

**MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS**

Hardware Troubleshooting Guide

e-STUDIO2010Ac/2510Ac

e-STUDIO2515Ac/3015Ac/3515Ac/4515Ac/5015Ac

e-STUDIO2018A/2518A/3018A/3518A/4518A/5018A

Preface


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.


This equipment provides the scanning/printing function as an option. However, this optional scanning/printing function is already installed in some models.


■ 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, 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.

 **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.

□ Target audience for this manual

This is a manual that is aimed at general users and administrators.

□ 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 in this manual
e-STUDIO2010AC/2510AC	e-STUDIO5015AC Series
e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC	
e-STUDIO2018A/2518A/3018A/3518A/4518A/5018A	e-STUDIO5018A Series

□ Options

For the available options, refer to the **Quick Start Guide** for this equipment.

□ Screens in this manual

- The details on the screens may differ depending on your model and how the equipment is used, such as the status of the installed options, the OS version and the applications.
- 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.

❑ Abbreviations in this manual

In this manual, “Dual Scan Document Feeder” is referred to as “DSDF” and “Reversing Automatic Document Feeder” as “RADF”, and they are collectively referred to as “Automatic Document Feeder” (ADF).

❑ Trademarks

For trademarks, refer to the ***Safety Information***.

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TROUBLESHOOTING FOR THE HARDWARE

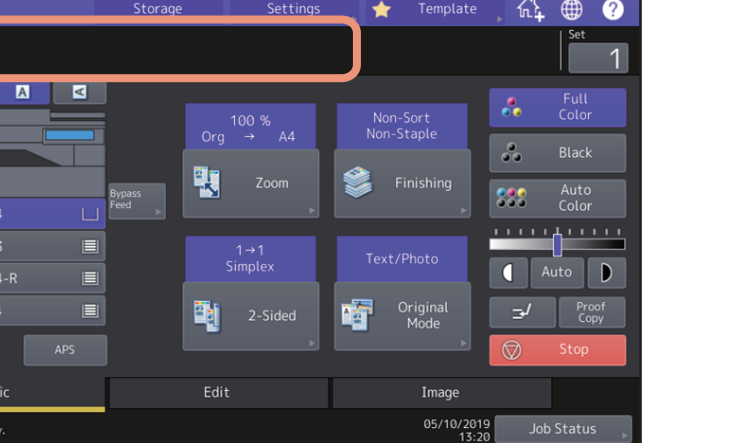
This chapter describes how to troubleshoot problems with paper, toner and other finishing processes.
This chapter also describes how to supply the paper, toner and staples.

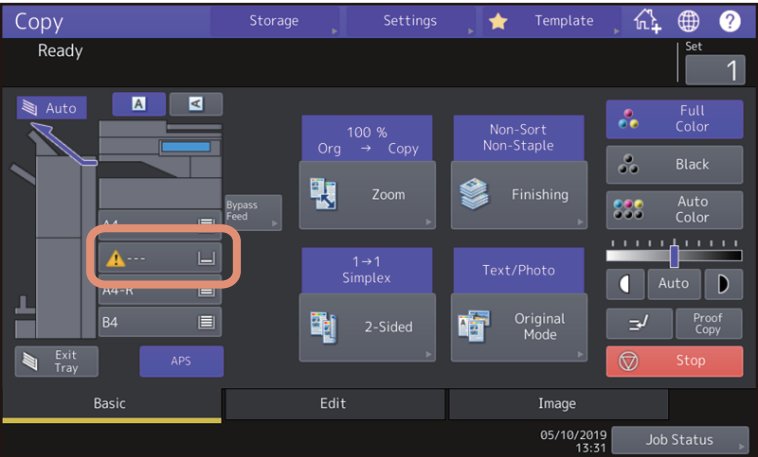
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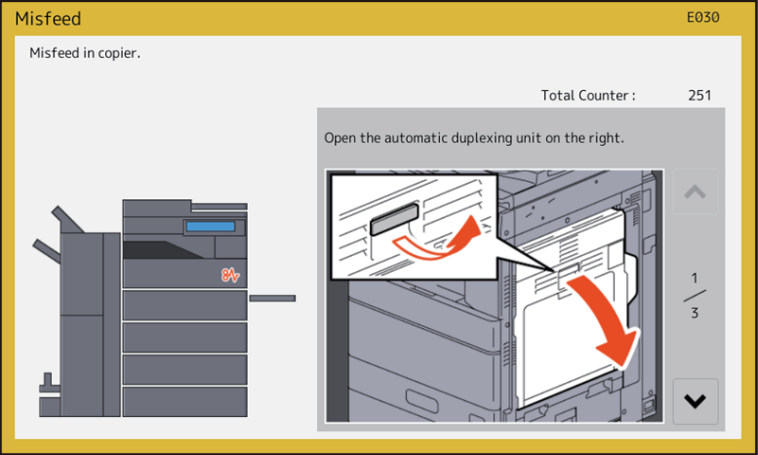

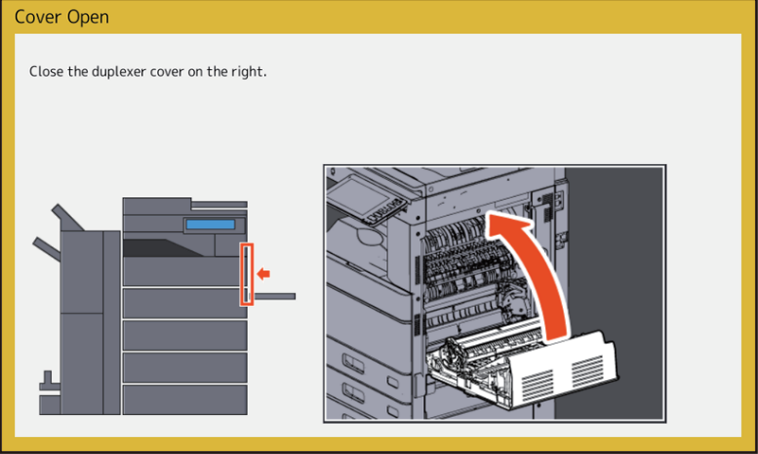
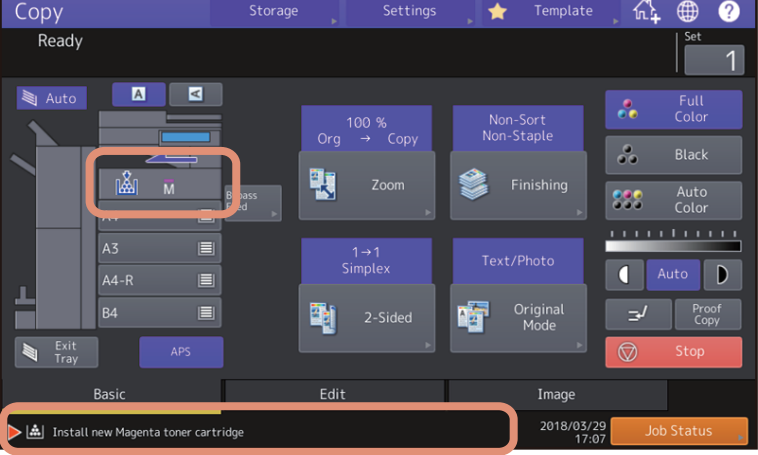

The Main Chargers and LED Print Heads (e-STUDIO2010AC/2510AC)	88
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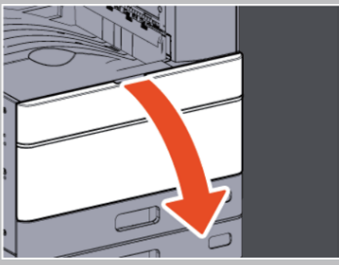

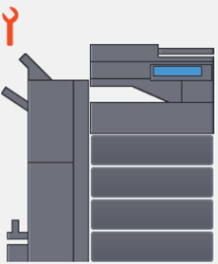
When This Screen Is Displayed

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.

Screen	Description / Remedy
	<p>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> <p>📖 P.13 “Messages Displayed on the Touch Panel”</p>

Screen	Description / Remedy
	<p>An incorrect paper size or “⚠---” indicates an unsuccessful paper size detection. In this case, check the following items.</p> <ul style="list-style-type: none"> • Check if the paper with an unacceptable size is placed in the drawer. For details about the acceptable paper size, refer to the Specifications Guide. • Check if the paper with a non-standard size is placed in the drawer. Press [Custom] to set the paper size manually. • Check if there is too much space between the paper and the side and end guides of the drawer. Set the paper, the side guide and the end guide to the appropriate position again. • Check if [Auto (inch)] is selected even though A/B format paper has been placed. Check if [Auto (mm)] is selected even though LT format paper has been placed. Press the button which corresponds to the format of the paper set in the drawer and then set the paper again. If a different paper size is displayed even though a standard size paper has been placed, set the paper size manually. To do so, the change of the setting by the administrator is required. For details, refer to the MFP Management Guide.



Screen	Description / Remedy
	<p>The original or copy paper is misfed. Remove it following the guidance on the touch panel.</p> <p> P.19 “Clearing a Paper Misfeed”</p>
	<p>A cover is open. Check which cover on the touch panel and then close it securely.</p>
	<p>Toner has run out. Replace the new toner cartridge.</p> <p> P.71 “Replacing a Toner Cartridge”</p>

Screen	Description / Remedy
<div data-bbox="193 244 954 701"> <p>Waste Toner Box Full</p> <p>Replace the waste toner box</p> <p>Total Counter : 1658</p> <p>Open the front cover of the equipment after scanning has stopped.</p>  </div>	<p>The waste toner box is full. Replace it following the guidance on the touch panel.</p> <p> P.79 “Replacing the Waste Toner Box (Color Models)”</p>
<div data-bbox="193 777 954 1234"> <p>Call For Service CE20</p>  </div>	<p>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.</p> <p>⚠ WARNING _____</p> <p>Never attempt to repair, disassemble or modify the equipment by yourself.</p> <p>You could cause a fire or get an electric shock.</p> <p>Always contact your service representative for maintenance or repair of the internal parts of the equipment.</p>




Messages Displayed on the Touch Panel

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.

Message	Problem Description	Corrective Action
Close *** cover.	The cover indicated by *** is open.	Check the cover on the touch panel and close it.
Misfeed in ***	Paper misfeed has occurred inside the equipment.	Remove the misfed paper following the guidance displayed on the touch panel.  P.19 "Clearing a Paper Misfeed"
Install new *** toner cartridge	No toner is left. (For color models, "****" indicates the applicable color.) (The colors are shown abbreviated when two or more toners are running out: Y: yellow, M: magenta, C: cyan and K: black)	See the color indication on the touch panel and replace the toner cartridge. (For color models, about another 50 copies can be made after this message appears. The number varies depending on the conditions of copying.)  P.71 "Replacing a Toner Cartridge"
*** Toner Not Recognized Check the toner cartridge	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly.  P.71 "Replacing a Toner Cartridge"
	The terminal of the toner cartridge is stained.	Wipe the terminal with a soft cloth.
	The recommended toner cartridge is not being used.	Use the recommended toner cartridge.  P.71 "Replacing a Toner Cartridge"
Check paper size setting on control panel for drawer N. Check the direction or size of the paper.	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.	Just removing the misfed paper does not prevent another paper from being misfed. Be sure to correctly register the paper size in the equipment.  P.58 "Clearing paper misfeeds caused by a wrong paper size setting"
Wait (Performing Self-check)	The equipment is undergoing maintenance to keep its imaging quality.	Wait until the adjustment is completed and the message disappears.
Adjusting. Wait until printing resumed.	The equipment is going through an adjustment which is necessary to maintain the temperature and image quality.	This message may continue being displayed for approx. 2 minutes. Wait until the adjustment is completed and printing is resumed.
Time for cleaning. Open the front cover and follow the guidance.	The main charger, LED print head or slit glass needs cleaning.	Clean the main charger, LED print head and slit glass.  P.88 "Cleaning the Inside of the Equipment"
Check the original and set it again	The original is misfed inside of the ADF.	Remove the misfed original following the guidance on the touch panel.  P.22 "ADF"
	The direction or the size of the original placed on the ADF is incorrect.	Check the direction and the size of the original and then replace it on the ADF. 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.

Message	Problem Description	Corrective Action
Cannot print this paper size Select the other drawer.	Printing was attempted but failed. The paper could not be output on the tray selected for the paper output because of a mismatch between the paper size and the tray.	Delete the failed print job, select the appropriate tray for the paper, and perform printing again. For the restrictions of the paper type and the receiving trays, refer to the Quick Start Guide .
Cannot print this paper type Set the other paper type	Printing was attempted but failed. The paper could not be output in the tray selected because of a mismatch between the paper type and the tray. (Special paper, thick 4 paper or thin paper tried to be output on the lower receiving tray of MJ-1109/MJ-1110.)	Delete the failed print job, select the appropriate tray for the paper, and perform printing again.
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(*** Toner Not Recognized) Check the toner cartridge	The toner cartridge indicated by *** is not installed at all or improperly so.	Install the toner cartridge correctly.  P.71 "Replacing a Toner Cartridge"
	The terminal of the toner cartridge is stained.	Wipe the terminal with a soft cloth.
	The recommended toner cartridge is not being used.	Use the recommended toner cartridge.  P.71 "Replacing a Toner Cartridge"
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)	A staple jam has occurred in the stapler of the saddle stitch unit or the staple sheet has not been fed sufficiently.	Remove the top staple sheet.  P.69 "Saddle Stitch unit"
Ready (Check Saddle Stitch Stapler)	Staples in the stapler of the saddle stitch unit have almost run out or have actually done so.	Replace the staple case of the saddle stitch unit if stapling is not performed for an output document even though the stapling function has been selected.  P.85 "Saddle Stitch unit"
Ready (Check Stapler)	Staple jam has occurred in the stapler of the finisher or the staple sheet has not been fed sufficiently.	Remove the top staple sheet.  P.64 "Clearing a Staple Jam"
Ready (Check Stapler)	Staples in the stapler of the finisher have almost run out or have actually done so.	Replace the staple case of the finisher if stapling is not performed for an output document even though the stapling function has been selected.  P.82 "Refilling With Staples"
Ready (Hole Punch Dust Bin is Full)	Hole punch dust bin is full of paper punchings.	Remove the paper punchings.  P.96 "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.

Message	Problem Description	Corrective Action
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 .
Call for Service	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.
Examine stapler in the saddle Stitch unit	Staple jam has occurred in the stapler of the saddle stitch unit.	Remove the jammed staples. 📖 P.69 "Saddle Stitch unit"
Check staple cartridge in the saddle stitch unit	Staples in the stapler of the saddle stitch unit have almost run out or have actually done so.	Replace the staple case of the saddle stitch unit if stapling is not performed for an output document even though the stapling function has been selected. 📖 P.85 "Saddle Stitch unit"
Check staple cartridge	Staples in the stapler of the finisher have almost run out or have actually done so.	Replace the staple case of the finisher if stapling is not performed for an output document even though the stapling function has been selected. 📖 P.82 "Refilling With Staples"
Examine Stapler	Staple jam has occurred in the stapler of the finisher.	Remove the jammed staples. 📖 P.64 "Clearing a Staple Jam"
Saving energy - press Energy Saver button.	The equipment has entered into the energy saving mode since it has not been used for a certain time.	Press [ENERGY SAVER] button to clear the energy saving mode.
Change Drawer to Correct Paper Size	No paper suitable for the original is set.	Place the suitable size paper for the original in the drawer.
	The size of the original is not detected correctly because the original is sent from the ADF at a skew.	Replace the original while aligning the side guides of the ADF to its width so that it will be placed straight.
Time for periodic maintenance	The equipment requires inspection and maintenance by a service technician.	Contact your service representative for maintenance.

Message	Problem Description	Corrective Action
Power Failure	A job was interrupted by a power failure or some other reason.	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.
Erasing Data	The Data Overwrite Enabler is clearing the data.	This message is displayed if the Data Overwrite Enabler is installed. You can operate the equipment while the message is displayed.
Check paper size setting on control panel for Bypass. Check the direction or size of the paper.	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.	Register the paper size correctly. Just removing the misfed paper does not prevent another paper from being misfed.  P.58 "Clearing paper misfeeds caused by a wrong paper size setting"
Set the paper on the bypass tray again.	The paper placed on the bypass tray misfed.	Remove the misfed paper and set the paper again.
Check the direction or size of the paper on the bypass tray and press START	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.
	The side guides of the bypass tray do not fit the paper length.	Align the side guides of the bypass tray to the paper length.
Reboot the machine	A system-related trouble has occurred.	Press the [POWER] button, and then [Restart] on the touch panel.
Toner near Empty (***)	Toner is running out. "****" indicates the color. (The colors are shown in abbreviations when two or more toners are running out: Y: yellow, M: magenta, C: cyan and K: black)	Some toner is still left in the toner cartridge while this message is displayed. You do not have to replace the toner cartridge yet. Check the color of the toner on the touch panel and prepare the toner cartridge. (About another 1000 copies can be made after this message appears. Depending on the conditions of copying, this message may not appear even when the toner cartridge is near empty.) Note <ul style="list-style-type: none"> 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.76 "Replacing a "Near Empty" toner cartridge" Black and white print is available while the other colors have run out. Neither color nor black and white print can be done when the black toner has run out.
Dispose of used toner	The waste toner box is full.	Replace the waste toner box following the guidance displayed on the touch panel.  P.79 "Replacing the Waste Toner Box (Color Models)"

Message	Problem Description	Corrective Action
Please empty hole punch waste	The Hole Punch Unit dust bin is full.	Remove the paper punchings.  P.96 "Cleaning the Hole Punch Dust Bin"
Fax line1 (or line2) is out of order.	The 1st (or 2nd) line for the fax unit is not working.	Contact your service representative.
Fax line1 (or line2) is not installed.	The 1st (or 2nd) line for the fax unit is not installed.	Contact your service representative.
This original is copy protected	An attempt is made to copy a prohibited original.	This original cannot be copied.
DEPARTMENT Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the department has reached "0".	For details of setting the quota, ask your administrator.
Not enough Work Space to store originals Will you print out stored originals?	Internal memory available ran out while scanning.	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].
USER Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the user has reached "0".	For details of setting the quota, ask your administrator.
USER and DEPARTMENT Quota exceeded. Contact the Administrator.	The copying, printing or scanning quota to the user and department has reached "0".	For details of setting the quota, ask your administrator.
Check under the Finisher tray and reboot the machine.	An obstruction is placed under the Finisher tray.	Remove the obstruction under the Finisher tray and reboot the equipment.
The number of originals exceeds the limits. The scanned data will be deleted.	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.)	Reduce the number of originals to be scanned, and try again.
The number of originals exceeds the limits. Will you copy stored originals?	The number of originals to be scanned has exceeded the limit of 1000 sheets during scanning.	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].
Cannot print due to resource shortage	Large amounts of jobs have remained.	Delete unnecessary jobs in progress or during interrupting. Then reattempt the operation.
HDD self test is processing	The status of the internal storage device is being checked.	The response of both the control panel operation and job execution may become slower during the display of this message.
Exchange of the HDD is required. Please contact service.	Due to the malfunction in the internal storage device, its replacement is required.	Contact your service representative.
Please make a backup of HDD data.	Although the internal storage device is being worked properly, periodical backup of the data in the internal storage device is recommended just in case.	Back up the data by means of [Data Backup/Restore] in the Admin menu of the User Functions menu. For details, refer to the MFP Management Guide .

