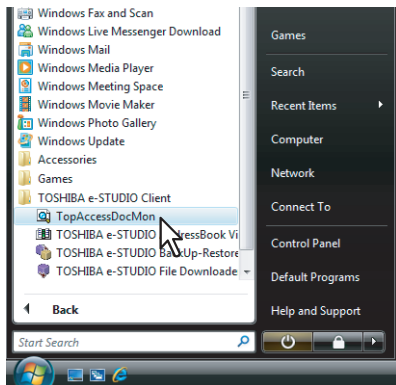
- 📖 P.19 “Accessing from TopAccessDocMon icon”
- 📖 P.20 “Accessing from the Printers and Faxes folder”

■ Accessing from TopAccessDocMon icon

You can access the TopAccessDocMon window from the TopAccessDocMon icon in the system tray. The following steps provide an example on Windows Vista.

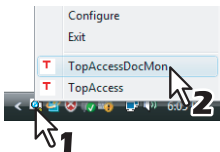
The steps are the same on any other Windows OS.

1 From [Start]> [All Programs] > [TOSHIBA e-STUDIO Client], select [TopAccessDocMon].



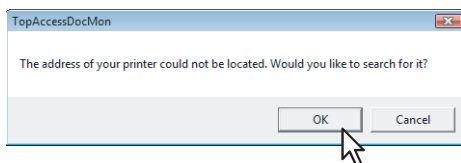
The TopAccessDocMon icon appears on the system tray.

2 Right-click on the TopAccessDocMon icon and, from the menu that appears, select [TopAccessDocMon].



- The TopAccessDocMon window is displayed.
- The TopAccessDocMon window displays the information for the printer set as a default printer in the Printers and Faxes folder. If the default printer is not set to a TOSHIBA printer or network fax driver, an error message is displayed instead of the TopAccessDocMon window.
- If the connection to the printer is not properly set, a [message] dialog box appears. In this case, click [OK] to search for a printer and establish the connection.

📖 P.21 “Connecting to TOSHIBA MFP”

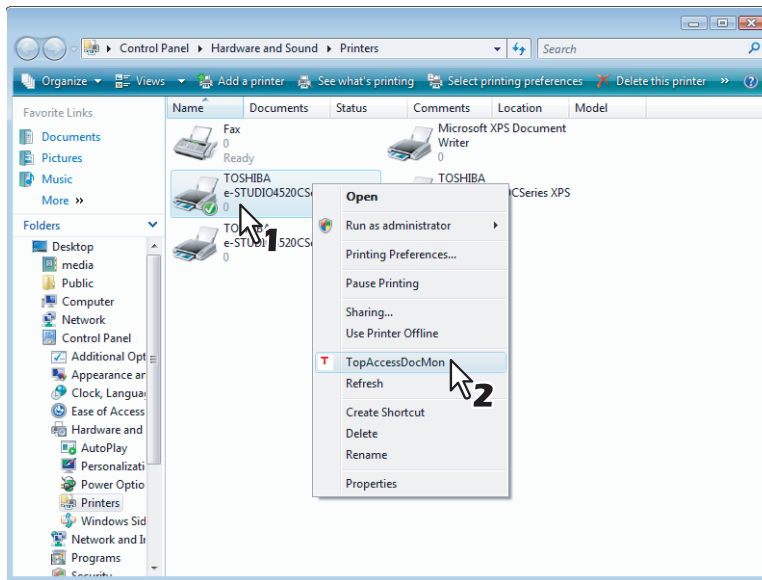


- If you have any additional printers/faxes you want to monitor, see the following section:
📖 P.31 “Registering additional printers”

■ Accessing from the Printers and Faxes folder

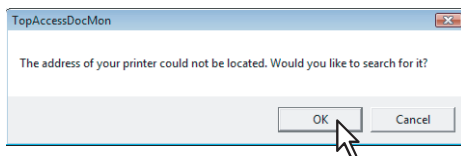
You can access the TopAccessDocMon window from the [Printers and Faxes] or [Printers] folder. Selecting a printer or network fax driver in the folder will display the TopAccessDocMon window with the selected device information. The following steps provide an example on Windows Vista. The steps are the same on any other Windows OS.

- 1 Open the [Printers and Faxes] or [Printers] folder.
- 2 Select and right-click on a driver icon and, from the menu that appears, select [TopAccessDocMon].



- The TopAccessDocMon window appears for the selected device.
- If the connection to the printer is not properly set, a [message] dialog box appears. In this case, click [OK] to search for a printer and establish the connection.

📖 P.21 “Connecting to TOSHIBA MFP”



- If you have any additional devices you want to monitor, see the following section:
📖 P.31 “Registering additional printers”

Connecting to TOSHIBA MFP

When the [Local Discovery] dialog box appears, you can either use the printer discovery feature to automatically search a printer in your network or enter the printer's network address manually.

📖 P.21 “Searching MFPs automatically”

📖 P.22 “Entering IP address manually”

Note

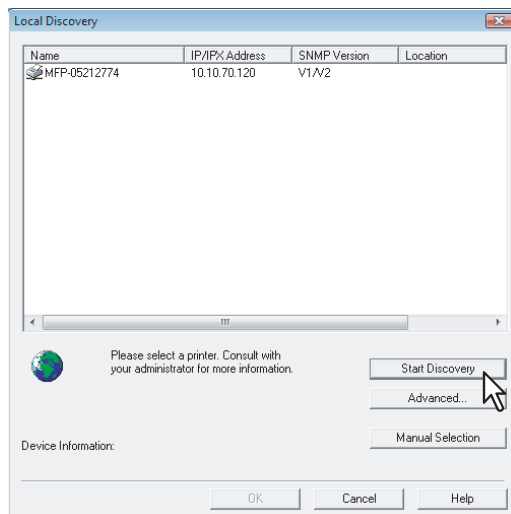
This function is used to connect to TOSHIBA MFP from TWAIN Driver, File Downloader, Remote Scan Driver, and Address Book Viewer.

3

Searching MFPs automatically

The following steps provide an example on Windows Vista. The steps are the same on any other Windows OS.

1 Click [Start Discovery].



TopAccessDocMon locates the compatible printers in your network.

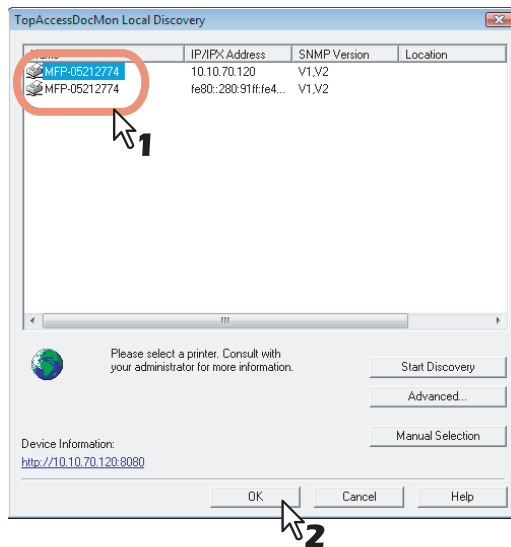
Tips

- You can quit the process by clicking [Stop Discovery].
- Devices in different segments may not be found. If you cannot find the device you are looking for, find it manually from [Manual Selection].
📖 P.22 “Entering IP address manually”
- The search process may take long especially when many clients exist on the network. In this case, change the discovery settings from [Advanced].
📖 P.51 “Changing Network Discovery Settings”

Notes

- To search a printer on the IPX/SPX network, press [Advanced] and select the IPX/SPX network search option. The TOSHIBA MFPs can be found in the IPX/SPX network also when the Local Discovery dialog box is displayed in applications other than TopAccessDocMon.
📖 P.51 “Changing Network Discovery Settings”
- When the [Local Discovery] dialog box is displayed in applications other than TopAccessDocMon, the target TOSHIBA MFPs may not be found due to the SNMP settings. In this case, verify and/or change the settings on the [SNMP Settings] dialog box. For help, see the following section:
📖 P.53 “Changing SNMP Settings”
- The SNMP settings cannot be set when the Local Discovery dialog box is displayed from Printer Drivers, N/W Fax Driver, and TopAccessDocMon.

2 From the list of the found devices, select the name of your TOSHIBA MFP and click [OK].



TopAccessDocMon connects to the selected device.

Tip

Selecting a wrong device will invoke a message dialog box. In this case, click [No] to return to the [Local Discovery] dialog box and select a correct device.

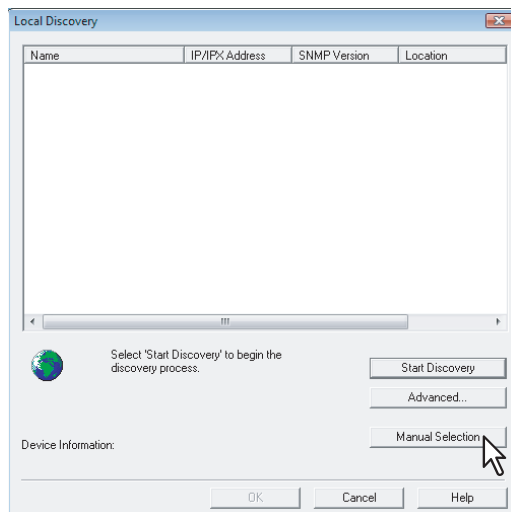
Note

If your attempt to find the target TOSHIBA MFP fails, try to find it by manually entering its IP address.
 P.21 "Searching MFPs automatically"

Entering IP address manually

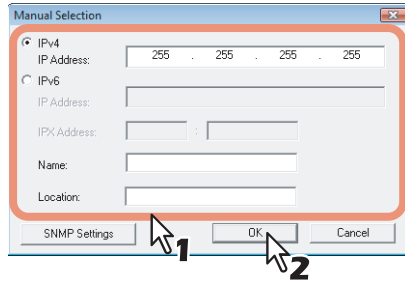
The following steps provide an example on Windows Vista. The steps are the same on any other Windows OS.

1 Click [Manual Selection].



The [Manual Selection] dialog box appears.

2 Enter the following items and click [OK].



IPv4 IP Address — Enter the IPv4 address of the printer.

IPv6 IP Address — Enter the IPv6 address of the printer.

IPX Address — Enter the IPX address of the printer. This item is available only when both of the following conditions are satisfied:

- The IPX/SPX protocol and Novell Client are installed in your computer.
- The computer is connected to the NetWare server.

The TOSHIBA MFPs can be discovered in the IPX/SPX network if the [Local Discovery] dialog box is displayed from other than TopAccessDocMon.

Name — Enter the printer name.

Location — Enter the location of the printer.

[SNMP Settings] — Click this button when you need to verify and/or change the SNMP settings. This is displayed only when the Local Discovery dialog box is displayed in other applications than TopAccessDocMon.

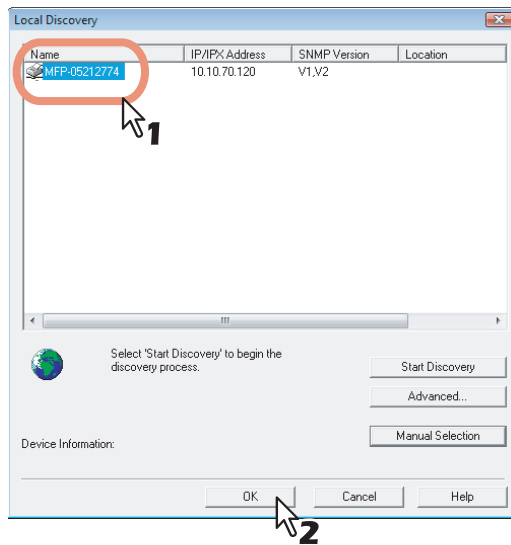
The SNMP settings cannot be set when the [Local Discovery] dialog box displayed from Printer Drivers, N/W-Fax Driver, and TopAccessDocMon.

P.53 “Changing SNMP Settings”

Note

You must fill in the [Name] and either the [IP Address] or [IPX Address] boxes.

3 The device specified in Step 2 is added to the list. Select the name of the added TOSHIBA MFP and click [OK].



TopAccessDocMon connects to the selected device.

Tip

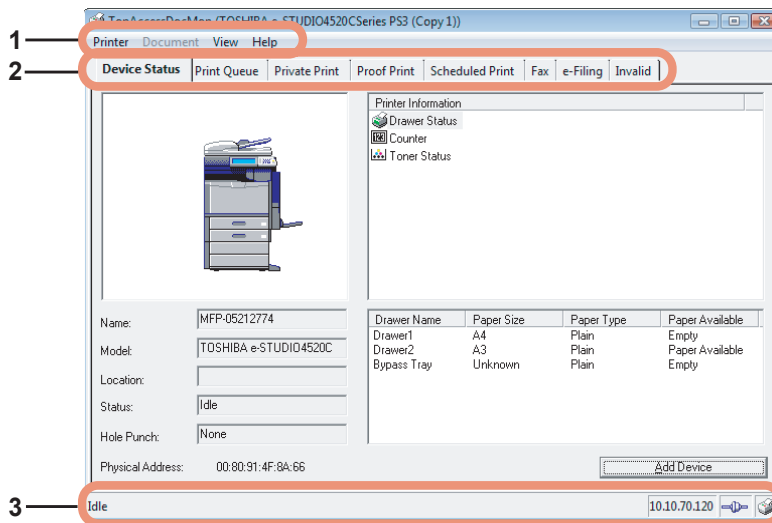
Selecting a wrong device will invoke a message dialog box. In this case, click [No] to return to the [Local Discovery] dialog box and select a correct device.

Notes

- When the [Local Discovery] dialog box is displayed in other applications than TopAccessDocMon, the target TOSHIBA MFPs may not be found due to the SNMP settings. In this case, verify and/or change the settings on the [SNMP Settings] dialog box. For help, see the following section:
[P.53 "Changing SNMP Settings"](#)
- The SNMP settings cannot be set when the [Local Discovery] dialog box displayed from Printer Drivers, N/W-Fax Driver, and TopAccessDocMon.

TopAccessDocMon Window

On the TopAccessDocMon window, you can switch tabs to check the device summary and the status of jobs. The window consists of the following components:



1) Menu Bar

The following menus are available:

- **Printer** — Click this menu when closing the window or switching devices to monitor.
- **Document** — Click this menu to start or delete jobs.
- **View** — Click this menu to display the [configuration] dialog box or update the device summary information.
- **Help** — Click this to access to the online help or the version information.

2) Tab

The following tabs are available:

- **Device Status**
 P.27 “MONITORING DEVICE STATUS”
- **Print Queue**
- **Private Print**
- **Proof Print**
- **Scheduled Print**
- **Fax**
- **e-Filing**
- **Invalid**
 P.35 “MANAGING JOBS”

3) Status Bar

On the status bar, the information such as printer status, IP address, the number of documents, and connection status are displayed in text or with icons. The available information varies depending on each tab.

- **Status** — Provides the information such as printer status and the number of jobs.
- **IP/IPX Address** — Shows the IP or IPX address of the controller connected to the selected printer.
- **Connection Status** — The icon here shows the communication status of the printer.
- **Printer Icon** — Clicking on this icon updates the information.

Tip

You can choose whether or not to show the status bar by selecting/deselecting the Status Bar option in the [View] menu.

4

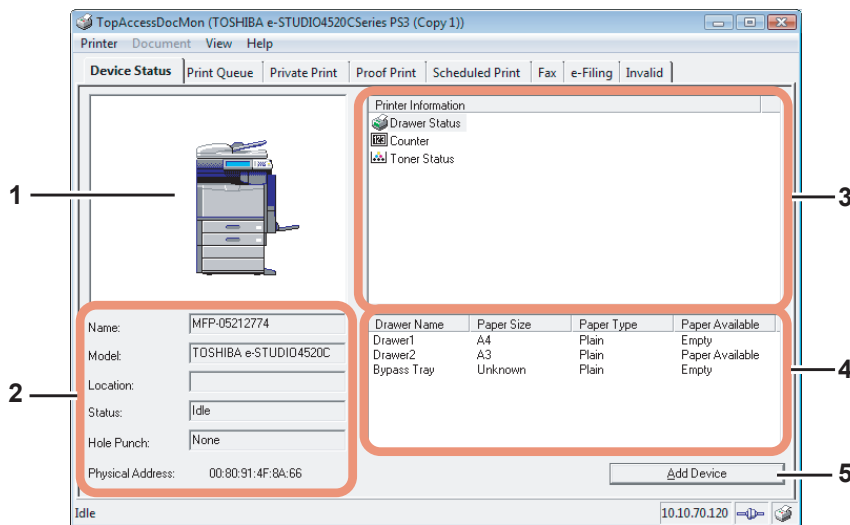
MONITORING DEVICE STATUS

This chapter describes how to use TopAccessDocMon to monitor the status of your device.

[Device Status] Tab	28
Checking Device Status	29
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Updating Device Summary Information.....	30
Monitoring Multiple Devices	31
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[Device Status] Tab

The [Device Status] tab allows you to view the detailed device information, check the printer status, and register additional devices.



1) Printer Image

The printer image provides a visual representation of the printer, showing the device status icon when the printer experiences an error.

📖 P.29 “Device Status Indicators”

2) Device Details

The following detailed device information is displayed:

- **Name** — Shows the distinctive printer name.
- **Model** — Shows the name of the printer model.
- **Location** — Shows the printer’s physical location.
- **Status** — Shows the status message that indicates the status of the device.
- **Hole Punch** — Shows the type of the hole punch unit installed.
- **Physical Address** — Shows the printer’s machine address (a unique ID for the printer’s network card, also referred to as the hardware address).