Message	Problem Description	Corrective Action
LAN cable is not detected	The LAN cable connection is not detected.	<p>Check the following items.</p> <ul style="list-style-type: none"> • Check that the LAN cable is connected to the equipment. • Check that there is no damage on the connector of the LAN cable. • Check that the LAN cable is open circuited. • Check that the LAN cable is connected to the HUB. Check that there is no damage to the connector. • Check that the power is ON for the HUB to which the LAN cable is connected. • Check that the settings of the communication speed and the Ethernet method for the equipment and the HUB are aligned.

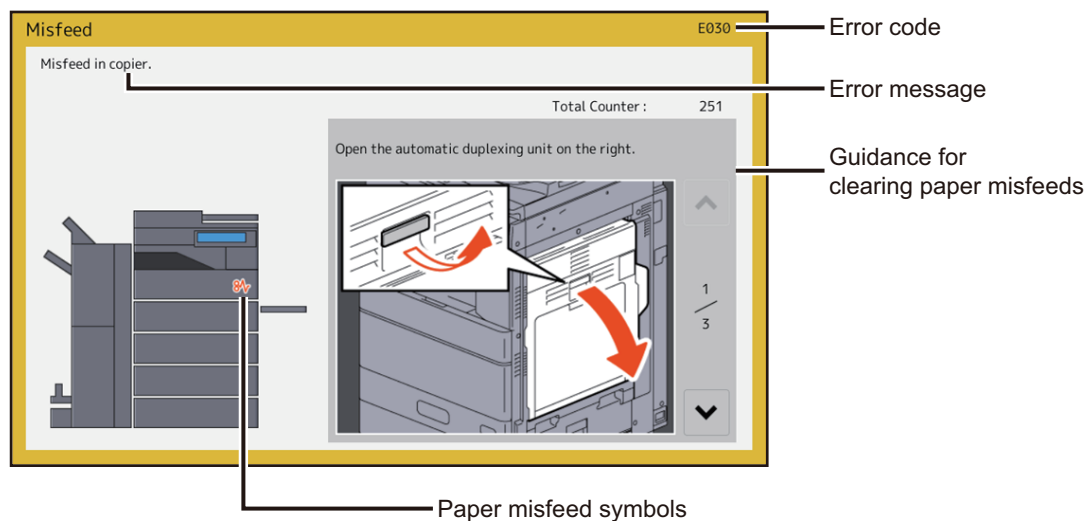
Error Codes

The error codes indicating the status of the equipment may appear on the touch panel. For details, please refer to the ***Software Troubleshooting Guide***.

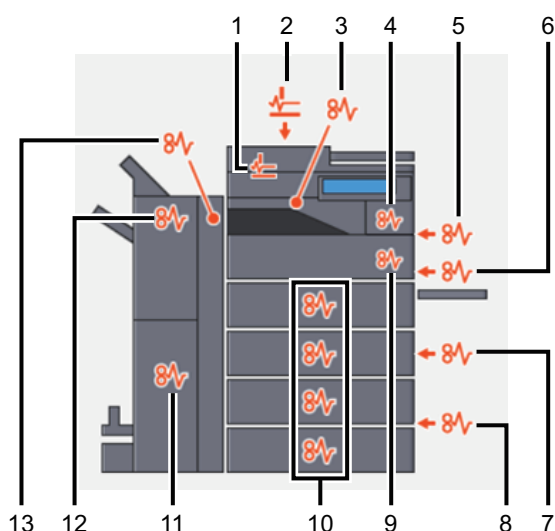
Clearing a Paper Misfeed

■ 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:



The paper misfeed symbol helps you locate the paper misfeed.





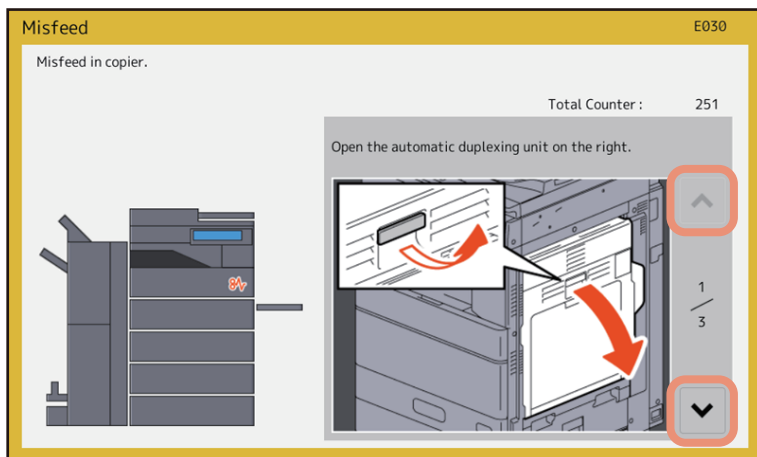
1. RADF or DSDF (lower) (P.22)
2. RADF or DSDF (upper) (P.22)
3. Job Separator, Offset Tray (P.39) or Bridge Kit (P.40)
4. Fuser unit (P.36)
5. Automatic duplexing unit (P.34)
6. Bypass tray (P.33)
7. Drawer feeding portion (P.28)
8. Large Capacity Feeder (P.29) or Paper Feed Pedestal (P.29)
9. Paper transport path (P.35)
10. Drawers (P.30, P.31), Envelope Drawer (P.32) or drawer of the Large Capacity Feeder (P.32)
11. Saddle stitch unit (P.49)
12. Finisher (P.40, P.46, P.55)
13. Hole Punch Unit (P.40, P.46, P.55)

The picture of the hardware device shown on the touch panel differs depending on the 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.



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

Note the following points in 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.

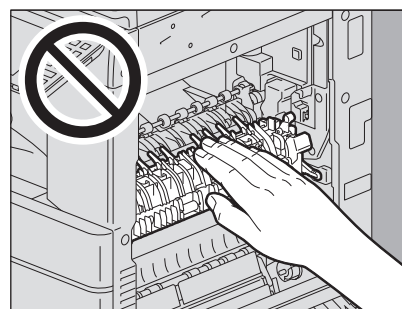
Do not touch the connectors and harnesses inside the equipment.

This could cause a malfunction.

Do not touch the fuser unit or the metal portion around it.

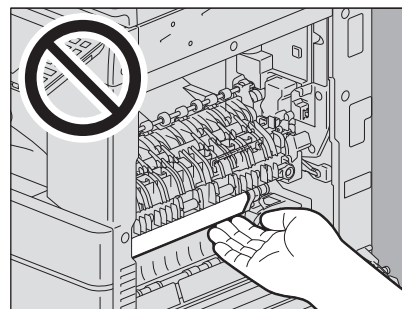
⚠ CAUTION

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.

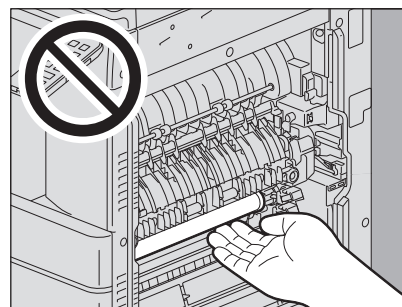


(e-STUDIO5015AC Series) Do not touch the transfer belt.

When you remove the paper misfed in the right side of the equipment, be sure not to touch the transfer belt. This could stain copy images.

**(e-STUDIO5018A Series) Do not touch the photoconductive drum.**

When you remove paper which has been misfed in the right side of the equipment, be sure not to touch the photoconductive drum. This could stain the copy images.

**❑ If paper misfeeds occur frequently**

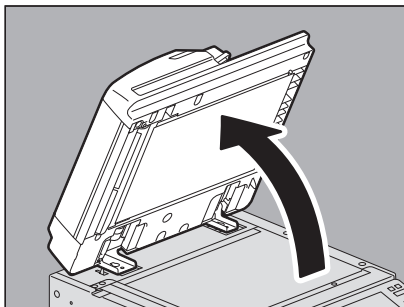
The following are the common causes of paper misfeeds. If the problem persists, check for the following situations.

- An unsuitable original is placed on the ADF.
- 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.

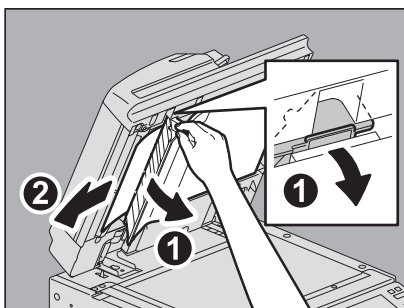
■ ADF

□ RADF (Lower)

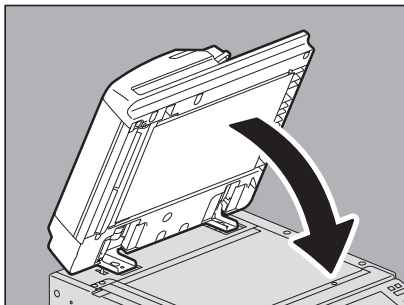
- 1 Open the RADF.



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

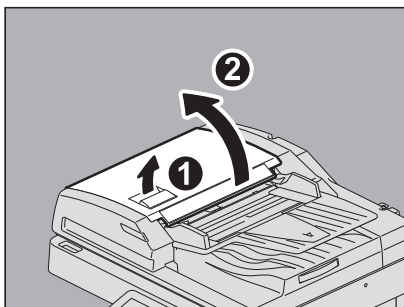


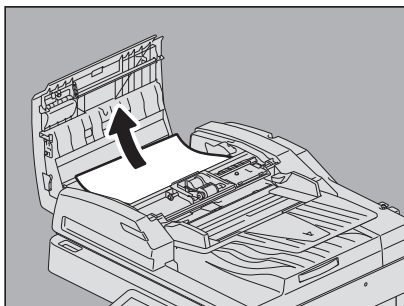
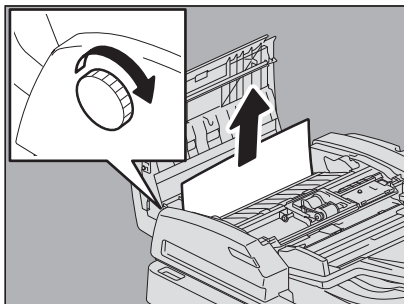
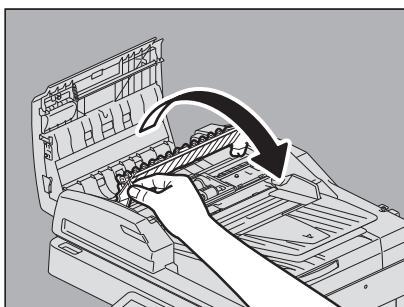
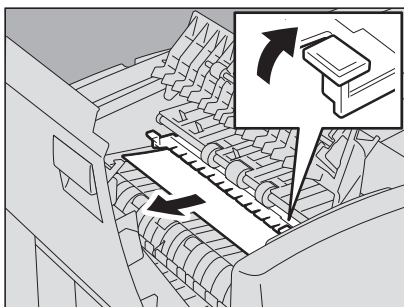
- 3 Close the RADF.



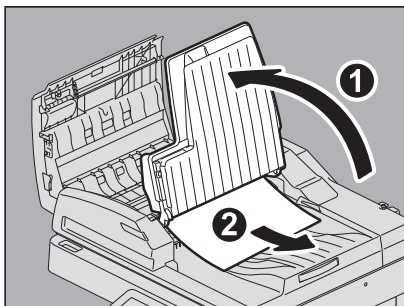
□ RADF (Upper)

- 1 Raise the lever and open the upper cover.



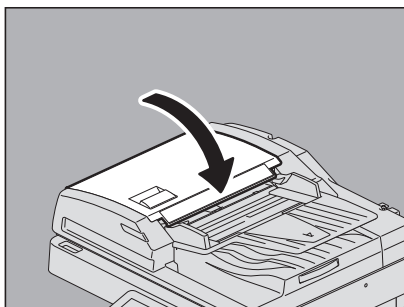
2 Remove the original.**3 Turn the inner green dial and remove the misfed original.****4 Raise the green lever and open the transport guide.****5 Raise the green lever under the transport guide, and remove the original under the guide plate.****6 Close the transport guide.**

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



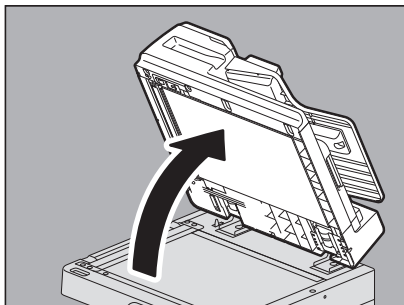
- 8** Lower the original feeder tray.

- 9** Close the upper cover.

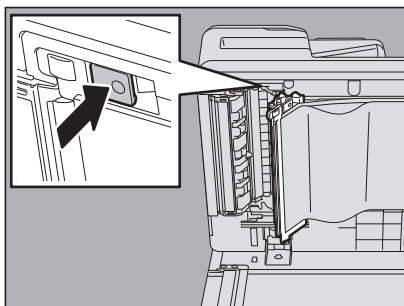


☐ **DSDF (Lower)**

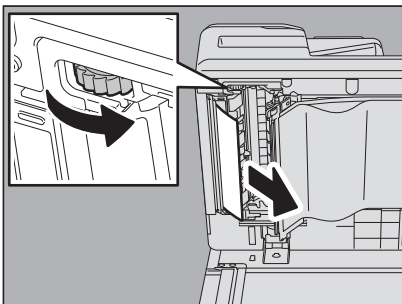
- 1** Remove the originals on the DSDF and open it.



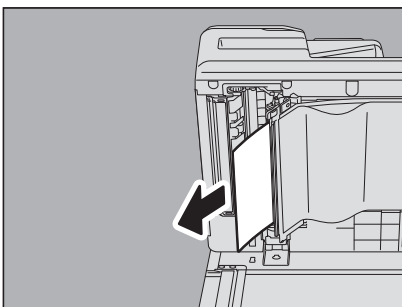
- 2** Push the green button to open the lower cover.



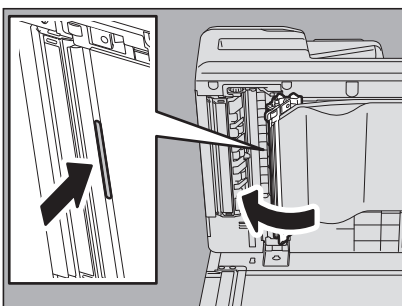
- 3** Turn the inner green dial and remove the misfed original.



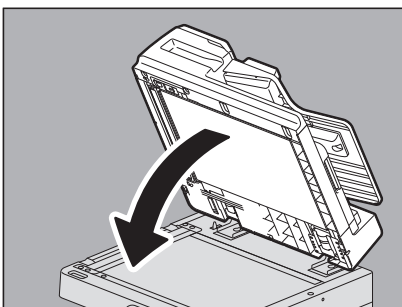
- 4** Remove the misfed originals.



- 5** Push the green part to close the lower cover.

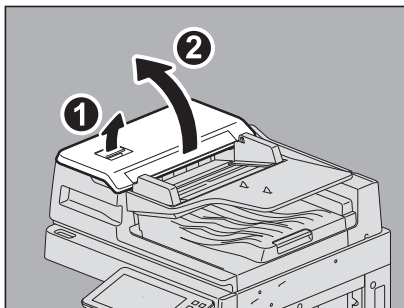


- 6** Close the DSDF.

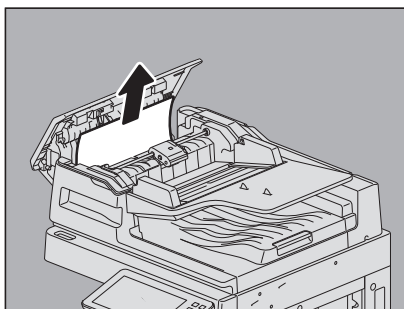


❑ DSDF (Upper)

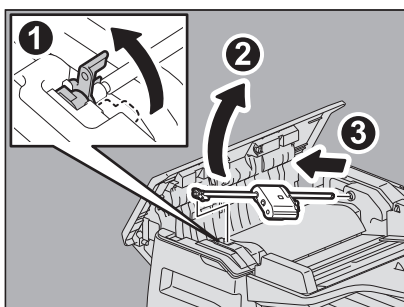
- 1** Raise the lever and open the upper cover.



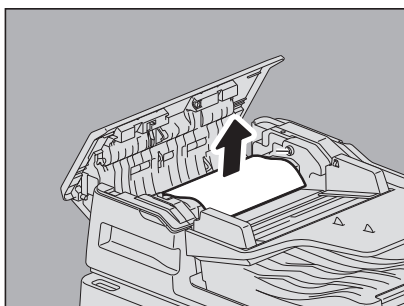
- 2** Remove the misfed originals.



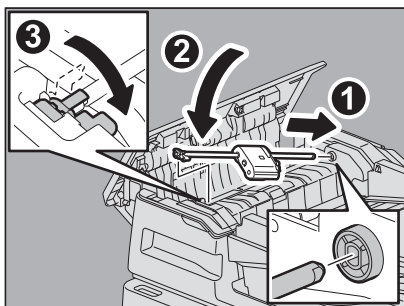
- 3** If it is not easy to remove the misfed originals under the feed roller unit, take it off.



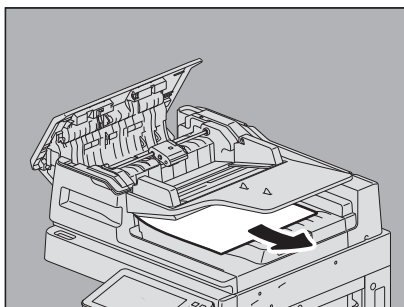
- 4** Remove the misfed originals under the feed roller unit.



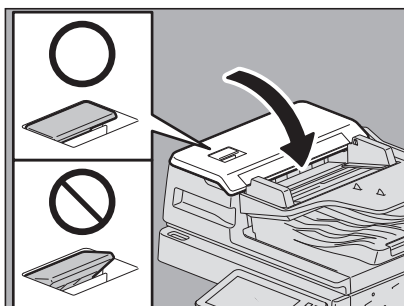
5 Attach the feed roller unit.