3) Printer Information

The Printer Information list box displays the drawer status icon along with the information about error, warnings, toner, and the counters.

4) Description

Description provides the details of the selected item in the Printer Information list box.

5) [Add Device]

Click this button when you need to register additional printers.

📖 P.31 “Registering additional printers”

Checking Device Status

You can check the printer status on the Printer Image and the Printer Information areas.

These two areas show icons that represent the device status when the printer encounters an error. Although TopAccessDocMon enjoys periodic update, you can also update the information manually.

📖 P.29 “Device Status Indicators”

📖 P.30 “Updating Device Summary Information”

■ Device Status Indicators

- Printer Error 1



This icon indicates a non-recommended toner cartridge is used and the equipment stopped printing. For information on resolving the error condition, refer to “Replacing a Toner Cartridge” in **Troubleshooting Guide**.

- Printer Error 2



This icon indicates:

- You need to remove paper from the receiving tray.
 - You need to remove paper from the Finisher tray.
 - You need to remove the staples jammed in the Finisher. For information on resolving the error condition, refer to “Staple Jam in the Finisher” in **Troubleshooting Guide**.
 - You need to remove the staples jammed in the Saddle Stitch unit. For information on resolving the error condition, refer to “Staple Jam in the Saddle Stitch unit” in **Troubleshooting Guide**.
 - You need to clear the hole punch paper bits from the Hole Punch Unit. For information on resolving the error condition, refer to “Cleaning the Hole Punch Dust Bin” in **Troubleshooting Guide**.
 - An unrecommended toner cartridge is being used. For information on resolving the error condition, refer to “Replacing a Toner Cartridge” in **Troubleshooting Guide**.
 - You performed saddle stitch printing with the paper of the different sizes.
 - The equipment cannot load paper from the Large Capacity Feeder.
 - The equipment cannot eject the paper to the inner tray. (e-STUDIO4520C Series only)
- 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. For information on resolving the error condition, refer to “Replacing a Toner Cartridge” in **Troubleshooting Guide**.

- Waste Toner Full



This icon indicates the waste toner box is full and requires replacing. For information on resolving the error condition, refer to “Replacing the Waste Toner Box” in **Troubleshooting Guide**.

- Paper Empty



This icon indicates no paper is left in a drawer. For information on resolving the error condition, refer to **Copying Guide**.

- Paper Jam



This icon indicates a paper jam occurred. For information on resolving the error condition, refer to “Clearing a Paper Jam” in **Troubleshooting Guide**.

- Staples Empty



This icon indicates no staples are left in the Finisher. For information on resolving the error condition, refer to “Refilling the Staple” in ***Troubleshooting Guide***.

- Call for Service




Contact your service representative to have the equipment inspected.

■ Updating Device Summary Information

When you want to manually update the device status information, either select View > Refresh, or click the printer icon on the right side of the status bar.

Tip

To change the auto-update settings, see the following section:

 P.50 “Changing Refresh Rates”

Monitoring Multiple Devices

Registering additional devices allows you to monitor multiple devices by alternately switching between them. TopAccessDocMon can register up to 15 devices.

📖 P.31 “Registering additional printers”

📖 P.34 “Switching between devices”

■ Registering additional printers

To register additional devices you want to monitor, follow either of the following procedures:

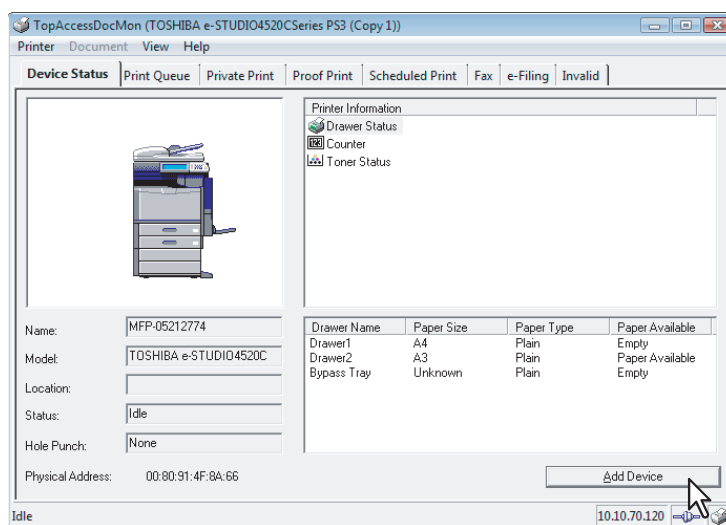
📖 P.31 “Adding new devices with Auto-search function”

📖 P.33 “Adding new devices manually”

Adding new devices with Auto-search function

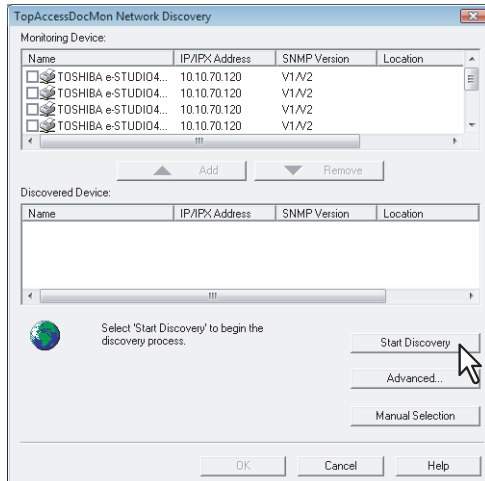
The following steps provide an example on Windows Vista. The steps are the same on other Windows OS.

1 On the [Device Status] tab, click [Add Device].



The [TopAccessDocMon Network Discovery] dialog box appears.

2 Click [Start Discovery].



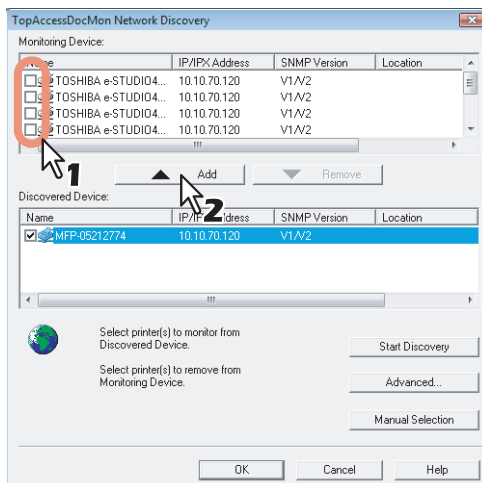
Tips

- You can quit the process by clicking [Stop Discovery].
- TopAccessDocMon may not be able to find devices that are located in different segments. In this case, add these devices manually from [Manual Selection].
 📖 P.33 “Adding new devices manually”
- The search process may take long especially when many clients exist on the network. In this case, change the discovery settings from [Advanced].
 📖 P.51 “Changing Network Discovery Settings”

Note

To search a printer on the IPX/SPX network, press [Advanced] and select the IPX/SPX network search option.
 📖 P.51 “Changing Network Discovery Settings”

3 From the list of the found printers, select the check box of the printer you want to monitor and click [Add].



The selected device is added to the Monitoring Device list.

Tips

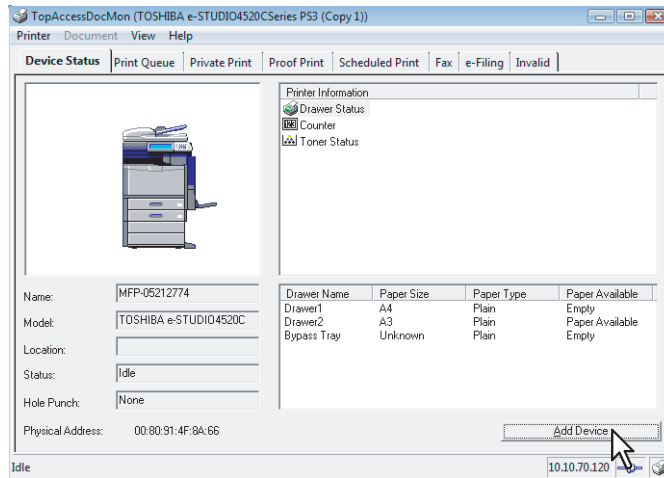
- The maximum printers can be added is 15.
- To remove any device(s) from the Monitoring Device list, select the checkbox of the device(s) you want to remove and click [Remove].
- You cannot remove devices that are related to the installed printer drivers.

4 Click [OK].

Adding new devices manually

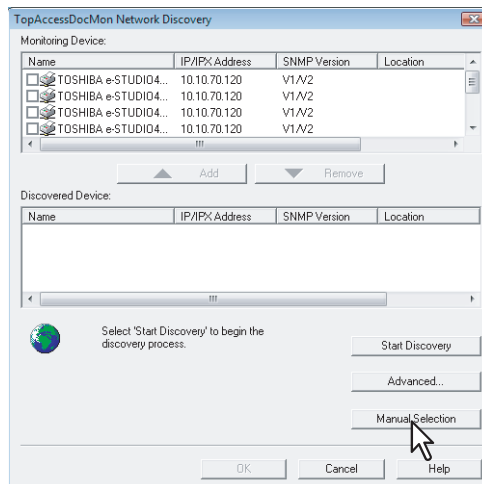
The following steps provide an example on Windows Vista.
The steps are the same on other Windows OS.

1 On the [Device Status] tab, click [Add Device].



The [TopAccessDocMon Network Discovery] dialog box appears.

2 Click [Manual Selection].



The [Manual Selection] dialog box appears.

3 Enter the following items and click [OK].

IPv4 IP Address — Enter the IPv4 address of the printer.

IPv6 IP Address — Enter the IPv6 address of the printer.

IPX Address — Enter the IPX address of the printer. This item is available only when both of the following conditions are satisfied:

- The IPX/SPX protocol and Novell Client are installed in your computer.
- The computer is connected to the NetWare server.

Name — Enter the printer name.

Location — Enter the location of the printer.

Note

You must fill in the [Name] and either the [IP Address] or [IPX Address] boxes.

4 The specified printer is added to the [Monitoring Device] list. Click [OK].

Name	IP/IPX Address	SNMP Version	Location
<input type="checkbox"/> TOSHIBA e-STUDIO4...	10.10.70.120	V1/V2	
<input type="checkbox"/> TOSHIBA e-STUDIO S...	10.10.70.120	V1/V2	
<input type="checkbox"/> MFP-05712774	10.10.70.120	V1/V2	

Tips

- To remove any device(s) from the Monitoring Device list, select the checkbox of the device(s) you want to remove and click [Remove].
- You cannot remove devices that are related to the installed printer drivers.

Switching between devices

To change from one device to another, go to Printer > Change Printer and select the name of the desired device.

MANAGING JOBS

This chapter provides instructions on how to use TopAccessDocMon to manage jobs.

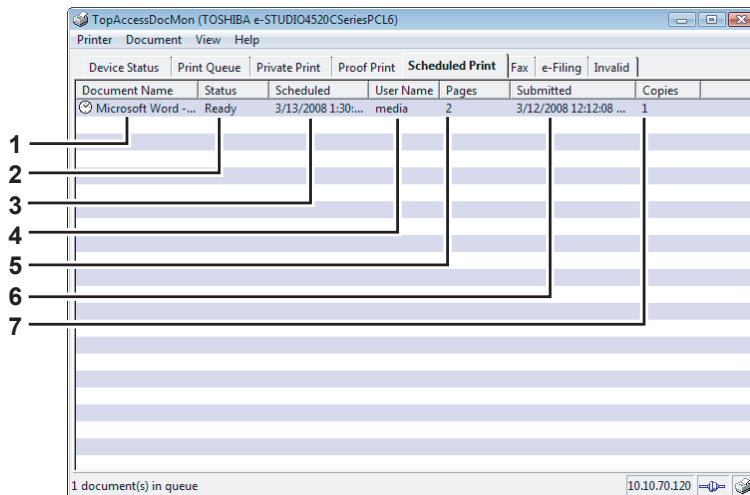
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Releasing Scheduled Print Jobs Immediately.....	39
Monitoring Documents to Storage.....	40
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Document Monitor Tabs

The [Print Queue], [Private Print], [Proof Print], [Scheduled Print], [Fax], [e-Filing], and [Invalid] tabs are called Document Monitor tabs, where you can check the status of the print queues and control the print and network fax jobs. Print jobs are sorted out mainly into [Print Queue], [Private Print], [Proof Print], and [Scheduled Print] tabs whereas network fax jobs are managed on the [Fax] tab. When you save documents in e-Filing, the [e-Filing] tab allows you to check if the documents are successfully saved. If your job is turned out invalid and remains unfinished, you can retry printing on the [Invalid] tab. If your printer is shared with other network users, their print jobs are also displayed on these tabs. The information on each tab is basically the same.

Notes

- The number of tabs available depends on the selected device.
- The hold print jobs are displayed in the [Private Print] tab.



1) Document Name

You can identify the job with the name of the document.

2) Status

Statuses of jobs are displayed under this column.

3) Scheduled (the [Scheduled Print] tab only)

This item shows the date and time set for the job to print the document.
The Scheduled print is not displayed.

4) User Name

You can identify the sender of a particular job.

5) Pages

This item shows the total number of pages for the job and the number of pages finished to print.

6) Submitted

This item shows the date and time the job was sent to the controller.

7) Copies

This item shows the number of copies requested to print.

Deleting Jobs

On each of the document monitor tabs, you can cancel or delete your print or network fax jobs before or after they are pushed from the queue.

The following steps provide an example on Windows Vista.

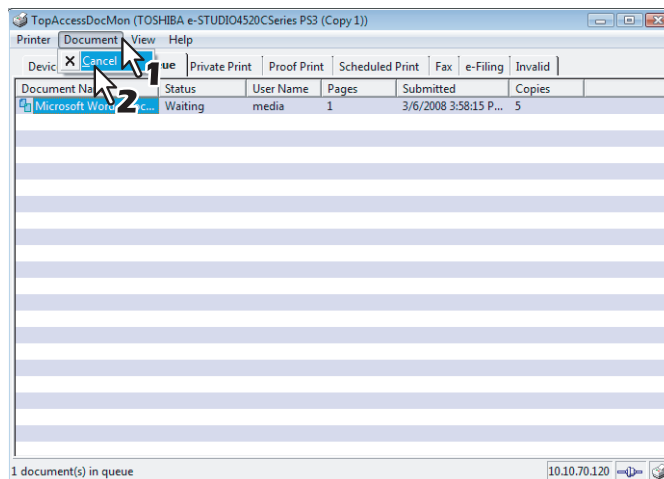
The steps are the same on other Windows OS.

1 Click the tab containing the job you want to delete and select the job.

Note

You can only select the jobs that you sent from your computer.

2 From the [Document] menu, select [Cancel].



- The “Your document has been cancelled” message is displayed. Click [Close].
- The selected job is deleted.

Tip

You can also deleting the job following procedures:

- Select the job from the [Document] menu that you want to delete.
- Right click and click [Cancel] in the menu displayed.

Releasing Proof Print Jobs

Proof print jobs initially print only a single copy to allow you to check the printout of a job requesting multiple copies. On the [Proof Print] tab, you can resume this kind of on-hold jobs to print out the remaining copies.

The following steps provide an example on Windows Vista.

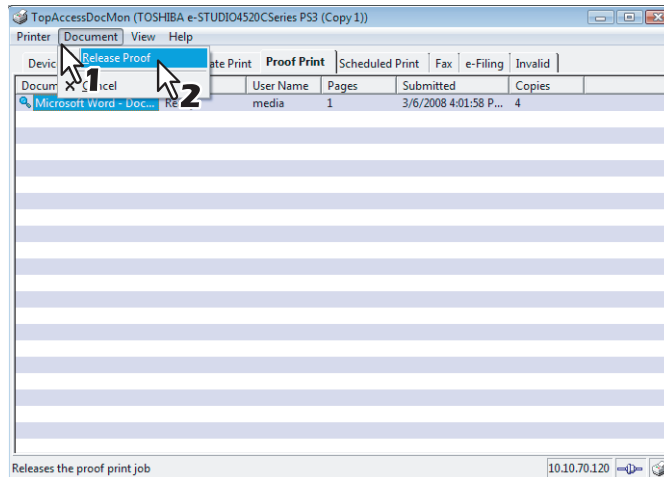
The steps are the same on other Windows OS.

- 1 Click the [Proof Print] tab and select a job whose remaining copies you want to print out.

Note

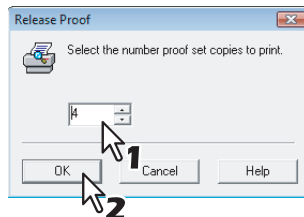
You can only select the jobs that you sent from your computer.

- 2 From the [Document] menu, select [Release Proof].



The [Release Proof] dialog box appears.

- 3 Enter the number of copies and click [OK].



- The “Your proof set has been printed” message is displayed. Click [Close].
- The remaining copies of the selected job are printed.

Releasing Scheduled Print Jobs Immediately

On the [Scheduled Print] tab, you can immediately release the scheduled print jobs irrespective of the originally set schedule.

The following steps provide an example on Windows Vista.