6 Remove the originals under the original feeder tray.



7 Close the upper cover.

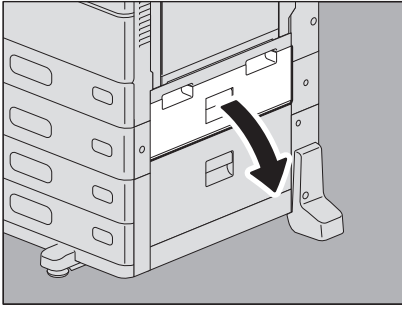


Note

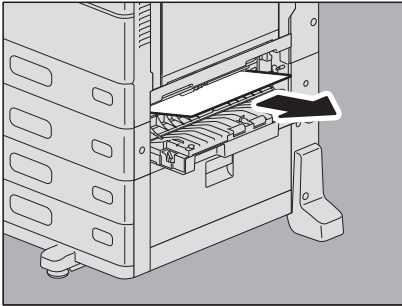
Confirm that the lever of the upper cover is closed firmly.

■ Drawer feeding portion

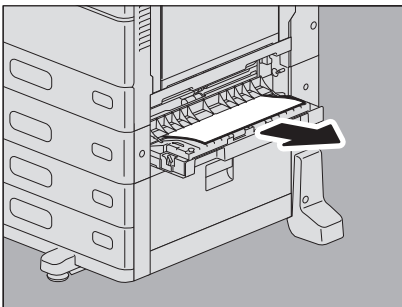
- 1 Open the feeder cover on the right side.



- 2 Remove the misfed paper from the drawer and close the feeder cover.

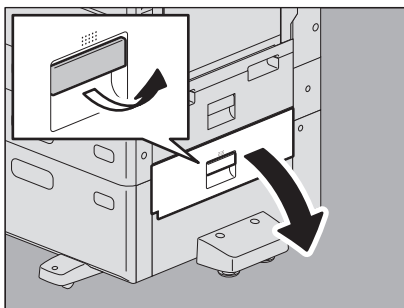


If the paper is misfed on the cover side, remove it as shown in the figure below.

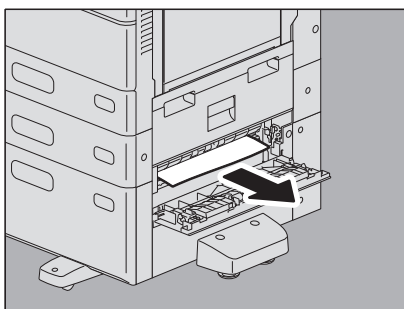


■ Large Capacity Feeder

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

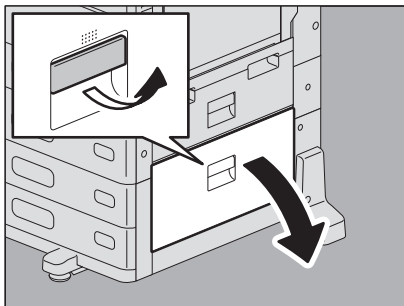


- 2 Remove the misfed paper and close the feeder cover.

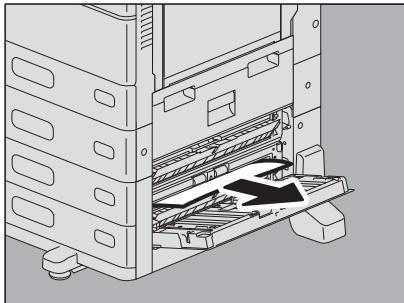


■ Paper Feed Pedestal

- 1 Open the feeder cover of the Paper Feed Pedestal on the right.



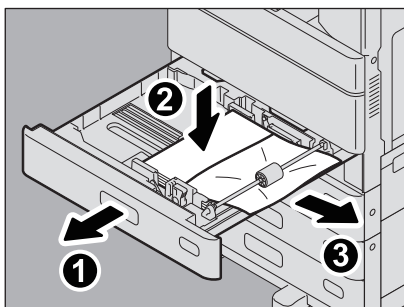
- 2 Remove the misfed paper and close the feeder cover.



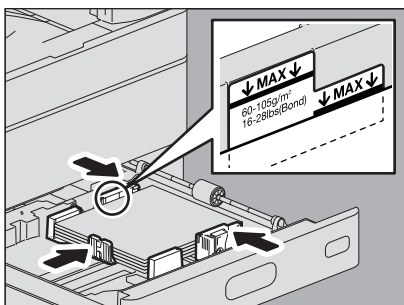
■ Drawers (e-STUDIO2010AC/2510AC)

□ The first drawer

- 1 Open the drawer, press the paper down until the plate clicks and remove the misfed paper.



- 2 Check that the guide width is correct, there is no folded/curled paper or overloading (especially for thick paper), and then close the drawer.

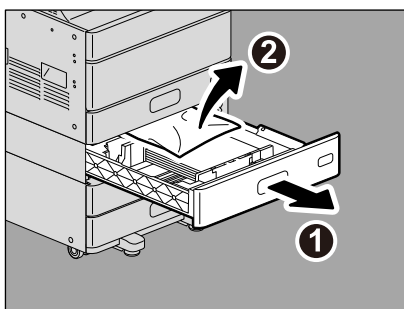


Note

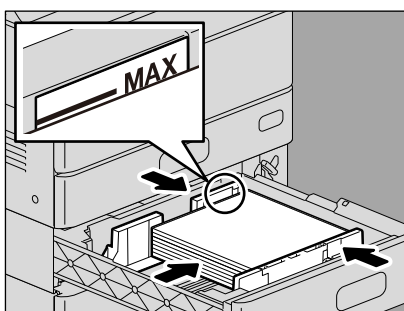
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides. In particular, be sure that the upper limit for thick paper is not exceeded when placing thick paper in the first drawer. The amount of thick paper you can load in the drawer is lower than that for plain paper.

□ The second to fourth drawers

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

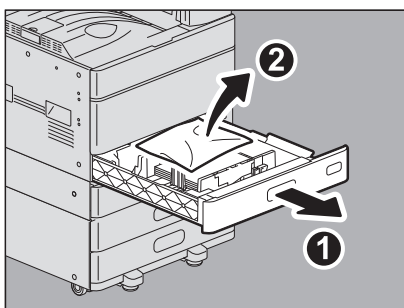


- 2 Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.

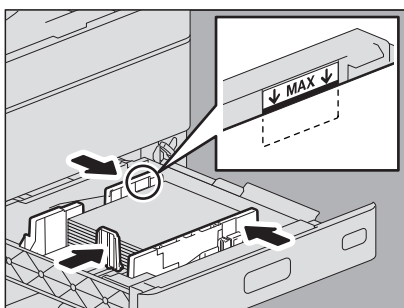


■ Drawers (Except for e-STUDIO2010AC/2510AC)

- 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.

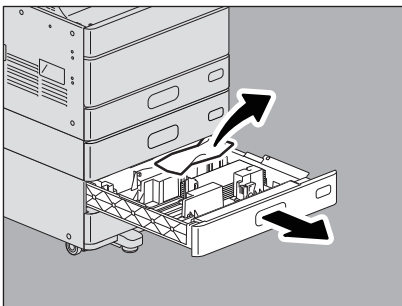


Note

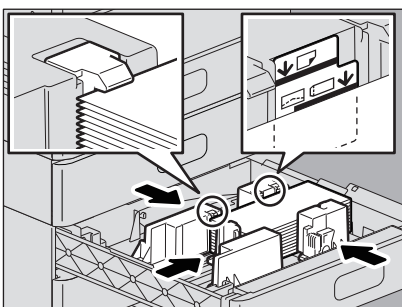
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

■ Envelope Drawer

- 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.

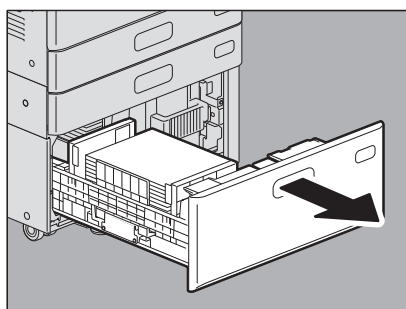


Note

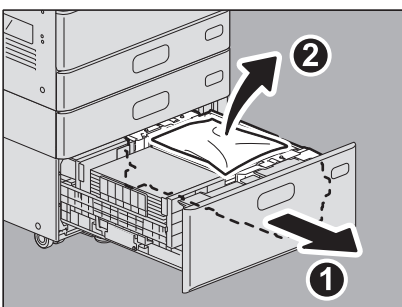
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides. In particular, be sure that the upper limit for envelope is not exceeded when placing envelope in the Envelope Drawer. The amount of envelope you can load in the drawer is lower than that for plain paper.

■ Large Capacity Feeder

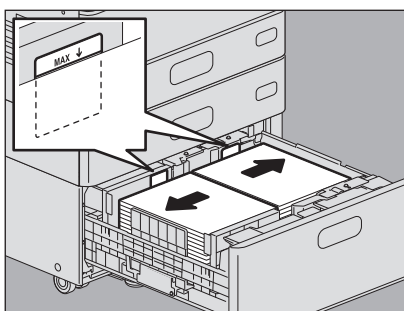
- 1 Open the drawer of the Large Capacity Feeder.



- 2 Pull out the right-hand tray and remove the misfed paper.



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

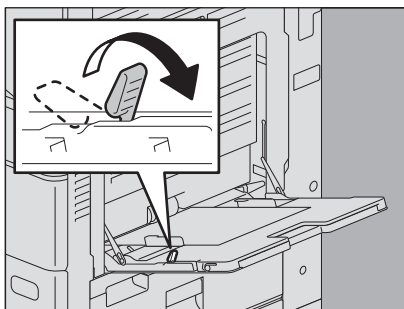


Note

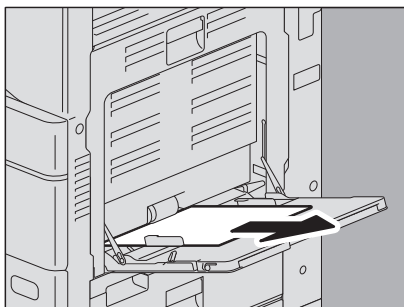
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

■ Bypass tray

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

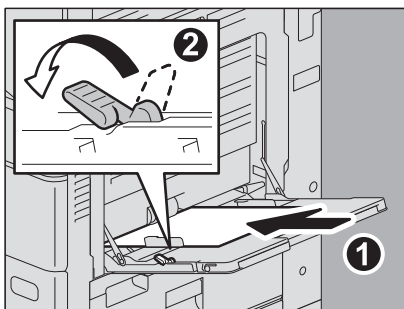


- 2 Pull out the misfed paper in the bypass tray.**



- 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.

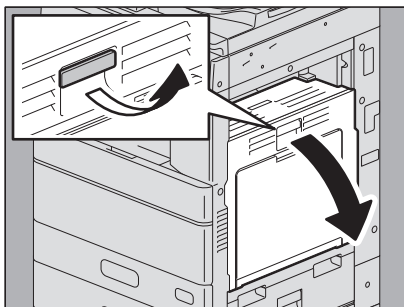


■ Automatic duplexing unit

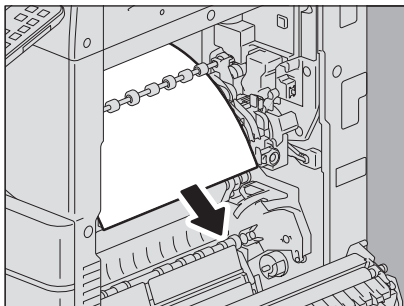
⚠ CAUTION

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

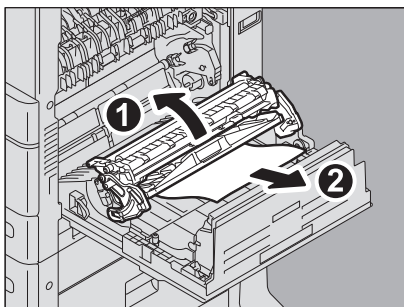
- 1 Open the automatic duplexing unit cover on the right.



- 2 Except for e-STUDIO2010AC/2510AC and e-STUDIO2018A/2518A/3018A, remove the misfed paper.



- 3 Except for e-STUDIO2010AC/2510AC, while holding the green lever, remove the misfed paper.



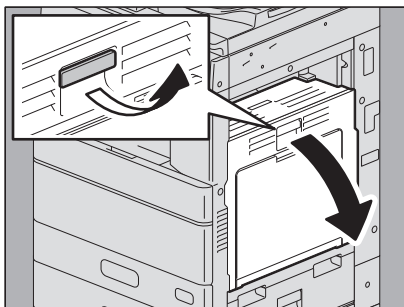
- 4 Lower the green lever carefully and then close the automatic duplexing unit cover.

■ Paper transport path

⚠ CAUTION

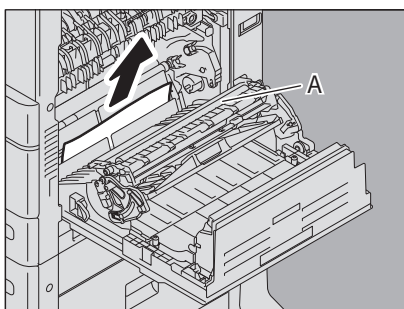
Be careful not to let your fingers be caught between the equipment and the duplexing unit cover or automatic duplexing unit cover.
This could injure you.

1 Open the automatic duplexing unit cover on the right.

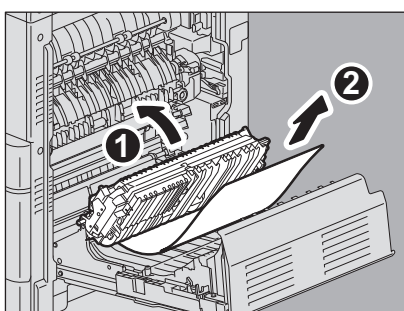


2 Remove the misfed paper.

e-STUDIO5015AC Series



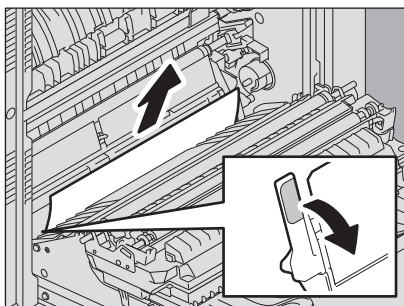
e-STUDIO5018A Series



Note

- Be sure not to touch the transfer belt when removing the misfed paper. This could stain copy images.
- Do not clean roller [A] though it may be stained. It will be automatically cleaned at the next printing.

3 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.

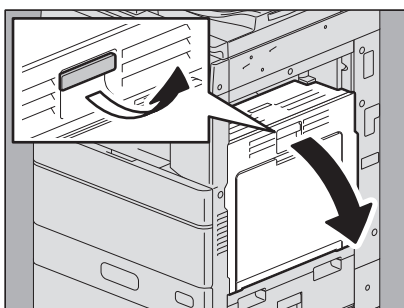
4 Close the automatic duplexing unit cover.

■ Fuser unit

⚠ CAUTION

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

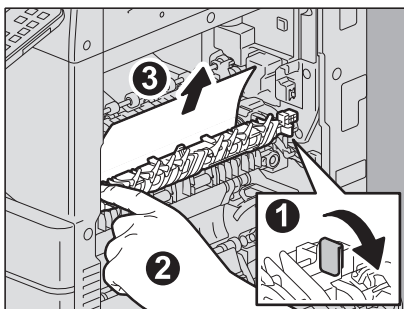
1 Open the automatic duplexing unit cover on the right.



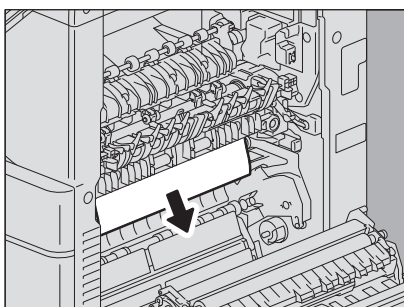
2 For e-STUDIO2010AC/2510AC and e-STUDIO5018A Series, press down the two green fuser pressure release levers until they stop.



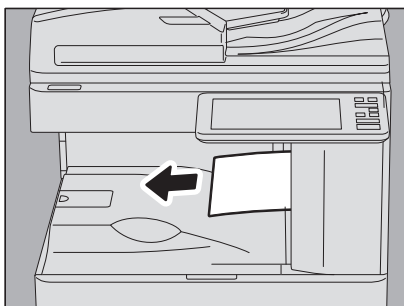
- 3** Open the transport guide holding the green knob and then release the misfed paper. Pull the misfed paper up or down as shown in the illustrations depending on the position of the paper.
Pulling it up



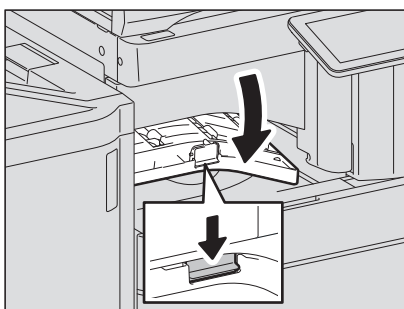
Pulling it down



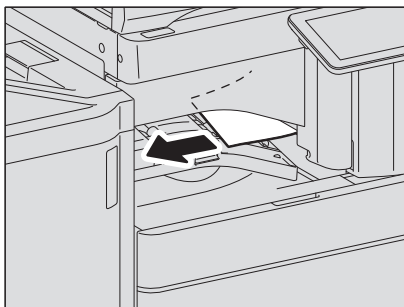
- 4** Remove the paper from the exit section.



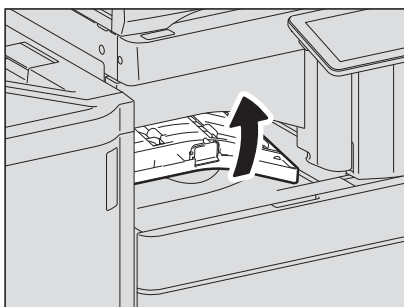
- 5** When the finisher is installed, open the Bridge Kit cover while holding the handle.



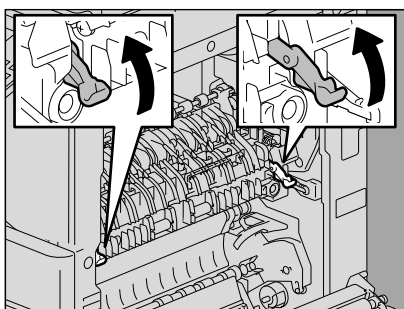
6 Remove the misfed paper.



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



8 For e-STUDIO2010AC/2510AC and e-STUDIO5018A Series, return the two green fuser pressure release levers to their original position.