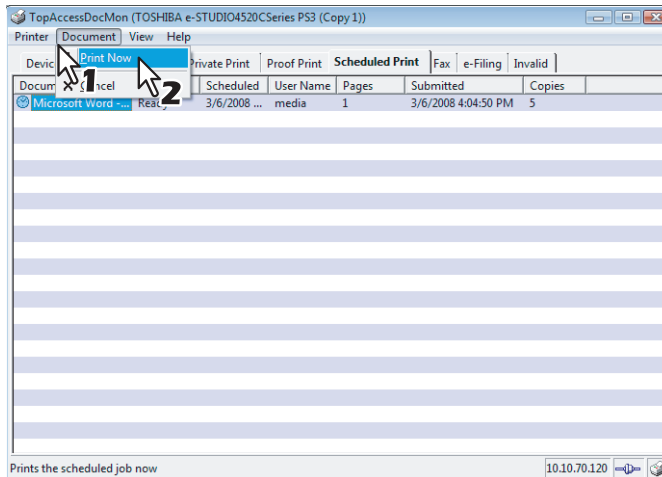
The steps are the same on other Windows OS.

- 1 Click the [Scheduled Print] tab and select a job you want to release from the queue immediately.**

Note

You can only select the jobs that you sent from your computer.

- 2 From the [Document] menu, select [Print Now].**



The selected scheduled print job is immediately printed.

Monitoring Documents to Storage

TopAccessDocMon can display the status of documents from your computer, which are sent to and stored into e-Filing.

 P.40 “Store to e-Filing”

■ Store to e-Filing

The [e-Filing] tab displays the properties of the jobs and documents stored into e-Filing of the device. The information is displayed only for about 60 seconds. To learn more about e-Filing, refer to the ***e-Filing Guide***.

Releasing Invalid Jobs

Invalid job refers to a job that is kept unfinished due to some wrong operation; for example, you might have entered an invalid department code when the department management is enabled. On the [Invalid] tab, you can release this kind of invalid jobs as shown in the following steps.

The following steps provide an example on Windows Vista.

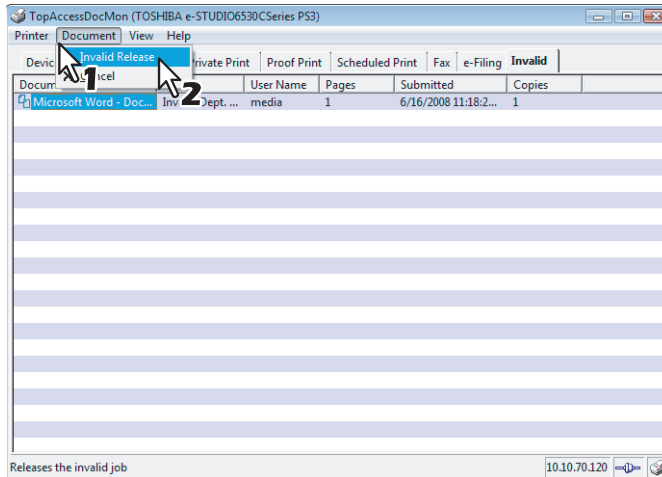
The steps are the same on other Windows OS.

1 Click the [Invalid] tab and select a job you want to release from the queue.

Notes

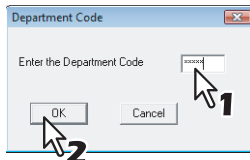
- You can only select the jobs that you sent from your computer.
- The invalid jobs for exceeding the limitation for number of copies cannot be released.

2 From the [Document] menu, select [Invalid Release].



The [Invalid Release] dialog box appears.

3 Enter the 5-digit department code and click [OK].



The selected invalid job is printed.

OTHER USEFUL FUNCTIONS

This chapter describes other useful functions available on TopAccessDocMon.

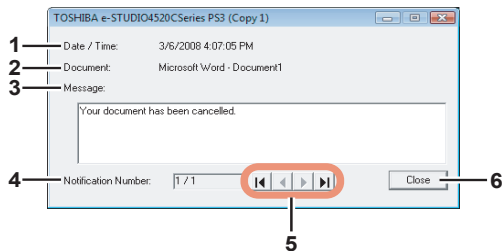
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Event Notification





Event notification refers to the function of TopAccessDocMon to notify users of specific changes in the device or job status. Examples of the events include paper jam, paper empty, completion of printing, and deletion of a job. These events are notified with a pop-up dialog box and/or an audible sound.

Tip

If the SNMP communication is disabled on the printer driver, the event notification of the TopAccessDocMon will also be disabled.




The pop-up dialog box displays the following information:

- 1) **Date/Time**
This item indicates the date and time when the event has been notified.
- 2) **Document**
This item indicates the name of the document in the job.
- 3) **Message**
The message relevant to the event is displayed in the field.
- 4) **Notification Number**
This item shows the sequence number for the message currently displayed on the pop-up dialog box.
- 5) **Navigation Buttons**
 -  — Clicking this button displays the first message.
 -  — Clicking this button displays the previous message.
 -  — Clicking this button displays the next message.
 -  — Clicking this button displays the last message.
- 6) **[Close]**
Clicking on this button closes the pop-up dialog box.

Tip

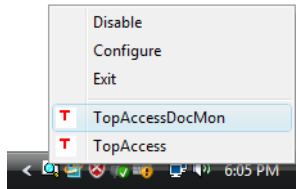
For instructions on how to change the event notification settings, see the following section:

 P.49 “Changing Event Notification settings”

Document Monitor Taskbar Menu

From the Document Monitor Taskbar Menu, you can access not only the TopAccessDocMon window but other useful functions as well.

- 📖 P.45 “Disabling event notification”
- 📖 P.45 “Accessing to the Configuration dialog box”
- 📖 P.45 “Ending TopAccessDocMon sessions”
- 📖 P.45 “Accessing to TopAccess”



■ Disabling event notification

You can enable/disable the event notification according to your needs. To disable the event notification, right-click on the TopAccessDocMon icon and, from the displayed menu, select [Disable]. To enable the event notification, select [Enable].

6

■ Accessing to the Configuration dialog box

Selecting [Configure] on the taskbar menu opens the [configuration] dialog box. If you want to customize TopAccessDocMon to suit your preferences, change the settings on the [configuration] dialog box. For details, see the following section:

- 📖 P.48 “Customizing TopAccessDocMon”

■ Ending TopAccessDocMon sessions

If you select [Close] on the taskbar menu, you can end the TopAccessDocMon session and close the window and the dialog boxes at a time.

■ Accessing to TopAccess

You can access TopAccess from TopAccessDocMon. On the taskbar menu, select [TopAccess]. To learn more about TopAccess, refer to the *TopAccess Guide*.

Note

You can access TopAccess only when one of the following devices is set as the default printer:

- e-STUDIO6530C Series
- e-STUDIO4520C Series
- e-STUDIO3510C Series
- e-STUDIO451C Series
- e-STUDIO855 Series
- e-STUDIO853 Series
- e-STUDIO850 Series
- e-STUDIO455 Series
- e-STUDIO453 Series
- e-STUDIO452 Series
- e-STUDIO283 Series
- e-STUDIO282 Series

Online Help

Sometimes you might need to check the features and functions of TopAccessDocMon while actually operating it. In such a case, the online help is useful. On the TopAccessDocMon window, select Help > Contents and Index. The TopAccessDocMon Help dialog box appears, where you can search for the items you need to know about.

ADVANCED SETTINGS

This chapter describes the optional settings for customizing TopAccessDocMon.

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Customizing TopAccessDocMon

If you want to customize TopAccessDocMon, change the advanced settings from the [configuration] dialog box. You have 3 options to access to the configuration dialog box:

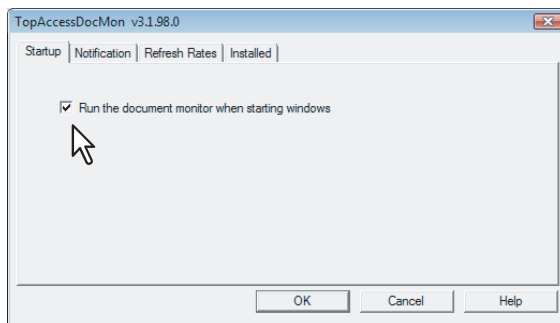
- Double-click the TopAccessDocMon icon on the system tray.
- Right-click on the TopAccessDocMon icon and, on the menu that appears, select [Configure].
- On the TopAccessDocMon window, select View > Configure.

The optional settings available for change are the startup, the event notification, and the refresh rates. You can also check the network address of each device on the [configuration] dialog box. The dialog box consists of the following tabs:

- **[Startup]** — Use this tab to select whether or not to show the TopAccessDocMon icon when starting Windows.
 P.48 “Setting up the Startup option”
- **[Notification]** — Use this tab to select events for the event notification and how to notify them.
 P.49 “Changing Event Notification settings”
- **[Refresh Rates]** — Use this tab to specify how often TopAccessDocMon detects the device and notify events and updates the device summary and the print queues information.
 P.50 “Changing Refresh Rates”
- **[Installed]** — Use this tab to check the network address of each device.
 P.50 “Viewing the Network Address of your printer”

■ Setting up the Startup option

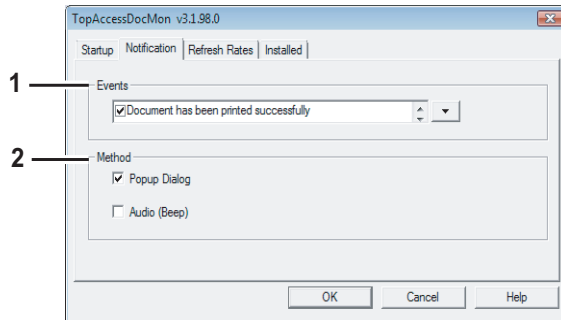
On the [Startup] tab, you can select whether or not to display the TopAccessDocMon icon at the startup of Windows. To select to display the icon, select the [Run the document monitor when starting Windows] check box.



■ Changing Event Notification settings

The [Notification] tab allows you to select events TopAccessDocMon notifies and the ways it does.

 P.44 “Event Notification”



1) Events

Clicking on the arrow button in the Events frame displays the list of events that can be notified of. Select the checkboxes for the messages corresponding to the events described below.

Events	Descriptions
Document has been printed successfully	The printer has finished printing the document.
Private print document is being held	The private print or hold print job sent to the controller is ready for printing. Perform printing on the control panel.
Proof set has been printed	The printer has printed the first copy of your multi-copy job, which is ready for your review before releasing and printing the remaining copies.
Fax has been transmitted successfully*1	The printer has sent a fax that you sent through the N/W-Fax driver.
Document has been cancelled by the printer	The printer has cancelled the job. The reason might be an unavailable paper size or the satisfied timeout conditions. The message is displayed only when catastrophic circumstances force the printer to cancel the job, such as a missing byte or memory failure. However, expired private or proof print jobs are never cancelled by the printer.
Document cannot be printed due to error	The printer is unable to print the job.
Fax Transmission failure	The printer has failed in sending a fax through the N/W-Fax driver.
Document is held as Invalid	Your print job is held as an invalid job because of exceeding the limitation for number of copies.
Printer has a paper jam	There is a paper jam in the printer.
Printer is offline*2	The printer is off-line.
Drawer is out of paper	One of the printer drawers is out of paper. This drawer may not be the one the printer is using for your job.
Printer door is open	The cover on the printer is open.
Printer requires attention	The printer is in an error condition that requires immediate attention or maintenance.
Toner is empty	The toner cartridge is empty.
Used toner container is full	The waste toner container is full.
Toner is low	The toner cartridge is near empty.
Prepare new waste toner box*3	The waste toner box becomes nearly full.

*1 Only for the devices with the Fax option.

*2 The notification of this event is not available for the e-STUDIO6530C Series, e-STUDIO4520C Series, e-STUDIO3510C Series, e-STUDIO451C Series, e-STUDIO855 Series, e-STUDIO850 Series, e-STUDIO455 Series, e-STUDIO452 Series and e-STUDIO282 Series.

*3 For e-STUDIO6530C Series only.

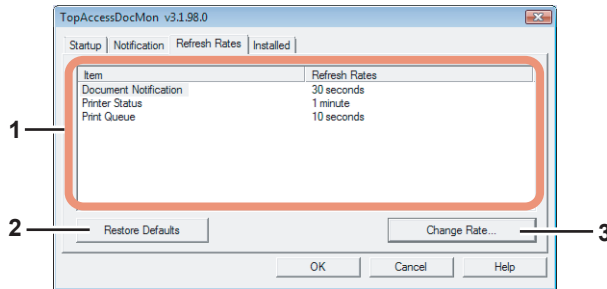
2) Method

Select how TopAccessDocMon notifies you of an event.

- **Popup Dialog** — Selecting this option displays a pop-up message when an event occurs.
- **Audio (Beep)** — Selecting this option causes your computer to produce a beep at the time of an event.

■ Changing Refresh Rates

On the [Refresh Rates] tab, you can change the refresh rates for the three items: document notification, printer status, and print queue.



1) Item/Refresh Rates List Box

The list box shows the refresh rate settings for the following items:

- Document Notification
- Printer Status
- Print Queue

2) [Restore Defaults]

Clicking on this button restores the default settings of the refresh rates.

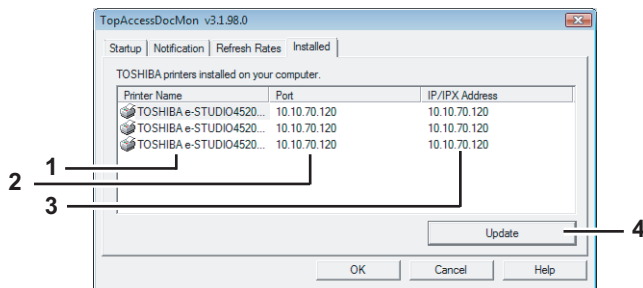
3) [Change Rate]

To change the refresh rate, select an item from the Item list and click this button. The dialog box corresponding to the selected item appears where you can select the desired refresh rate with the slide bar. The refresh rates can be set within the following ranges:

- **Document Notification** — 0 second (i.e. no refresh) to 1 minute in 10-second increments. The default is 30 seconds.
- **Printer Status** — 0 second (i.e. no refresh) to 5 minute in 30-second increments. The default is 1 minute.
- **Print Queue** — 0 second (i.e. no refresh) to 1 minute in 10-second increments. The default is 10 seconds.

■ Viewing the Network Address of your printer

On the [Installed] tab, you can check the IP address for each device.



1) Printer Name

This column lists the name of each printer or network fax driver.

2) Port

This column displays the port on your computer to which the printer driver is connected.

3) IP/IPX Address

This column displays the IP/IPX address of the device the printer/network fax driver maps.

4) [Update]

Clicking on this button updates the devices' network address information.

Changing Network Discovery Settings

When using TopAccessDocMon and connecting to your printer for the first time, or when registering an additional printer, you need to find the device on the network.

📖 P.21 “Connecting to TOSHIBA MFP”

📖 P.31 “Registering additional printers”

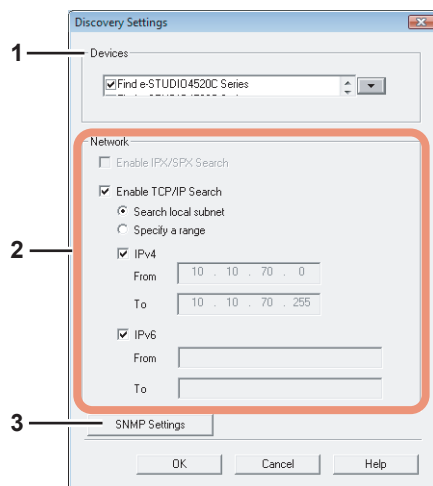
The search process may take long especially when many clients exist on the network. In this case, you can narrow down the search conditions on the Discovery Settings dialog box. The settings available for change vary between the following 2 cases:

📖 P.51 “Initial Connection”

📖 P.52 “Additional Printer Registration”

■ Initial Connection

If you are trying to establish the connection to the device for the first time, click [Advanced] on the [Local Discovery] dialog box and, on the [Discovery Settings] dialog box that appears, change the following settings:



1) Devices

Click the arrow button to display the pull-down list box and check the box for the model name that you want to search for.

2) Network

Enable IPX/SPX Search

Select this option to search for the devices on the IPX/SPX network. This option is available when both of the following conditions are satisfied:

- The IPX/SPX protocols and Novel Client are installed to your computer.
- Your computer is connected to the NetWare server.

The TOSHIBA MFPs can be discovered in the IPX/SPX network if the [Local Discovery] dialog box is displayed from other than TopAccessDocMon.

Enable TCP/IP Search

Select this option to search for the devices on the TCP/IP network. This option is available only when the TCP/IP protocols are installed to your computer. When you select this option, you also need to specify the detailed search conditions for the devices on the network.

- **Search local subnet** — Select this option to search for devices in the local subnet.
- **Specify a range** — Select this option to search for printers in a specific range of IPv4 or IPv6 addresses. When this is selected, select IPv4 or IPv6 and enter the IP addresses in the [From] and the [To] boxes.

3) [SNMP Settings]

Click this button when you need to verify and/or change the SNMP settings.