9 Close the automatic duplexing unit cover.

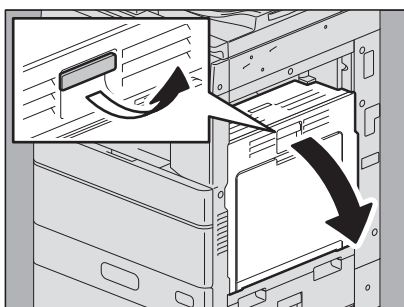
■ Job Separator

The procedure below is for e-STUDIO2010AC/2510AC and e-STUDIO2018A/2518A/3018A with the Job Separator installed. However, it does not apply to e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC and e-STUDIO3518A/4518A/5018A Series with the Job Separator installed.

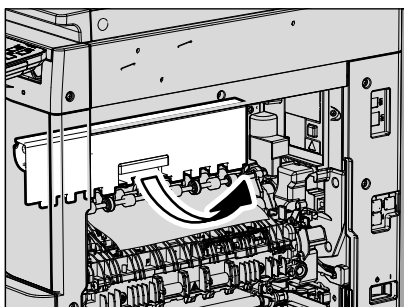
⚠ CAUTION

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

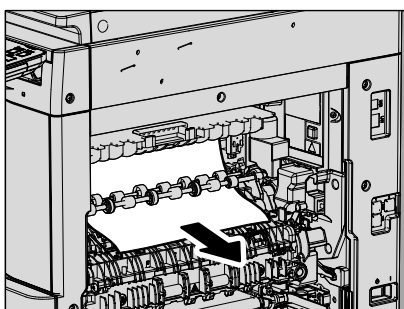
1 Open the automatic duplexing unit cover on the right.



2 Open the cover inside of the equipment.



3 Remove the misfed paper.

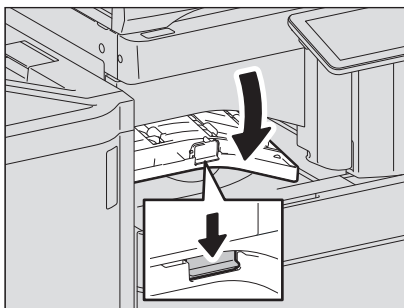


4 Close the cover inside of the equipment.

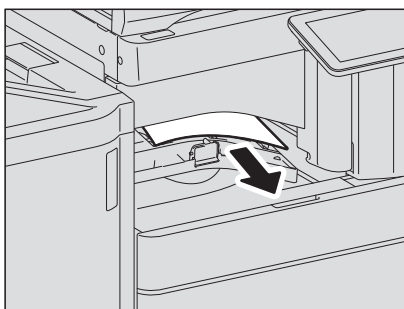
5 Close the automatic duplexing unit cover.

■ Bridge Kit


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



- 2 Remove the misfed paper inside the Bridge Unit.



Tip

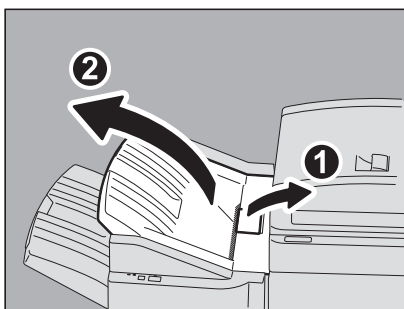
If the misfed paper cannot be removed because the right side is caught by the fuser unit, follow the steps on  P.36 “Fuser unit”.

- 3 Close the Bridge Kit cover.

■ Finisher and Hole Punch Unit

Paper misfeed in the upper receiving tray

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

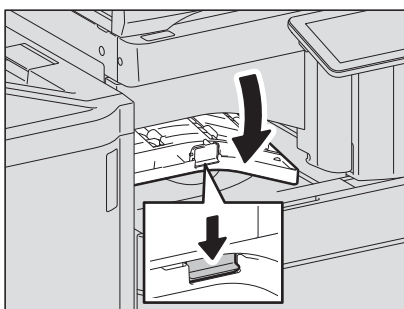


- 2 Remove the misfed paper.

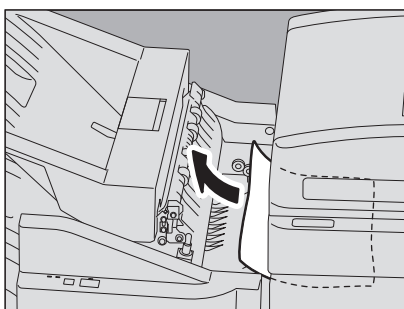


3 Open the cover holding the handle of the Bridge Unit.

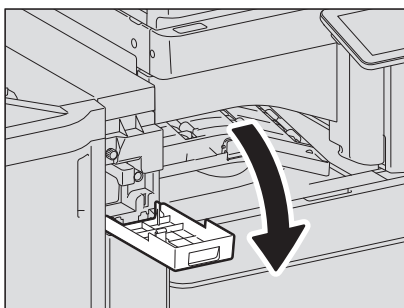
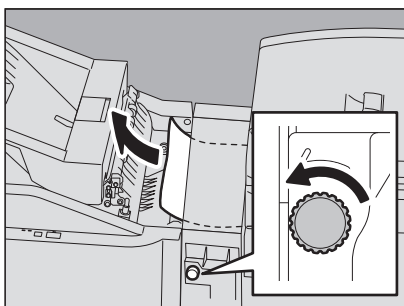
When the Hole Punch Unit is installed, proceed to step 5.

**4 Remove the misfed paper.**

Proceed to step 8.

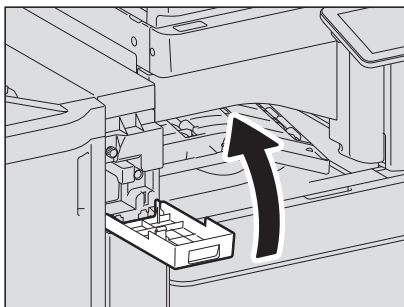


When the Hole Punch Unit is installed

5 Open the Hole Punch Unit cover.**6 Turn the green knob to get the misfed paper out.****Note**

Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

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.

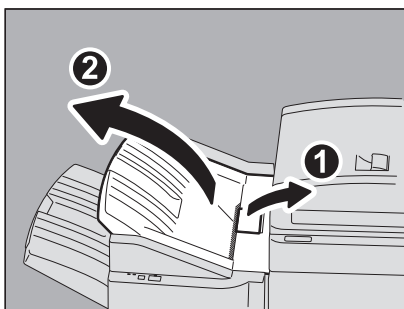
Tip

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

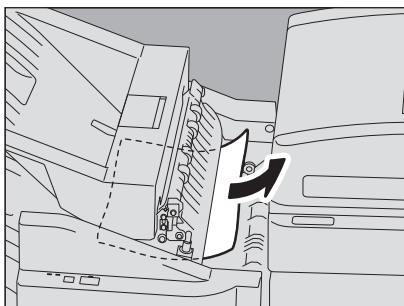


Paper misfeed in the lower receiving tray

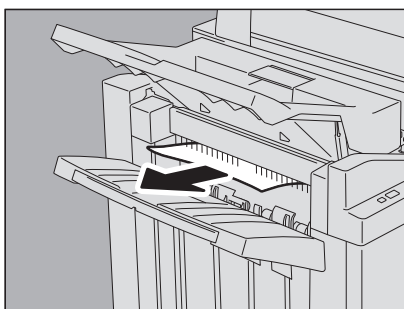
- 1 Raise the lever and open the upper receiving tray of the finisher.



- 2 Remove the misfed paper.

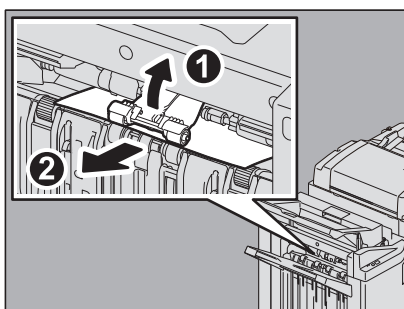


- 3 Remove the misfed paper.



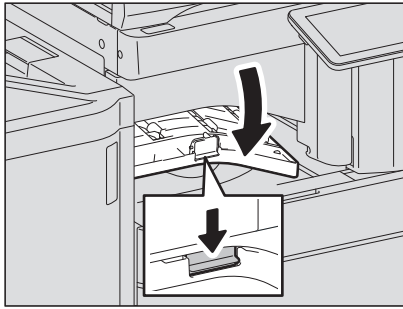
Tip

If the paper is caught by the roller in the exit section, remove it by lifting the roller up with your fingers.



4 Open the cover holding the handle of the Bridge Unit.

When the Hole Punch Unit is installed, proceed to step 6.



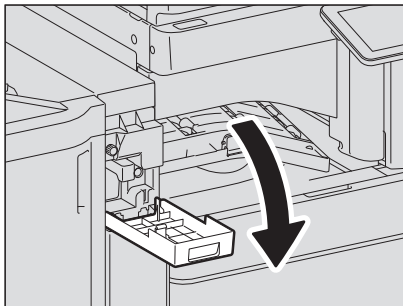
5 Remove the misfed paper.

Proceed to step 9.

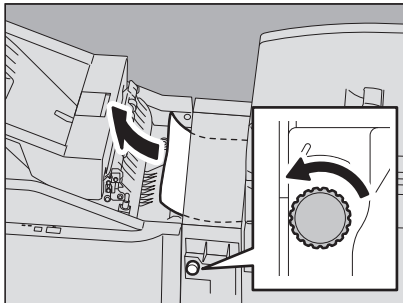


When the Hole Punch Unit is installed

6 Open the Hole Punch Unit cover.



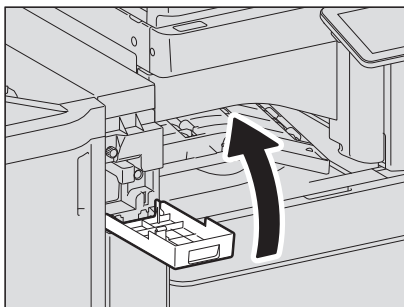
7 Turn the green knob to get the misfed paper out.



Note

Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

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.

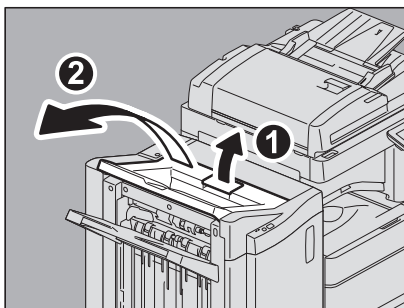
Tip

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

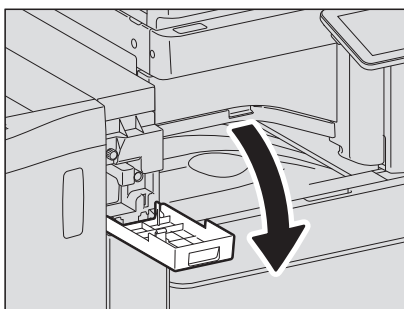


■ Saddle Stitch Finisher and Hole Punch Unit

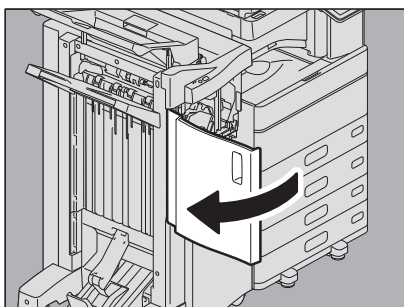
- 1 Raise the lever and open the upper receiving tray of the finisher.



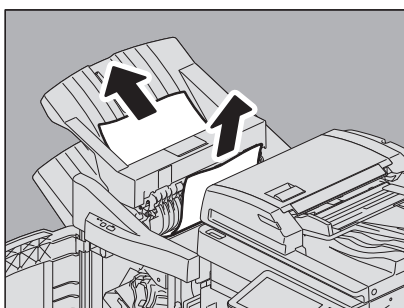
- 2 Open the cover of the Hole Punch Unit when it is installed.



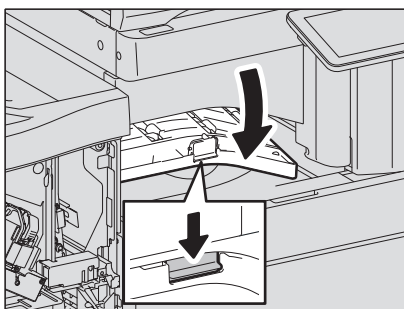
- 3 Open the front cover of the finisher.



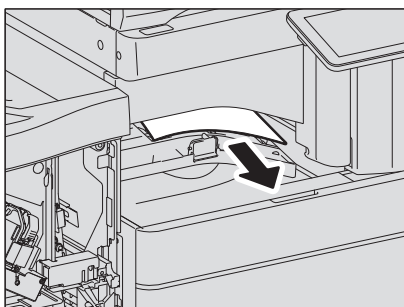
- 4 Remove the misfed paper from the right or left.



5 Open the cover holding the handle of the Bridge Unit.



6 Remove the misfed paper inside the Bridge Unit.

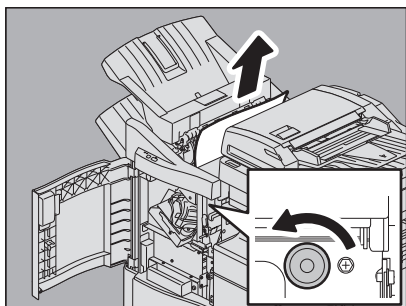


7 If the paper size is small, turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

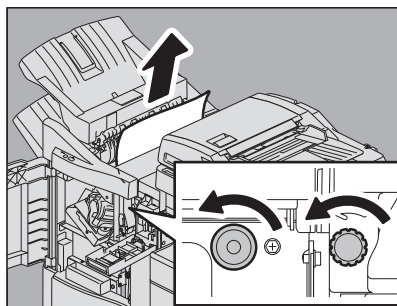
Note

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

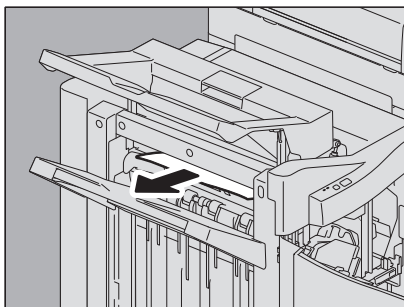


When the Hole Punch Unit is installed



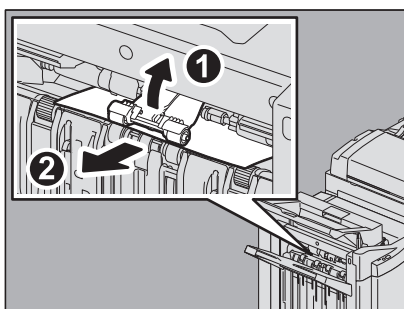
Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

8 Remove the misfed paper.



Tip

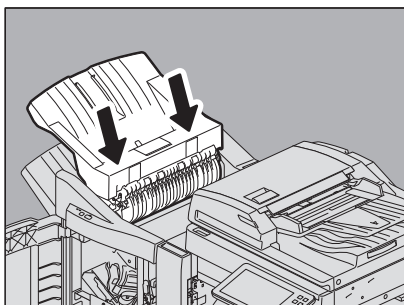
If the paper is caught by the roller in the exit section, remove it by lifting the roller up with your fingers.



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.

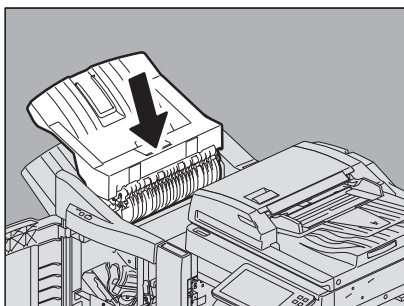


⚠ CAUTION

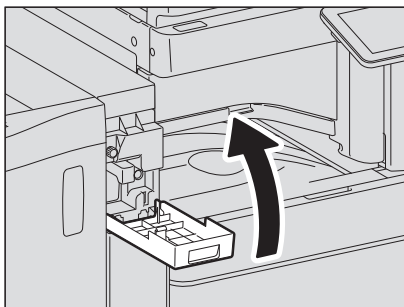
Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

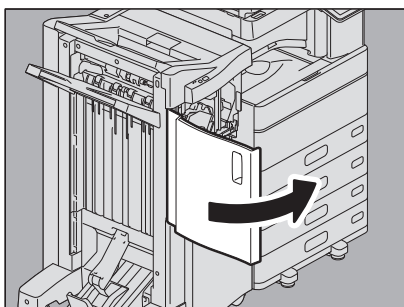
The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.



- 11** Close the cover of the Hole Punch Unit when it is installed.

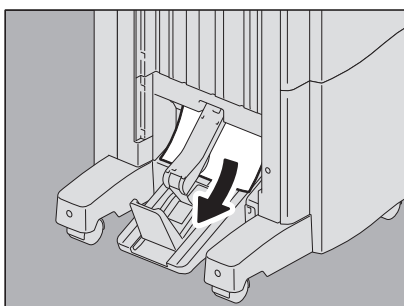


- 12** Close the front cover of the finisher.

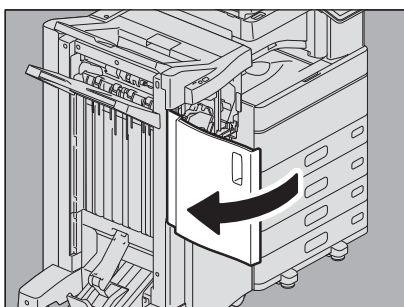


■ Saddle Stitch unit of the Saddle Stitch Finisher

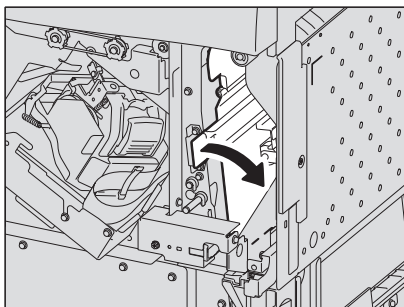
- 1** Remove the misfed paper from the exit side of the Saddle Stitch unit.



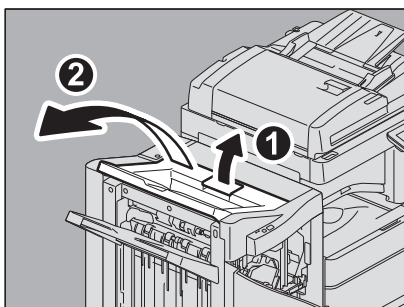
- 2** Open the front cover of the finisher.



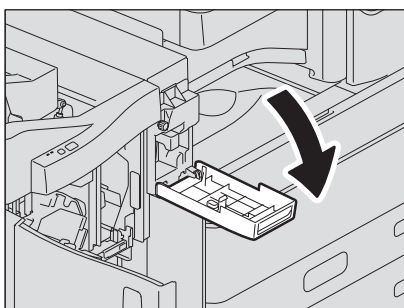
3 Holding the green knob, move the guide to the right.