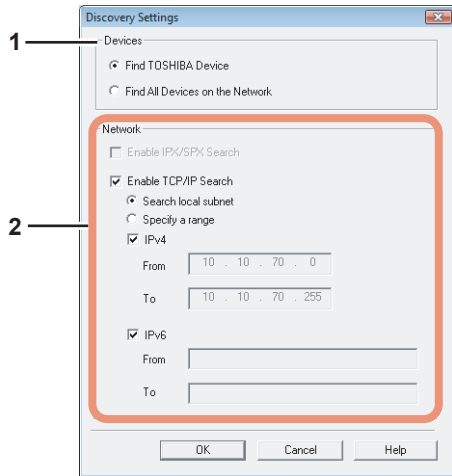
📖 P.53 “Changing SNMP Settings”

Note

The SNMP settings cannot be set when the [Local Discovery] dialog box displayed from Printer Drivers, N/W-Fax Driver, and TopAccessDocMon.

■ Additional Printer Registration

If you are trying to register additional devices, click [Advanced] on the [TopAccessDocMon Network Discovery] dialog box and, on the [Discovery Settings] dialog box that appears, change the following settings:



1) Devices

Find TOSHIBA Devices

Select this option to search your network only for TOSHIBA MFPs that are supported. (📖 P.7)

Find All Devices on the Network

Select this option to search for all compatible devices.

2) Network

Enable IPX/SPX Search

Select this option to search for printers connected to the IPX/SPX network. This option is available when both of the following conditions are satisfied:

- The IPX/SPX protocols and Novel Client are installed to your computer.
- Your computer is connected to the NetWare server.

Enable TCP/IP Search

Select this option to search for the devices on the TCP/IP network. This option is available only when the TCP/IP protocols are installed to your computer. When you select this option, you also need to specify the detailed search conditions for the devices on the network.

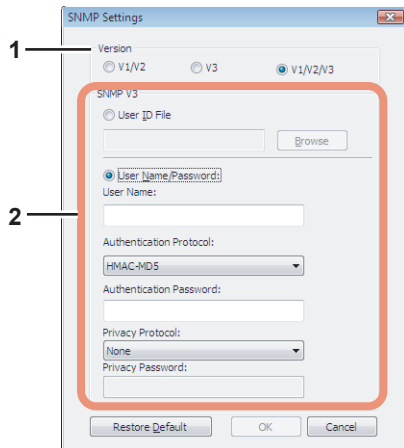
- **Search local subnet** — Select this option to search for devices in the local subnet.
- **Specify a range** — Select this option to search for printers in a specific range of IPv4 or IPv6 addresses. When this is selected, select IPv4 or IPv6 and enter the IP addresses in the [From] and the [To] boxes.

Changing SNMP Settings

If you cannot find the target TOSHIBA MFPs on your network, the SNMP settings might be worth suspecting. Verify the correct SNMP settings on the [SNMP Settings] dialog box and change the settings, if needed. The dialog box can be accessed by clicking [SNMP Settings] on the [Discovery Settings] (📖 P.51) or the [Manual Selection] dialog box (📖 P.22).

Notes

- This function is available only when Local Discovery dialog box is displayed in other applications than TopAccessDocMon.
- Ask the administrator for details on the SNMP Network settings configured for your TOSHIBA MFP.



1) Version

Be sure to have the correct SNMP version set for your TOSHIBA MFP and select from the following options:

- **V1/V2** — Select this option to enable SNMPV1 and V2.
- **V3** — Select this option to enable SNMPV3.
- **V1/V2/V3 (for [Discovery Settings] dialog box only)** — Select this option to enable SNMPV1, V2, and V3.

Note

To find your TOSHIBA MFP under the SNMP V1/V2 environment, the community name set for the target TOSHIBA MFP must be [public]. For help, consult the administrator.

2) SNMP V3

If SNMPv3 is enabled, use the [option button] to select the way to authenticate users.

User ID File — Select this option when you want to use a user ID file. Click [Browse] and specify the user ID file.

User Name/Password — Select this option when you want to use the user name and password. When this option is selected, keyboard or select the following items:

- **User Name**
- **Authentication Protocol**
- **Authentication Password**
- **Privacy Protocol**
- **Privacy Password**

Notes

- If you select to enable SNMPV3, consult your network administrator for preliminary advice on how to authenticate users.
- Each entry for User Name, Authentication Password, and Privacy Password can consist of up to 32 one-byte alphanumeric characters.

TROUBLESHOOTING

This chapter describes troubleshooting for problems in using TopAccessDocMon and the status messages.

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Error Conditions

If you experience difficulties as shown below, find out the conditions that might be causing the trouble and take the appropriate steps to correct the error.

📖 P.56 “The device does not respond”

📖 P.56 “Cannot view jobs in the TopAccessDocMon print queue”

■ The device does not respond

Problem description

The status bar reads, “The device is not responding” and the icon indicating broken connection is displayed on the taskbar.

Technically, this icon means that the SNMP manager on the client machine cannot communicate with the SNMP agent on the device. Several error conditions can cause this status:

- The network connection between the client and the device has been broken.
- The device IP address has been changed whereas the client is still using the old address.
- The device is currently being restarted.
- The SNMP agent on the device is malfunctioning or has stopped functioning.

Corrective action

1. Log in to TopAccess in the Administrator mode and make sure that the SNMP network service is enabled on the Network Setup page. To learn more about TopAccess, refer to the **TopAccess Guide**.
2. Wait for a couple of minutes. Most of the time, the connection is reestablished automatically.
3. If the broken connection condition persists, exit and restart TopAccessDocMon.
4. If, during the restart process of TopAccessDocMon, you see a message telling that the network address cannot be resolved, manually discover and select the device.

📖 P.21 “Connecting to TOSHIBA MFP”

■ Cannot view jobs in the TopAccessDocMon print queue

Problem description

After sending a job to print documents, you may not see the job in the print queue because of the following reasons:

- A wrong device has been selected.
- The job is queued on the Windows operating system print spooler.
- The job may be held in the Novell print queue.
- The device is experiencing some error.

Corrective action

- Check the device for the correct name and location and see if any jobs are listed for the device.
- Check the Jobs Log on TopAccess to see if the job status listed is either “Done,” or “Deleted,” or “Unserviceable.”
- If the job involves with small data, your printer may have already finished printing. If the job is unserviceable for some reason, the printer will automatically delete the job from the queue.
- Check the Touch Panel Display for any error messages. For instance, a prompt to load paper holds up subsequent jobs in the queue.
- In a Peer to Peer environment, the job may be queued on the Microsoft Windows operating system print spooler and, consequently, not available in the Current Jobs list or the Jobs Log. If you do not see any error messages, and if the printer seems to be working fine, resubmit the job.
- The job may be in the Novell print queue and, thus, not visible for the moment. Use NWAdmin or PCONSOLE to check the queue for any errors.

TopAccessDocMon Status Messages

This section describes TopAccessDocMon status messages.

📖 P.57 “Event notification messages”

📖 P.58 “Alert information messages”

■ Event notification messages

The following table contains the event notification messages and their detailed descriptions including what to do in each situation.

Message	Description
Your document has been printed.	User has sent a print job and it has finished printing successfully.
Your private print document is now being held.	A user sent a private print job and it is ready for the user to perform printing on the control panel.
Your hold print document is now being held.	A user sent a hold print job and it is ready for the user to perform printing on the control panel.
Your proof set has been printed.	User has sent a proof copy of a multi-copy job has printed, and it is ready for the user to review before releasing and printing the remaining copies.
Your fax has been transmitted successfully.	User has sent a fax job and it has finished faxing successfully.
Your document has been cancelled.	A user sent a print job and it has been changed to a cancelled state. If this message is notified after a private, hold, proof or scheduled print job has been sent, the job has been cancelled before it is put into a hold state. This may occur because of a missing byte or memory failure. In this case, ask your administrator to maintain the available hard disk space to store jobs, or delete unnecessary stored ones and resubmit the job.
Your document cannot be printed due to error.	User has sent a print job and it was rendered unserviceable by this equipment. Make sure you use the correct printer driver.
Fax transmission failure	The transmission of a fax job that was sent using N/W-Fax driver failed. Make sure you specify the correct destinations.
Document is held as invalid	The print job is held as an invalid job because of exceeding the limitation for number of copies. Make sure you specify the number of copies that does not exceed the limitation.
The printer has a paper jam.	A paper jam has occurred. Remove the jam and resubmit the job.
The printer is offline.	The printer is offline. This may be displayed by monitoring other TOSHIBA device. Turn the printer online and resubmit the job.
The printer is out of paper.	One of the drawers is out of paper. Add paper.
The printer door is open.	One of the doors is opened. Close the door.
The printer requires attention.	An error has occurred. Go to the Touch Panel Display to see the type of error. For more details on resolving the error, refer to the Troubleshooting Guide or consult your network administrator.
The yellow toner is Empty. The magenta toner is Empty. The cyan toner is Empty. The black toner is Empty.	One of the toner cartridges is empty. Replace it. Toner Empty message for yellow, magenta, cyan toners are displayed only for e-STUDIO6530C Series, e-STUDIO4520C Series, e-STUDIO3510C Series, and e-STUDIO451C Series.
Prepare new waste toner box	Prepare a new waste toner box. (This message is displayed only for the e-STUDIO6530C Series)
The used toner container is full.	The toner bag is full. Replace the toner bag.
The yellow toner is Low. The magenta toner is Low. The cyan toner is Low. The black toner is Low.	One of the toner cartridges is low. Replace it. Toner Near Empty message for yellow, magenta, cyan toners are displayed only for e-STUDIO6530C Series, e-STUDIO4520C Series, e-STUDIO3510C Series, and e-STUDIO451C Series.