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.

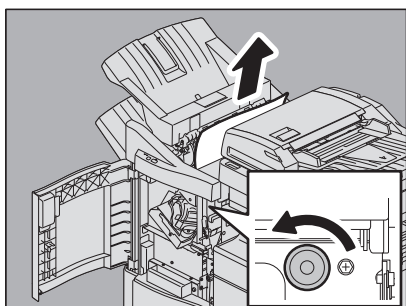


6 Turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

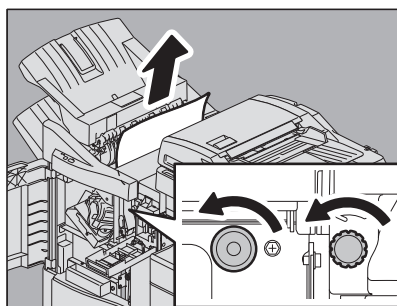
Note

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

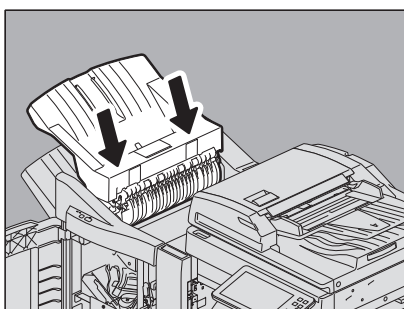


Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

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.

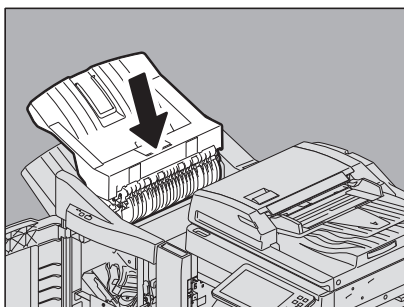


⚠ CAUTION

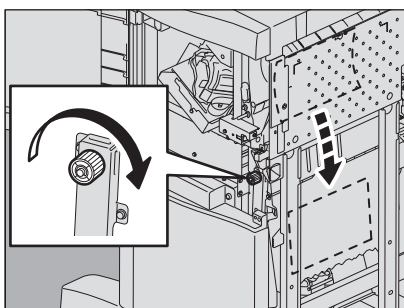
Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

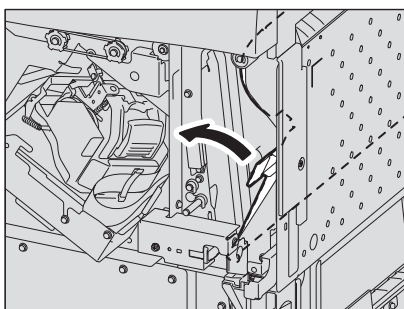
The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.



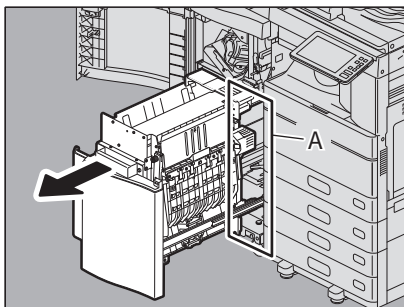
8 Turn the green knob to lower the paper until it is hidden.



9 Holding the green knob, return the guide to the left.



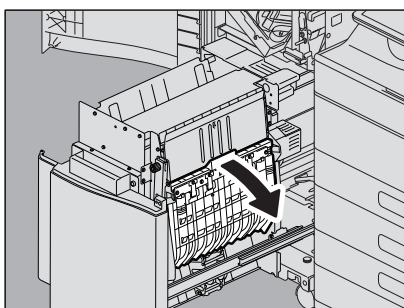
10 Pull out the Saddle Stitch unit until it stops.



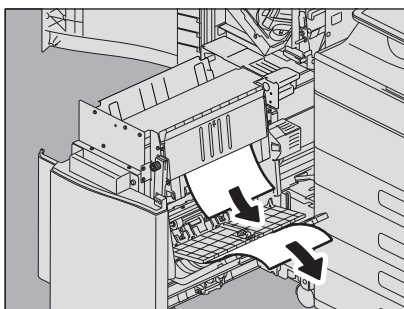
⚠ CAUTION

Do not put your hands in the opening section (A) which is located behind the Saddle Stitch unit.
Your hands may be caught, resulting in injury.

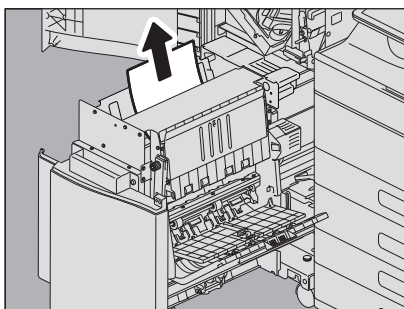
11 Open the transport guide on the right side.

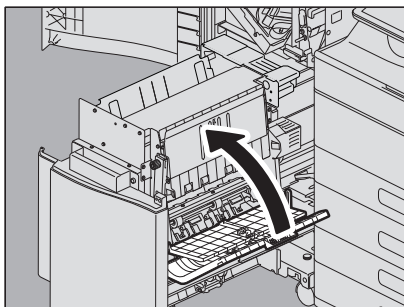
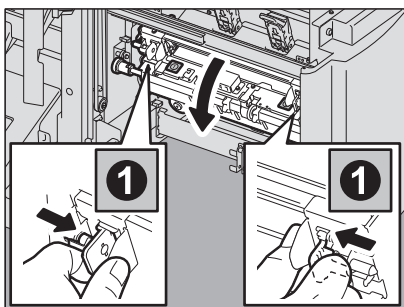
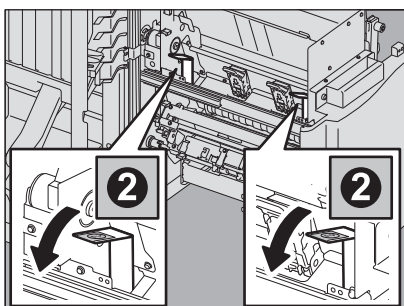
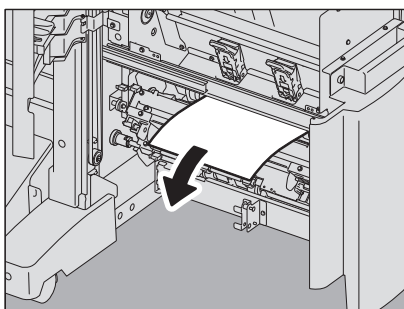
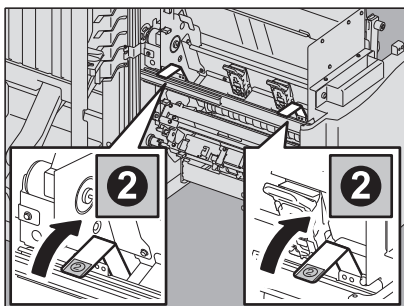


12 Remove the misfed paper.

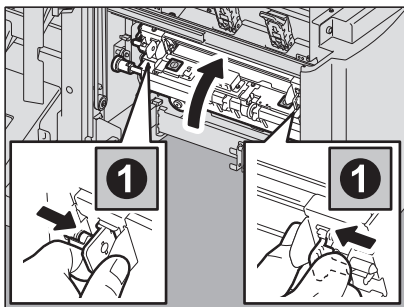


13 Remove the paper from the inside of the Saddle Stitch unit.

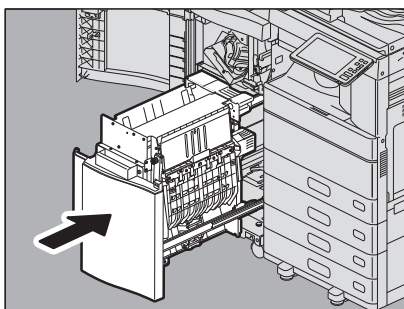


14 Close the transport guide.**15** Holding both green knobs with your fingers, open the transport guide on the left.**16** Lower the two green levers.**17** Remove the paper.**18** Raise the two green levers.

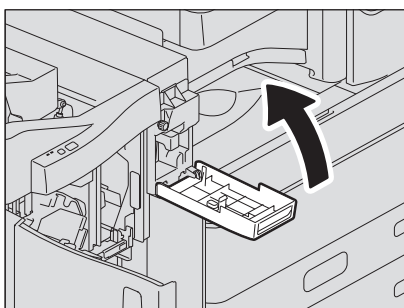
19 Holding both green knobs with your fingers, close the transport guide on the left.



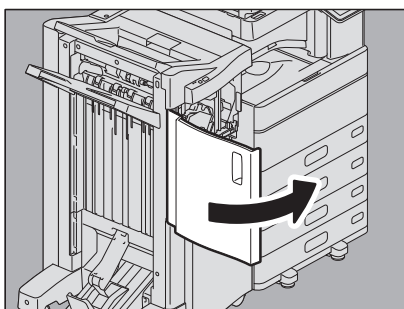
20 Return the Saddle Stitch unit to its original position.



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

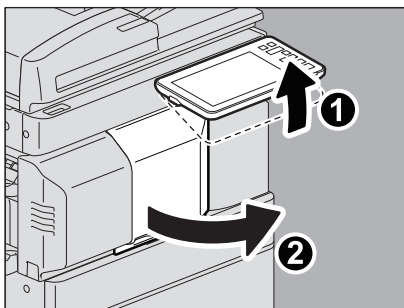


22 Close the front cover of the finisher.

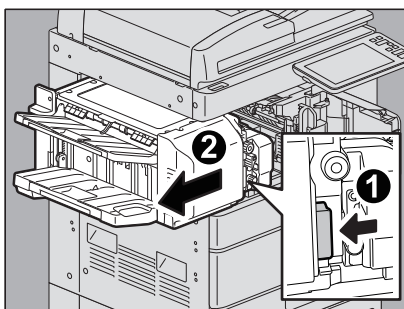


■ Inner Finisher and Hole Punch Unit

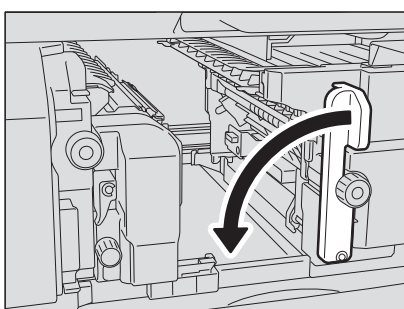
- 1 Lift up the control panel and then open the front cover of the finisher.



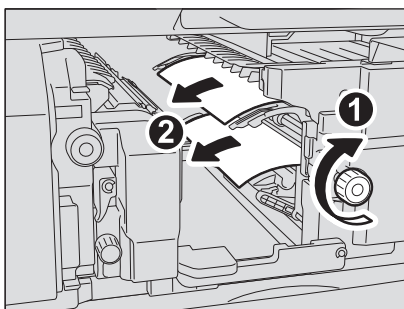
- 2 While holding the green lever, move the finisher to the left until it stops.



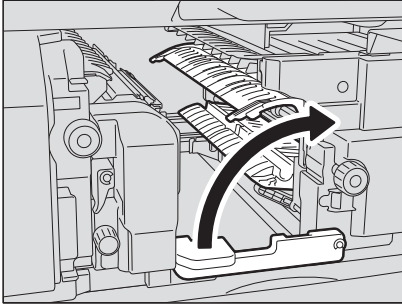
- 3 Pull down the green lever on the right-hand unit of the finisher.
The paper exit of the equipment opens.



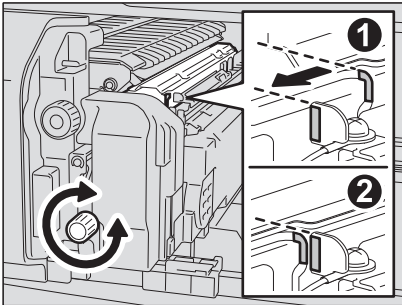
- 4 Turn the green dial clockwise to send the paper and remove it.



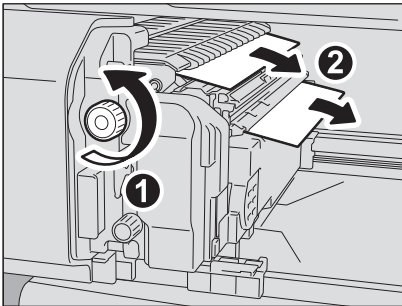
-
- 5** Return the green lever to its original position.



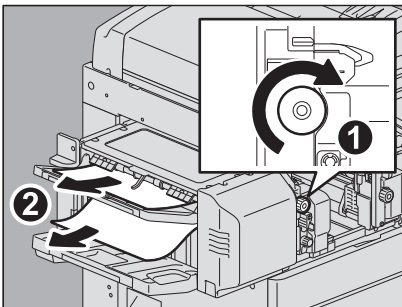
- 6** When the Hole Punch Unit is installed and used for punching holes, while pulling the green dial toward you, turn it to align the yellow marks on the parts.



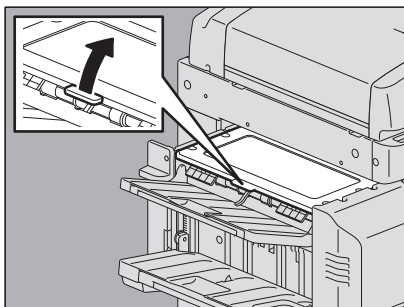
- 7** Turn the upper green dial counterclockwise to remove the misfed paper.



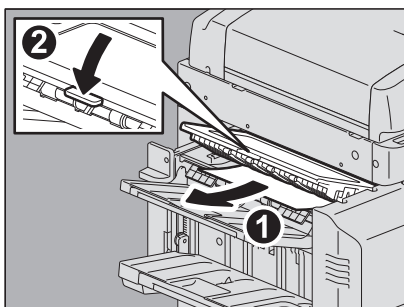
- 8** Turn the upper green dial clockwise to remove the misfed paper.



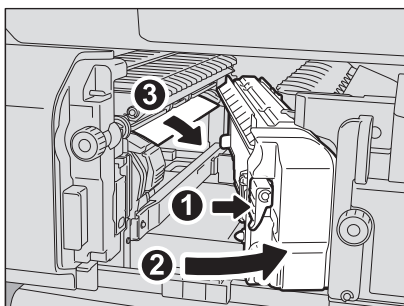
- 9** Holding the green knob, open the upper cover.



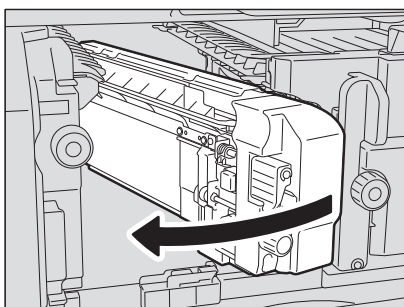
- 10** Remove the misfed paper and then close the upper cover.



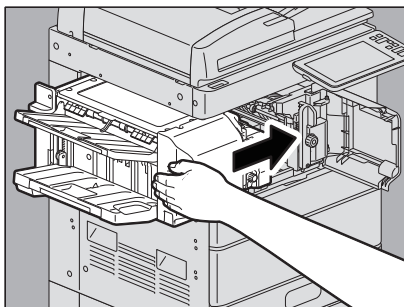
- 11** While holding the green lever, open the Hole Punch Unit to remove the misfed paper.



- 12** Return the Hole Punch Unit to its original position.



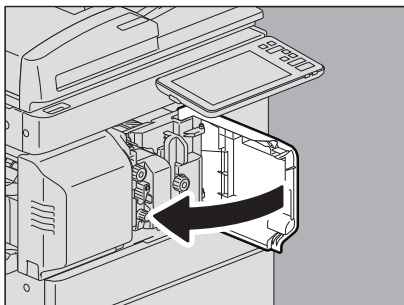
13 Carefully return the finisher to its original position.



⚠ CAUTION

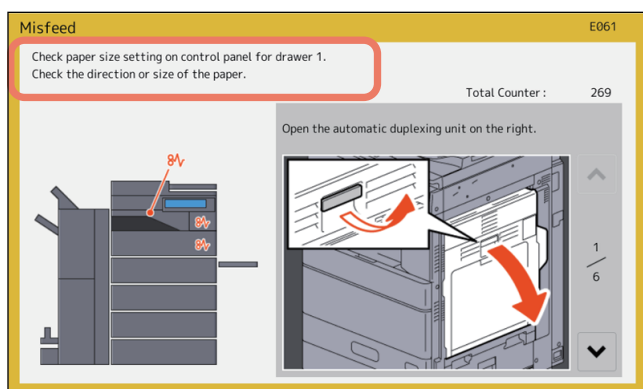
Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

14 Close the front cover of the finisher.



■ 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:

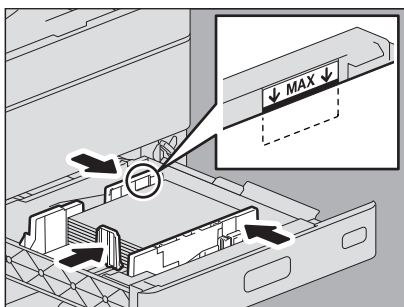
- 📖 P.59 “Misfeed when making copies or prints (using a drawer)”
- 📖 P.61 “Misfeed when making copies or prints (using the bypass tray)”
- 📖 P.62 “Misfeed when printing from the Fax”

❑ Misfeed when making copies or prints (using a drawer)

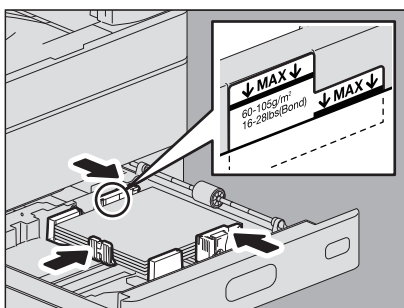
- 1 Clear the paper misfeed following the guidance shown on the touch panel.
- 2 Open the paper source drawer, check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

Note

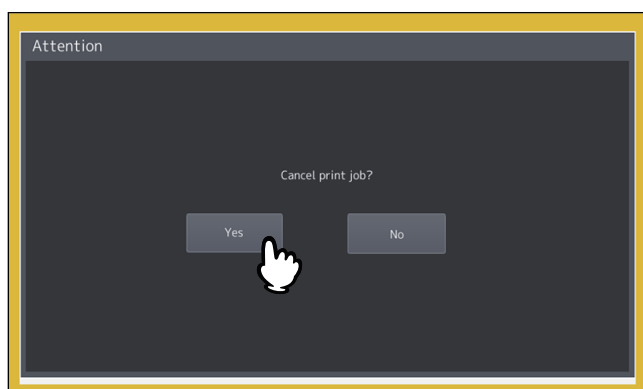
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.



In particular, be sure that the upper limit for thick paper is not exceeded when placing thick paper in the first drawer of the e-STUDIO2010AC/2510AC. The amount of thick paper you can load in the drawer is lower than that for plain paper.



- 3 Close all the drawers or covers.
- 4 Press [Yes] when “Cancel print job?” appears.
The print job is canceled.

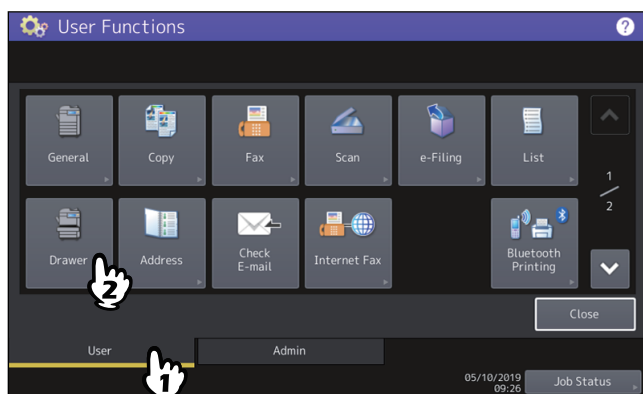


If you do not want to cancel the print job

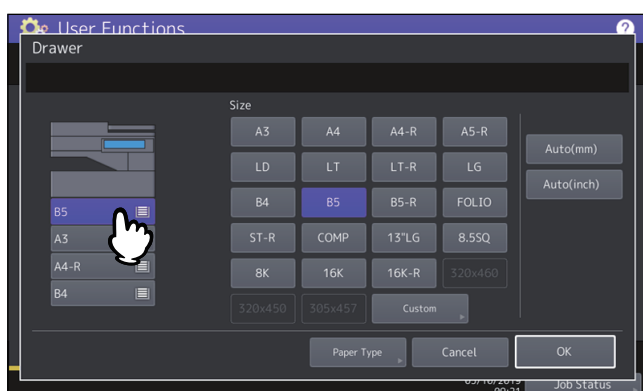
To restart the job without canceling it, replace the paper in the drawer with that corresponding to the size set in the equipment after the paper misfeed is cleared. Then if you press [No] in step 4, the job can be restarted. In this case, it is not necessary to follow step 5 and later.

5 Press [User Functions - User-] on the touch panel to access the User Functions menu.

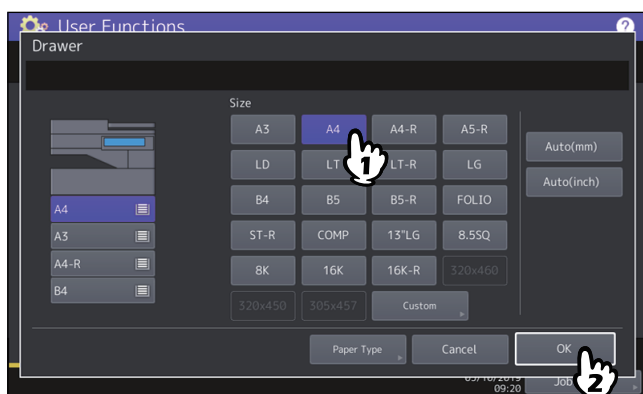
6 Press the [User] tab to enter the User menu and press [Drawer].



7 Press the drawer button indicated in the message.



8 Set the paper size again and press [OK].



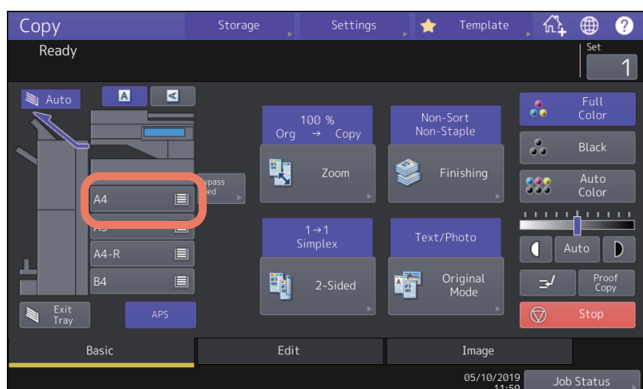
Tip

For details about how to set the paper size, refer to “Doing Paper Settings” in Chapter 1 of the *Paper Preparation Guide*.

9 Press the [HOME] button to return to the basic menu. Then press [Copy] to enter the copy menu.

10 Confirm that the paper size is correctly detected if you selected [Auto (mm)] or [Auto (inch)] in step 8.

The detected paper size is indicated on the drawer button in the equipment status indication area on the left.

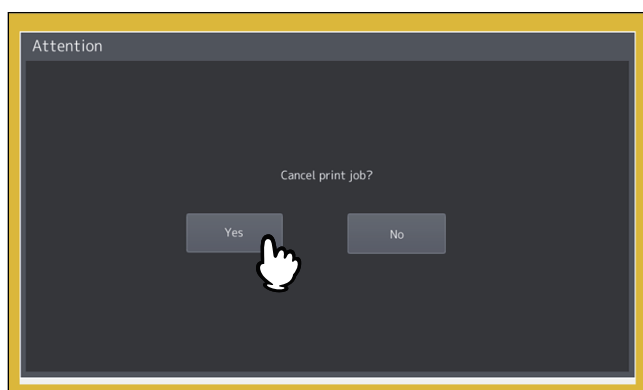


An incorrect paper size or “⚠---” indicates an unsuccessful detection. In this case, see the following page.
 📖 P.9 “When This Screen Is Displayed”

11 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.
- 2 Press [Yes] when “Cancel print job?” appears.
The print job is canceled.



If you do not want to cancel the print job

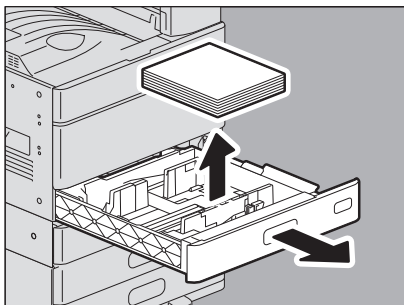
To restart the job without canceling it, replace the paper on the bypass tray with that corresponding to the size set in the equipment after the paper misfeed is cleared. Then if you press [No] in step 2, the job can be restarted. In this case, it is not necessary to follow step 3 and later.

- 3 Place the paper on the bypass tray and set the paper size.
- 4 Try copying or printing again.

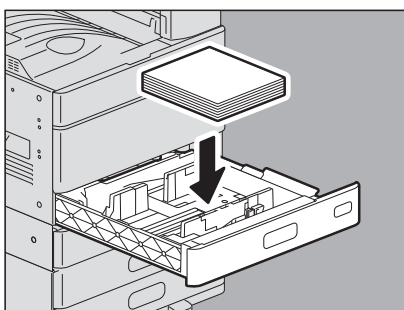
❑ Misfeed when printing from the Fax

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

If such paper misfeeds occur although [Auto (mm)] or [Auto (inch)] has been selected as the paper size, this is caused by the incorrect size detection of the paper placed in the drawer. In this case, do not remove the paper and proceed to step 3.



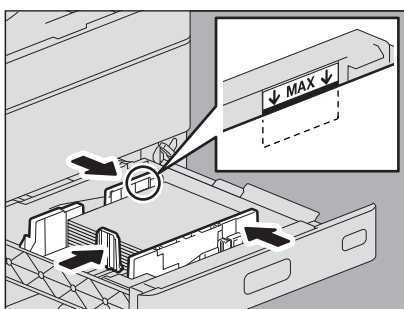
2 Place the paper corresponding to the set size in the drawer.



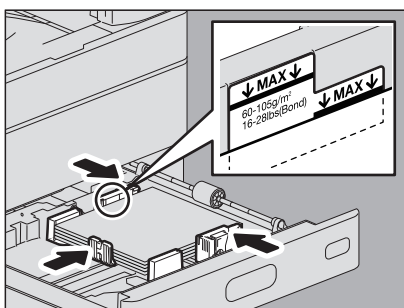
3 Check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

Note

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



In particular, be sure that the upper limit for thick paper is not exceeded when placing thick paper in the first drawer of the e-STUDIO2010AC/2510AC. The amount of thick paper you can load in the drawer is lower than that for plain paper.



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.

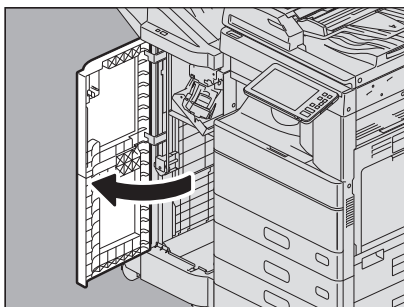
📖 P.64 “Finisher”

📖 P.69 “Saddle Stitch unit”

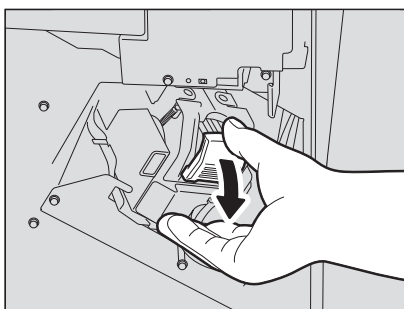
■ Finisher

❑ Finisher / Saddle Stitch Finisher

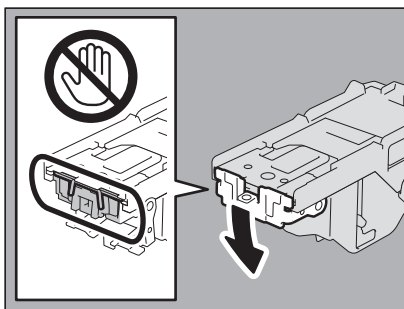
1 Open the front cover of the finisher.



2 Remove the staple cartridge.



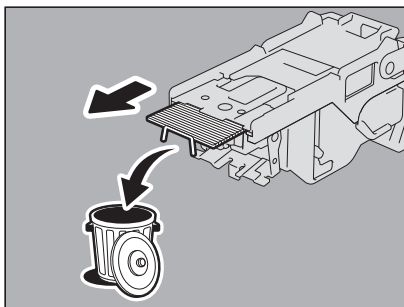
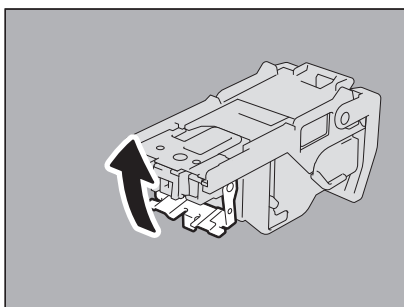
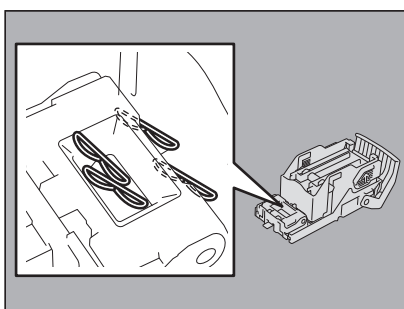
3 Lower the guide while holding the knob.



⚠ CAUTION

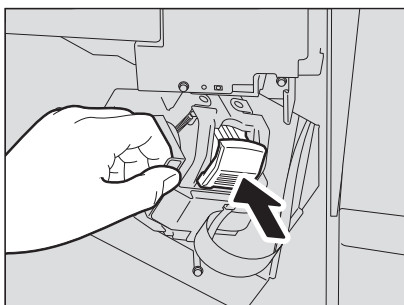
Do not touch the stapling area.

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 if they have fallen between the staple cartridge and the staple case or in the staple receiver.****7 Fit the staple cartridge into the stapler.**

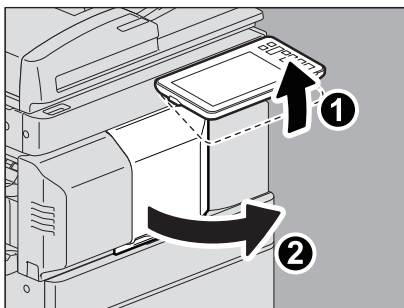
When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.

Insert the cartridge until it is caught by the latch and fixed with a click.

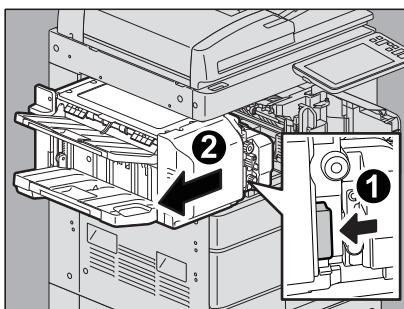
**8 Close the front cover of the finisher.**

❑ Inner Finisher

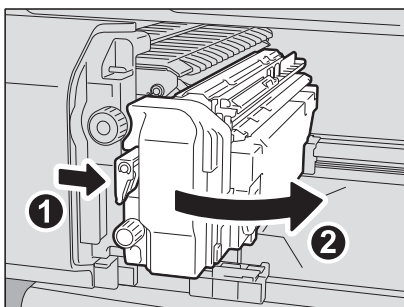
- 1 Lift up the control panel and then open the front cover of the finisher.



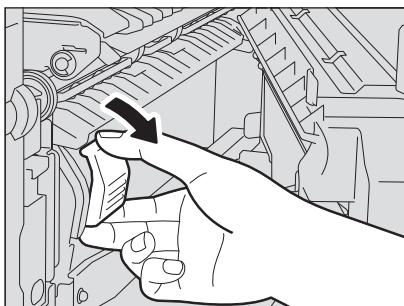
- 2 While holding the green lever, move the finisher to the left until it stops.



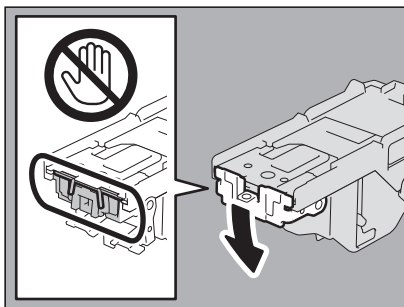
- 3 Open the Hole Punch Unit while pushing the green lever.



- 4 Remove the staple cartridge.



5 Lower the guide while holding the knob.

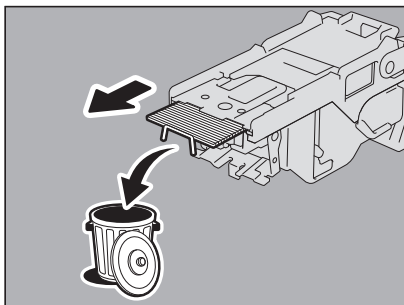


⚠ CAUTION

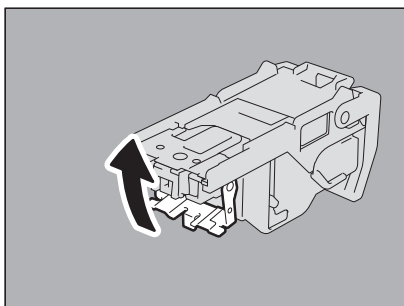
Do not touch the stapling area.

The actual needle point could cause you personal injury.

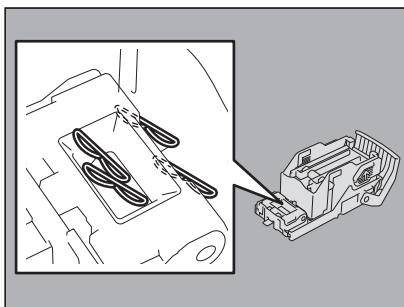
6 Remove the top staple sheet.



7 Holding the knob, raise the guide, and return it to its original position.

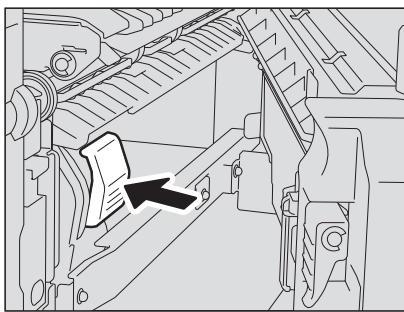


8 Remove the staples if they have fallen between the staple cartridge and the staple case or in the staple receiver.

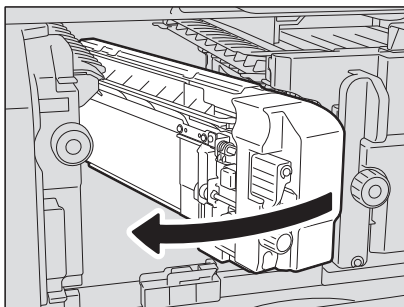


9 Fit the staple cartridge into the stapler.

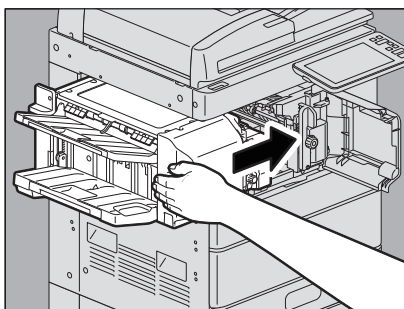
Insert the cartridge until it is caught by the latch and fixed with a click.



10 Return the Hole Punch Unit to its original position.



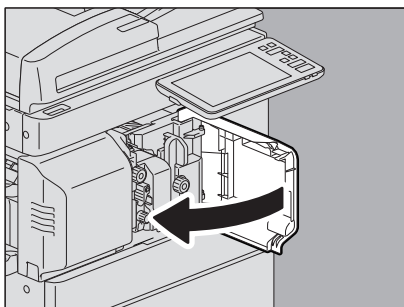
11 Carefully return the finisher to its original position.



⚠ CAUTION

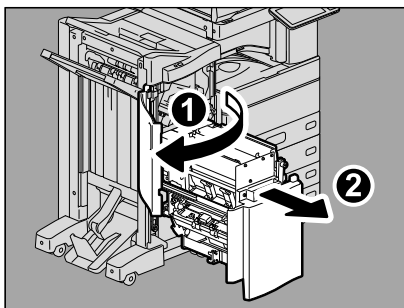
Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

12 Close the front cover of the finisher.

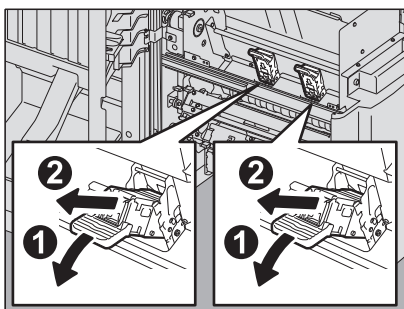


■ Saddle Stitch unit

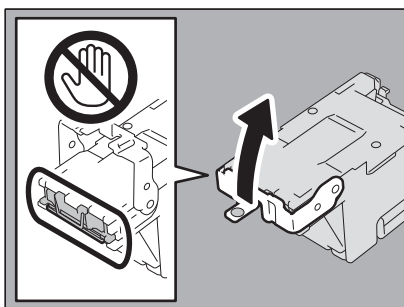
- 1 Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.