■ Alert information messages

The following table contains the Alert information messages displayed by clicking an icon in the Printer Information list box on the [Device Status] tab and helps you find out what to do in each situation.

Status	Messages	Description
Paper Empty	Paper Empty in Drawer 1 - Please Add Paper	Add paper in the Drawer 1.
	Paper Empty in Drawer 2 - Please Add Paper	Add paper in the Drawer 2.
	Paper Empty in Drawer 3 - Please Add Paper	Add paper in the Drawer 3.
	Paper Empty in Drawer 4 - Please Add Paper	Add paper in the Drawer 4.
	Paper Empty in Large Capacity Feeder - Please Add Paper.	Add paper in the Large Capacity Feeder.
Cover Open	Platen Cover Open - Please Close Cover	Close the Platen Cover.
	Front Cover Open - Please Close Cover.	Close the Front Cover.
	Paper Feeding Cover Open - Please Close Cover.	Close the Paper Feeding Cover.
	Transfer/Transport Unit Open - Please Close Cover.	Close the Transfer/Transport Unit.
	Lower Side Cover Open - Please Close Cover.	Close the LCF Feeding Cover.
	Drawer Open - Please Close Cover.	Close the Drawer Cover.
	Automatic Document Feeder Cover Open - Please Close Cover.	Close the Automatic Document Feeder cover.
	Relay Unit Cover Open - Please Close Cover.	Close the Relay Unit Cover.
	Finisher Door Open - Please Close Door.	Close the Finisher Door.
	Lower Tray Delivery Cover Open - Please Close Cover.	Close the Lower Tray Delivery Cover.
	Lower Tray Front Cover Open - Please Close Cover.	Close the Lower Tray Front Cover.
	Hole Punch Unit Front Cover Open - Please Close Cover.	Close the Punch Unit Front Cover.
	Hole Punch Unit Cover Open - Please Close Cover.	Close the Punch Unit Cover.
	Insertion Unit Cover Open - Please Close Cover	Close the Insertion Unit Cover.
	Exit Cover Open - Please Close Cover	Close the Exit Cover.
	Job Separator Cover Open - Please Close Cover. *1	Close the Job Separator Cover.
	Offset Tray Cover Open - Please Close Cover. *1	Close the Offset Tray Cover.
	Automatic Duplexing Unit Cover Open - Please Close Cover.	Close the Automatic Duplexing Unit Cover.
	Lower Tray Transport Cover Open- Please Close Cover	Close the Lower Tray Transport Cover.
	Bypass Cover Open - Please Close Cover *2	Close the Bypass Cover.
Toner Cover Open - Please Close Cover *2	Close the Toner Cover.	

Status	Messages	Description
Paper Jam	Paper Jam in Automatic Document Feeder - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Bypass Tray - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Drawer 1 - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Drawer 2 - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Large Capacity Feeder - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Drawer 3 - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Drawer 4 - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Finisher - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Printer - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Job Separator - Please Clear Paper Path.	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Offset Tray - Please Clear Paper Path.	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Ejection Jam - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Insertion Jam - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Automatic Duplexing Unit - Please Clear Paper Path	Follow the instructions displayed on the touch panel to remove jammed paper.
	Paper Jam in Inserter Unit - Please Clear Paper Path * ²	Follow the instructions displayed on the touch panel to remove jammed paper.
Paper Jam in External Large Capacity Feeder - Please Clear Paper Path * ²	Follow the instructions displayed on the touch panel to remove jammed paper.	
Toner Near Full	Prepare new waste toner box. * ⁶	Prepare a new waste toner box.
Toner Full	Used Toner Container Full - Please Replace.	Replace the Toner Container. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
Toner Empty	Black Toner Empty - Please Replace.	Follow the instructions displayed on the touch panel to replace the Black Toner.
	Cyan Toner Empty - Please Replace. * ³	Follow the instructions displayed on the touch panel to replace the Cyan Toner.
	Magenta Toner Empty - Please Replace. * ³	Follow the instructions displayed on the touch panel to replace the Magenta Toner.
	Yellow Toner Empty - Please Replace. * ³	Follow the instructions displayed on the touch panel to replace the Yellow Toner.
Toner Near Empty	Black Toner Cartridge Low - Please Install New Cartridge Before System is Empty.	Replace the Black Toner. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Cyan Toner Cartridge Low - Please Install New Cartridge Before System is Empty. * ³	Replace the Cyan Toner. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Magenta Toner Cartridge Low - Please Install New Cartridge Before System is Empty. * ³	Replace the Magenta Toner. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Yellow Toner Cartridge Low - Please Install New Cartridge Before System is Empty. * ³	Replace the Yellow Toner. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
Staple Empty	Staple Empty - Please Set Staple Cartridge	Set the Staple Cartridge. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Finisher's Lower Tray Staples are Empty - Please Replace Staple Cartridge	Set the Saddle Staple Cartridge. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.

Status	Messages	Description
Printer Error	Finisher Disconnected - Please Join Finisher to Copier.	Join the Finisher to the copier stably.
	Hole Punch Jam in Finisher - Please Clear Hole Punch	Clear hole punches from the Finisher. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Staple Jam in Finisher - Please Clear Staple	Remove jammed staples from the Finisher. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Staple Jam in Lower Tray of Finisher - Please Clear Staple	Remove jammed staples from the Saddle Stitch Finisher. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Toner Not Recognized - Please Check Toner	Check and adjust the toner bottle.
	Finisher Lower Tray Full - Please Remove Paper	Remove paper from the Lower Tray of Saddle Stitch Finisher.
	Mixed Sized Paper not Allowed - Please Check Paper	Check the paper.
	Finisher Tray 1 Paper Full - Please Remove Paper.	Remove paper from the Finisher Tray 1.
	Finisher Tray 2 Paper Full - Please Remove Paper.	Remove paper from the Finisher Tray 2.
	Inner Tray Paper Full - Please Remove Paper. *4	Remove paper from the Inner Tray.
	Hole Punch Full in Finisher- Please Clear Hole Punch.	Dispose the punched paper bits. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.
	Job Separator Upper Paper Full - Please Remove Paper. *1	Remove paper from the Job Separator Upper Tray.
	Job Separator Lower Paper Full - Please Remove Paper. *1	Remove paper from the Job Separator Lower Tray.
	Offset Tray Full - Please Remove Paper. *1	Remove paper from the Offset Tray.
	Printer Output Error - Please Contact Service Technician.	Contact your service representative.
	Printer Input Error - Please Contact Service Technician.	Contact your service representative.
Time for Slit Glass and Main Charger Cleaning - Please Clean Slit Glass and Main Charger *5	Clean Slit Glass and Main Charger. Refer to the Troubleshooting Guide or Operator's Manual for Basic Functions for instruction.	
Contact Service Technician	Automatic Document Feeder Error - Please Contact Service Technician.	Contact your service representative.
	Alignment Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
	Motor Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
	I/F Error in Automatic Document Feeder - Please Contact Service Technician.	Contact your service representative.
	Fatal Error - Please Contact Service Technician.	Contact your service representative.
	Main Motor Error - Please Contact Service Technician.	Contact your service representative.
	Fuser Error - Please Contact Service Technician.	Contact your service representative.
	Scanner Error - Please Contact Service Technician.	Contact your service representative.
	Motor Error - Please Contact Service Technician.	Contact your service representative.
	HDD Error - Please Contact Service Technician.	Contact your service representative.
The Time for Periodic Maintenance - Please Contact Service Technician.	Contact your service representative.	

*1 For e-STUDIO453 Series, e-STUDIO283 Series, e-STUDIO452 Series, and e-STUDIO282 Series only.

*2 For e-STUDIO6530C Series, e-STUDIO855 Series, and e-STUDIO850 Series only.

*3 For e-STUDIO6530C Series, e-STUDIO4520C Series, e-STUDIO3510C Series, and e-STUDIO451c Series only.

*4 For e-STUDIO6530C Series, e-STUDIO4520C Series, e-STUDIO453 Series, e-STUDIO283 Series, e-STUDIO452 Series, and e-STUDIO282 Series only.

*5 For e-STUDIO4520C Series, and e-STUDIO3510C Series only.

*6 For e-STUDIO6530C Series only.

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MULTIFUNCTIONAL DIGITAL SYSTEMS
Operator's Manual for TopAccessDocMon

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