- 2 Remove the staple cartridge.



- 3 Raise the guide while holding the knob.

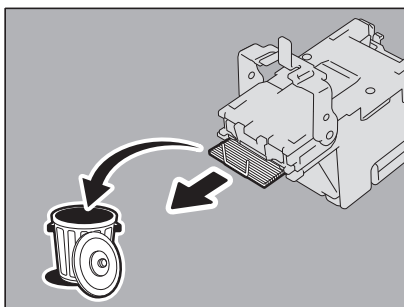


⚠ CAUTION

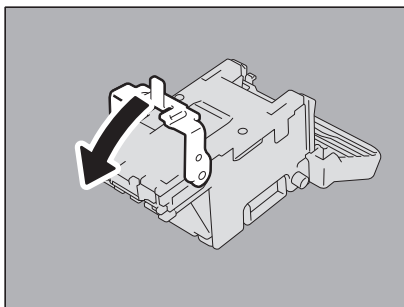
Do not touch the stapling area.

The actual needle point could cause you personal injury.

- 4 Remove the top staple sheet.

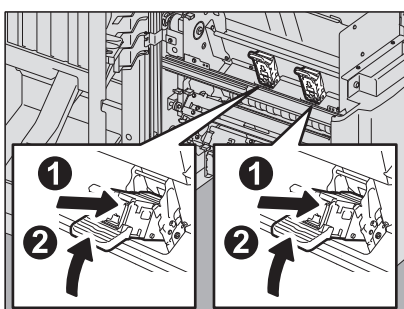


5 Holding the knob, lower the guide, and return it to its original position.

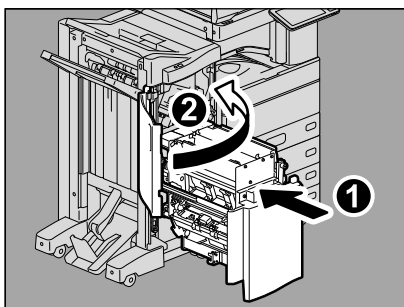


6 Fit the staple cartridge.

Insert the cartridge until it is caught by the latch and secured with a click.





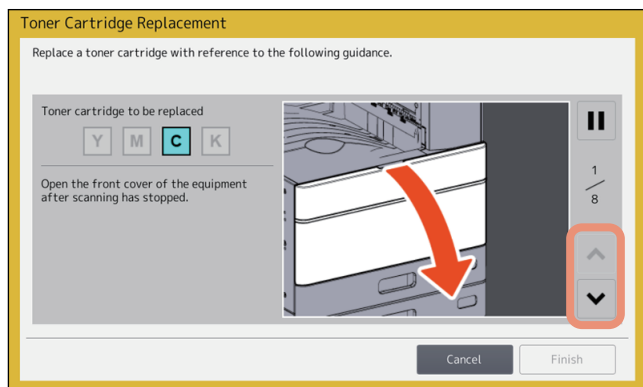
7 Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.



Replacing a Toner Cartridge

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

The guidance is displayed on the touch panel. Press  or  to scroll the pages.



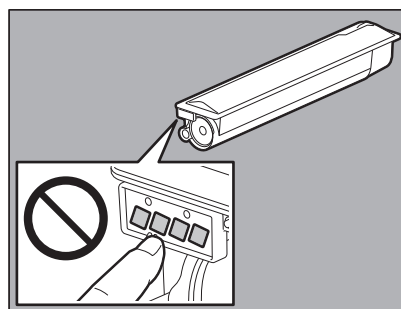
⚠ WARNING

Never attempt to incinerate toner cartridges.


Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

Do not touch the terminal of the toner cartridge.

This may cause the equipment not to recognize the toner cartridge or may damage the terminal.

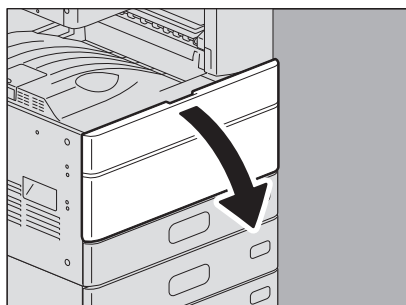


Tip

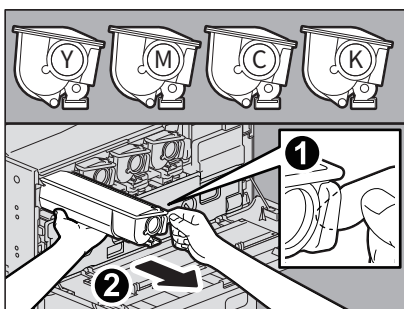
Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure  P.76 “Replacing a “Near Empty” toner cartridge”.

■ Color models

1 Open the front cover of the equipment.



- 2 Put your fingers on the right side of the toner cartridge and pull it out supported with your left hand.

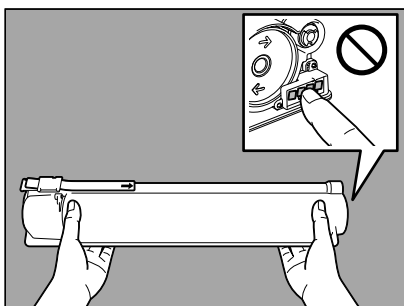


⚠ WARNING

Never attempt to incinerate toner cartridges.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

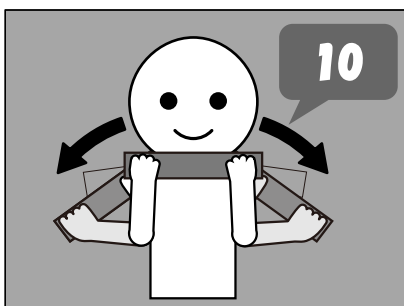
- 3 Hold the new toner cartridge with its seal side up.



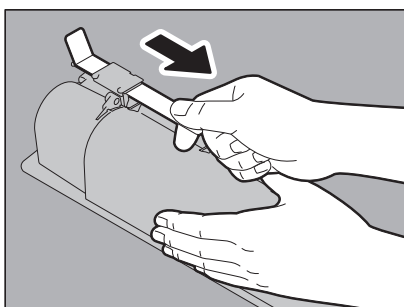
Note

Do not touch the metal contact on a circuit board.

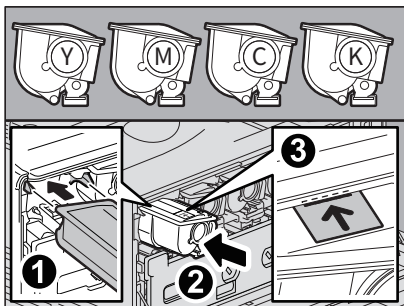
- 4 Shake the new toner cartridge strongly with its seal side up to loosen the toner inside.



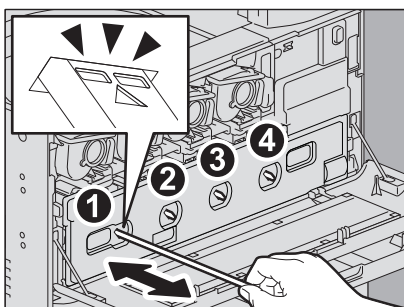
- 5 Pull the seal straight out in the direction of the arrow.



- 6** Align the new toner cartridge to the guide. Insert it up to the black line.



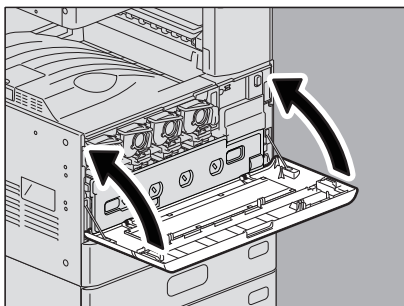
- 7** Pull out the cleaner until the mark appears and return it. Repeat this 3 times for each of the 4 colors.



Note

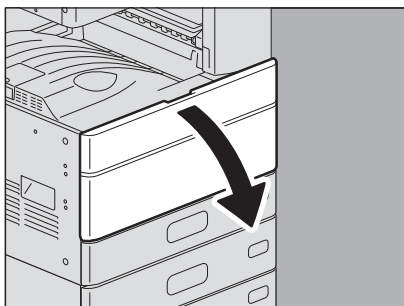
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

- 8** Close the front cover pressing both edges.

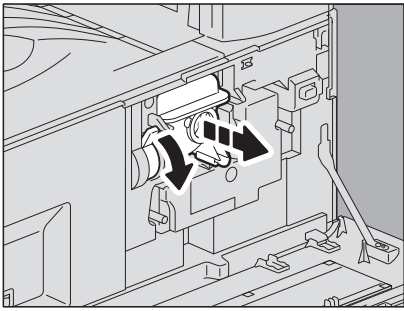


■ Monochromatic models

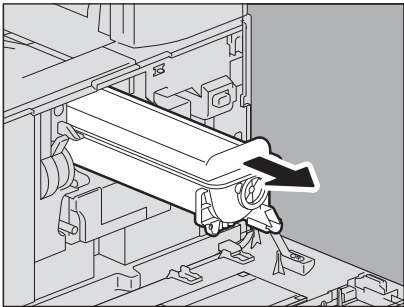
- 1** Open the front cover of the equipment.



- 2 Hold down the green lever.**
The toner cartridge is slightly pushed out.



- 3 Pull out the toner cartridge.**

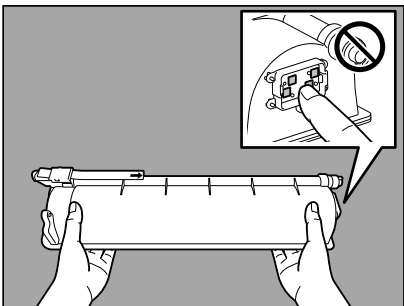


⚠ WARNING

Never attempt to incinerate toner cartridges.

Dispose of used toner cartridges in accordance with local regulations.

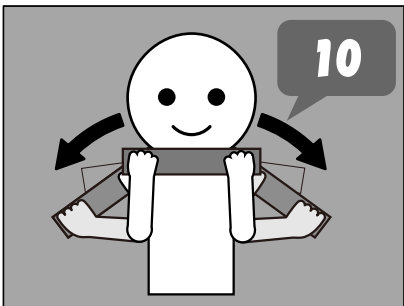
- 4 Hold the new toner cartridge with its seal side up.**



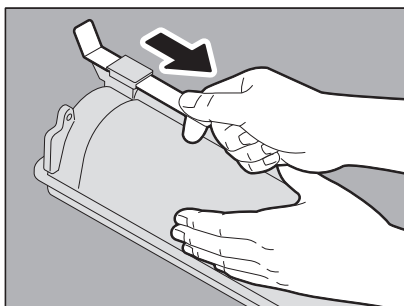
Note

Do not touch the metal contact on a circuit board.

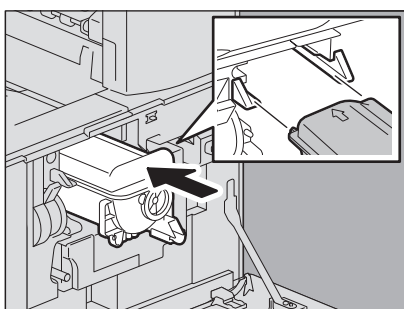
- 5 Shake the new toner cartridge strongly with its seal side up to loosen the toner inside.**



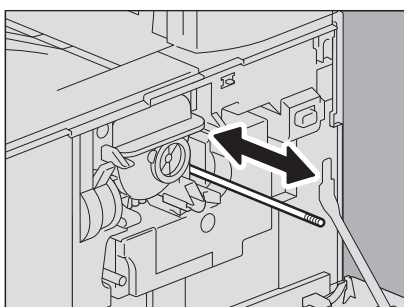
- 6** Pull out the seal in the direction of the arrow.



- 7** Insert the toner cartridge along the rail.
Insert the toner cartridge until it clicks.



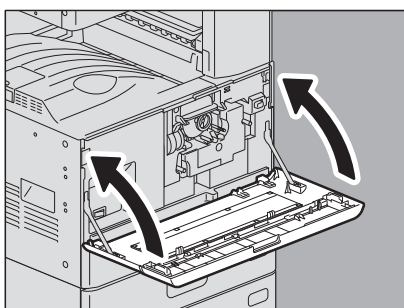
- 8** Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times.



Note

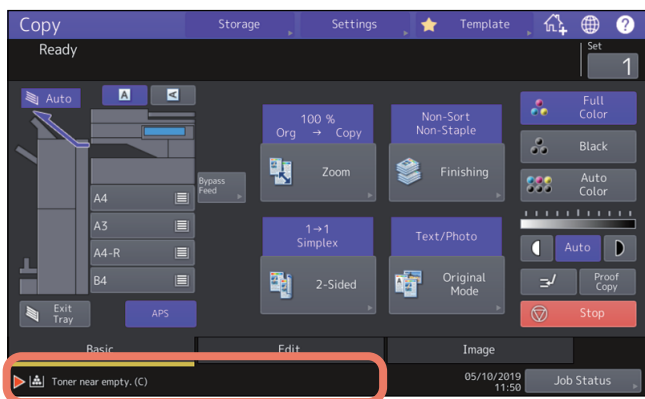
Check that the cleaner's knob is fully inserted after cleaning.

- 9** Close the front cover pressing both edges.



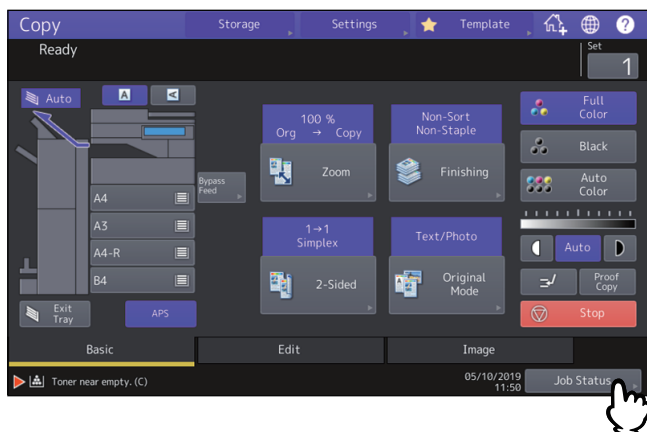
■ Replacing a “Near Empty” toner cartridge

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

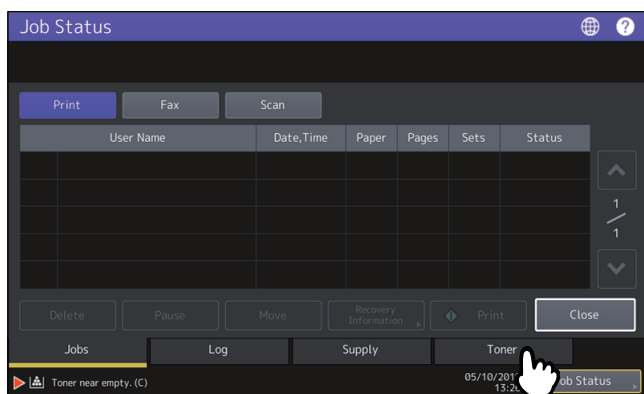


Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet, but if you choose to do so, follow the procedure below.

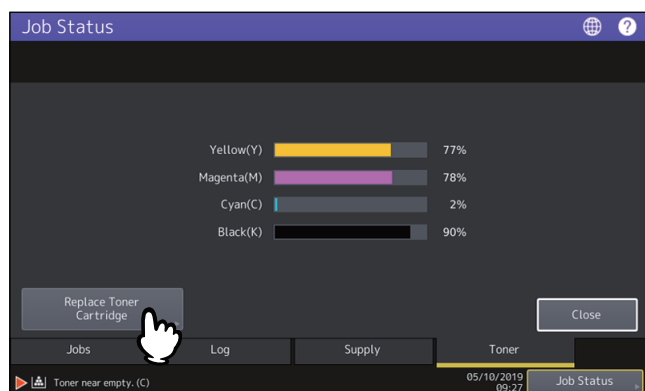
1 Press [Job Status].



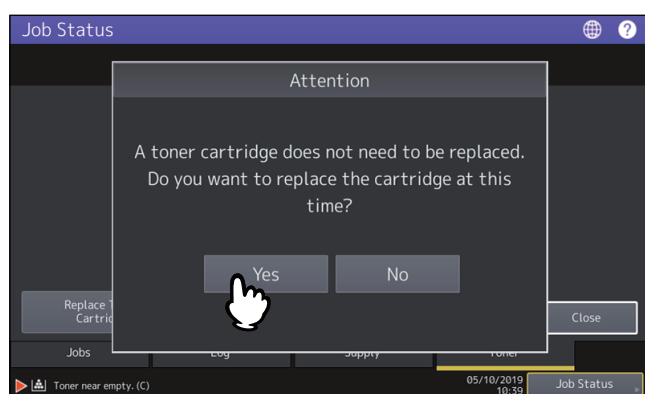
2 Press the [Toner] tab.



3 Press [Replace Toner Cartridge].

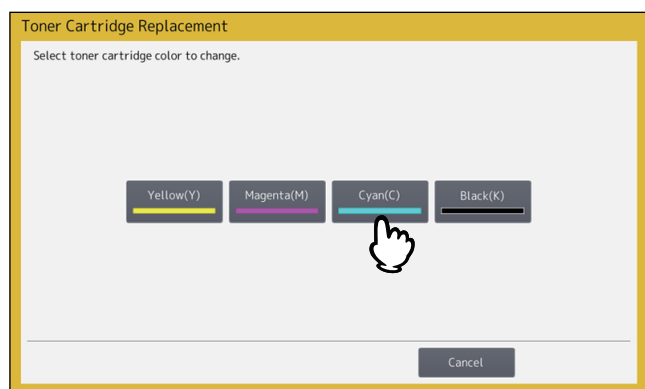


4 To replace a toner cartridge, press [Yes]. To cancel, press [No].

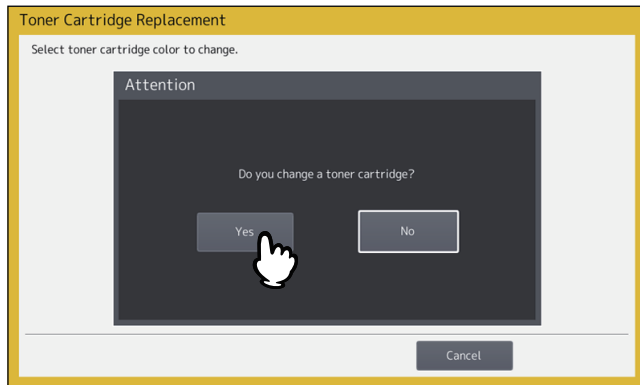


If you press [Yes], go to the next step. If you press [No], the previous screen appears.

5 For color models, press the button for the color you intend to replace.



6 For color models, to replace the toner cartridge, press [Yes]. To cancel, press [No].

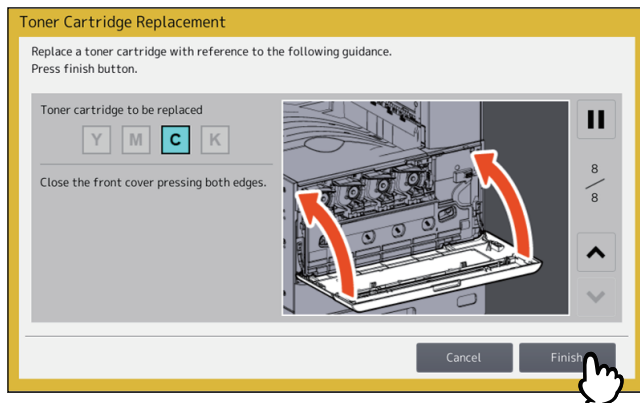


If you press [Yes], go to the next step. If you press [No], the previous screen appears.

7 Replace the toner cartridge.



See P.71 "Replacing a Toner Cartridge" for the correct procedure.

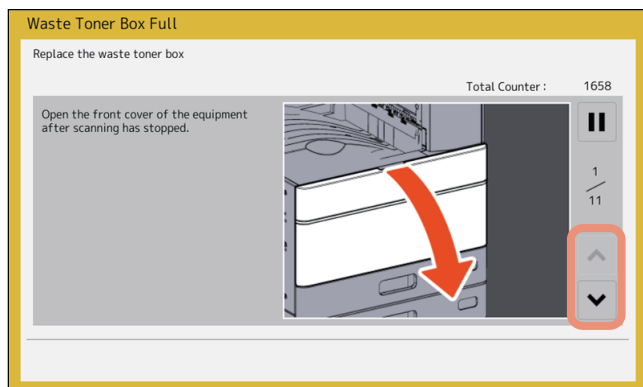
8 Press [Finish].



Replacing the Waste Toner Box (Color Models)

When the waste toner box becomes full, the symbol for replacement of the waste toner box blinks and the message “Dispose of used toner” appears. Replace the waste toner box following the procedure below.

The guidance is displayed on the touch panel. Press  or  to scroll the pages.

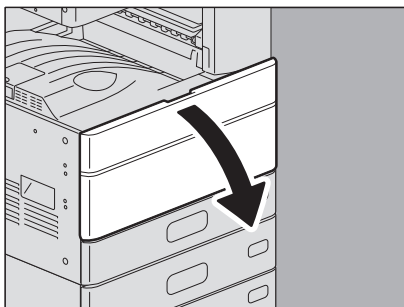


WARNING

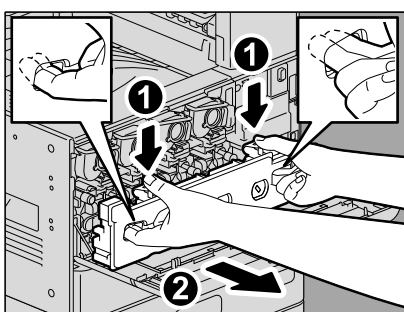
Never attempt to incinerate waste toner boxes.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

1 Open the front cover of the equipment.



2 Put your fingers in the waste toner box front grooves and take it out toward you pushing down the top latch.

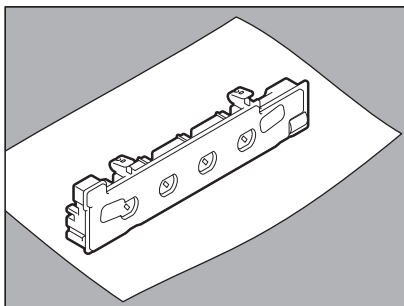


WARNING

Never attempt to incinerate waste toner boxes.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

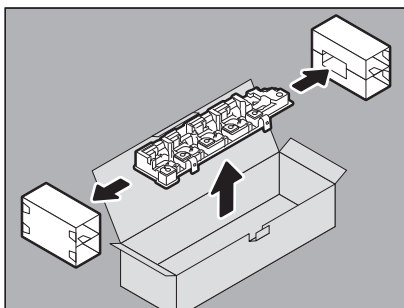
-
- 3 Place the waste toner box on a large sheet so as not to dirty the floor.**



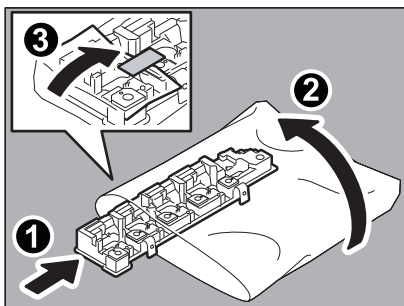
Note

Do not place the waste toner box with its collecting port face down.
The waste toner may spill out from the box's collecting port.

- 4 Take the new waste toner box out of the carton.**



- 5 Put the used waste toner box in the plastic bag and seal it with adhesive tape.**

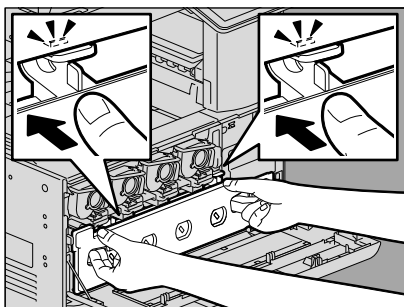


- 6 Clean the LED print head (for e-STUDIO2010AC/2510AC) or the slit glass (except for e-STUDIO2010AC/2510AC).**

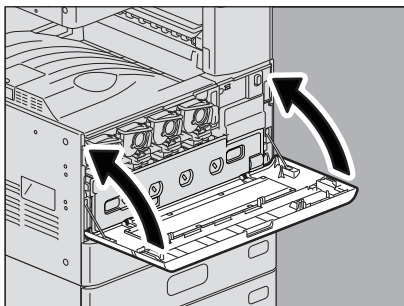
e-STUDIO2010AC/2510AC: Perform steps 5 to 11 on P.88 “The Main Chargers and LED Print Heads (e-STUDIO2010AC/2510AC)”.

Except for e-STUDIO2010AC/2510AC: Perform steps 5 to 9 on P.91 “The Main Chargers and Slit Glass (e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC)”.

- 7 Push the new waste toner box securely until the upper latches click.**



8 Close the front cover pressing both edges.



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.

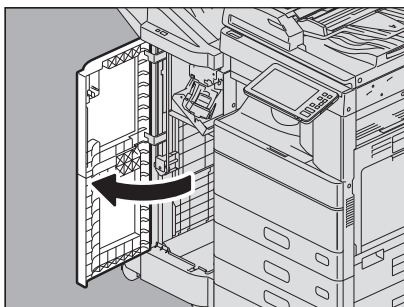
📖 P.82 “Finisher”

📖 P.85 “Saddle Stitch unit”

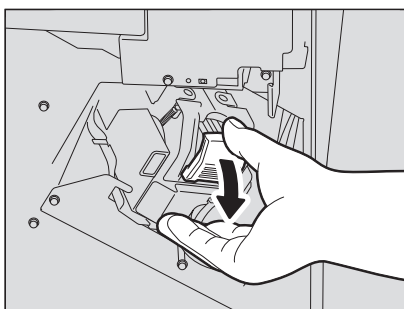
■ Finisher

❑ Finisher / Saddle Stitch Finisher

1 Open the front cover of the finisher.

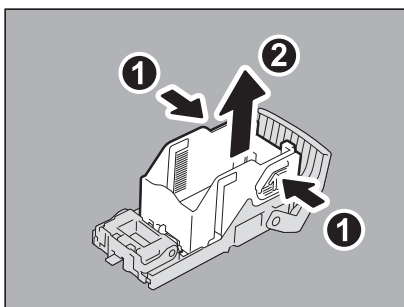


2 Remove the staple cartridge.



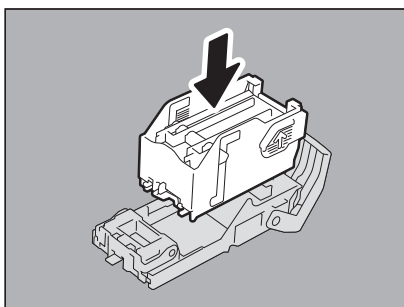
3 Take the empty staple case out of the staple cartridge.

Pull up the empty staple case while pushing both sides as shown in the figure.



4 Fit a new staple case on the staple cartridge.

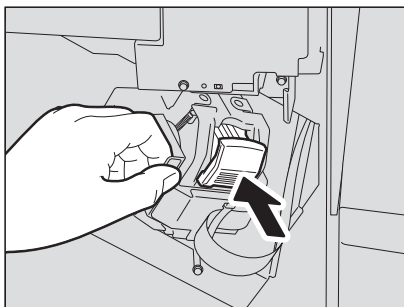
Push the staple case hook into the staple cartridge socket until you hear a click.



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.



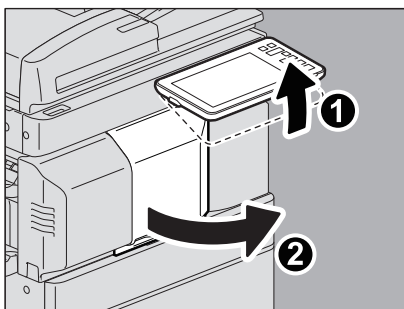
6 Close the front cover of the finisher.

Tip

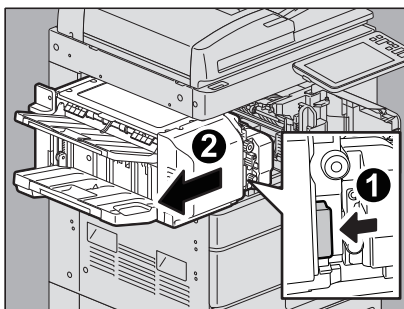
If the message "Check staple cartridge" remains, repeat the procedure above from steps 1 to 6.

❑ Inner Finisher

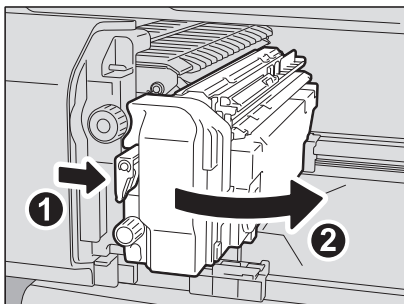
1 Lift up the control panel and then open the front cover of the finisher.



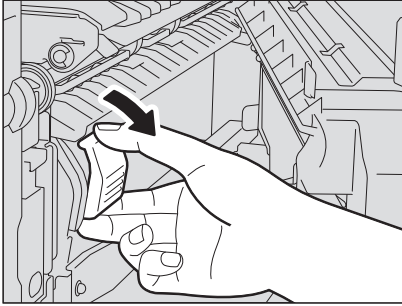
2 While holding the green lever, move the finisher to the left until it stops.



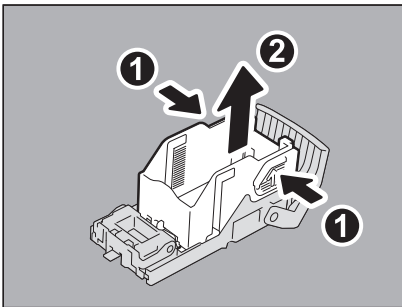
3 Open the Hole Punch Unit while pushing the green lever.



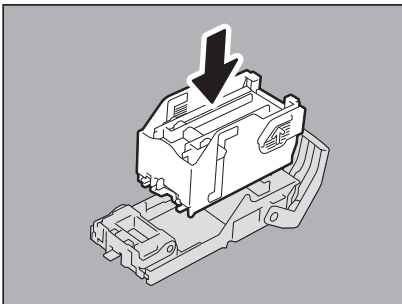
4 Remove the staple cartridge.



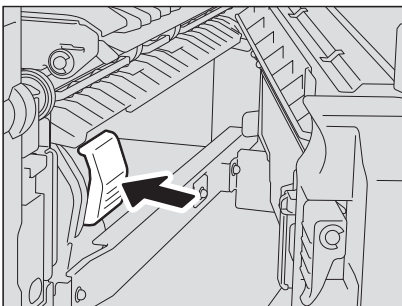
5 Take the empty staple case out of the staple cartridge.
Pull up the empty staple case while pushing both sides as shown in the figure.



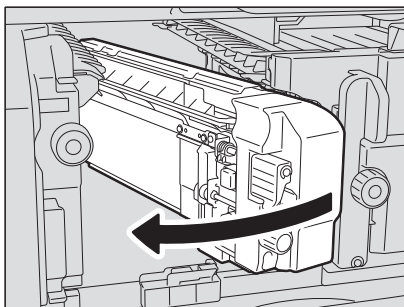
6 Fit a new staple case on the staple cartridge.
Push the staple case hook into the staple cartridge socket until you hear a click.



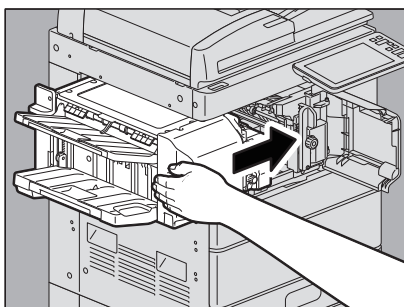
7 Fit the staple cartridge into the stapler.
Insert the cartridge until it is caught by the latch and fixed with a click.



8 Return the Hole Punch Unit to its original position.



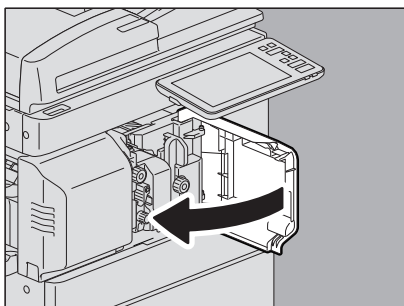
9 Carefully return the finisher to its original position.



⚠ 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.

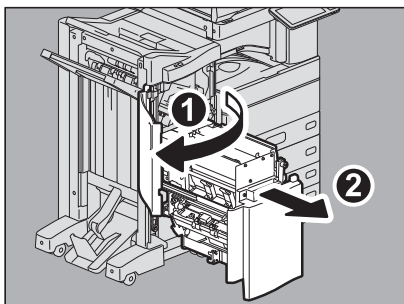


■ Saddle Stitch unit

Note

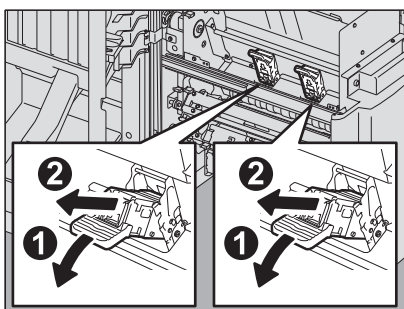
Do not use the Saddle Stitch Finisher without having reattached the staple cartridges.

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



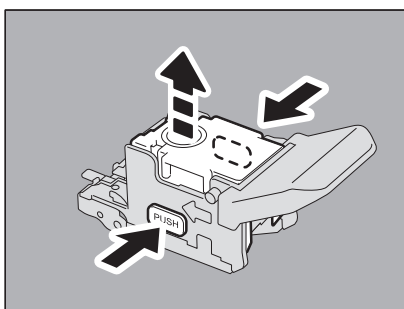
2 Remove the staple cartridges.

Replace both cartridges at a time.

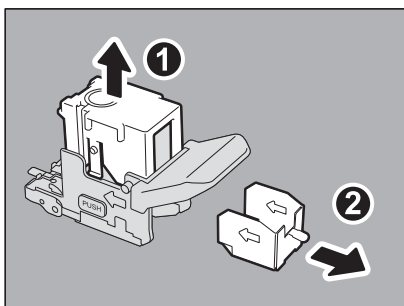


3 Press the buttons on both sides of the cartridge.

The transparent cover of the cartridge is lifted.

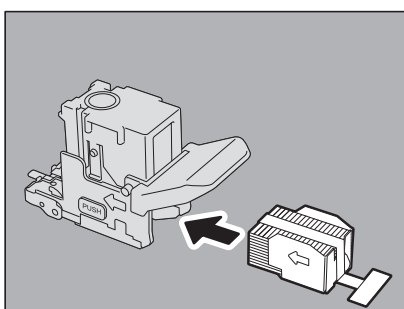


4 After the transparent cover is lifted, take the empty staple case out of the cartridge.



5 Fit the new staple case into the staple cartridge.

Insert it to the rear until it clicks.

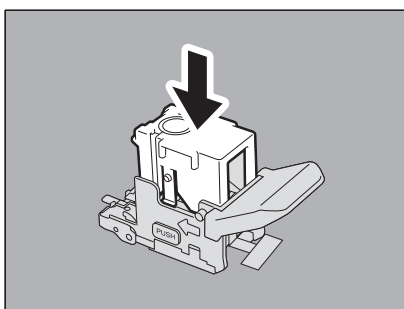


Note

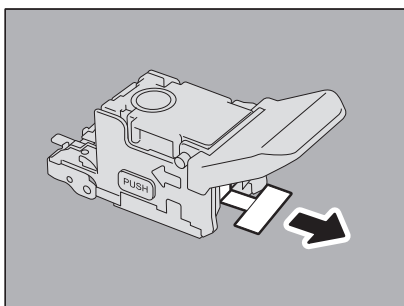
In this step, do not remove the seal bundling the staples.

6 Press down the transparent cover of the cartridge.

Press it down until it clicks.

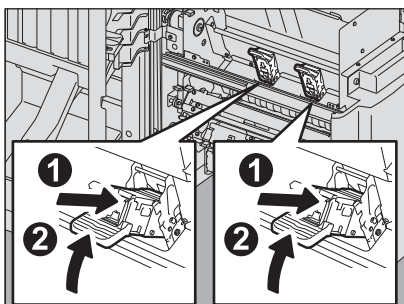


7 Pull out straight the seal bundling the staples.

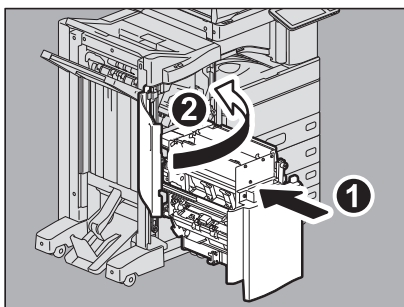


8 Fit the staple cartridge.

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.

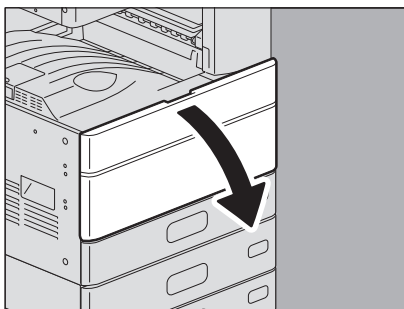


Cleaning the Inside of the Equipment

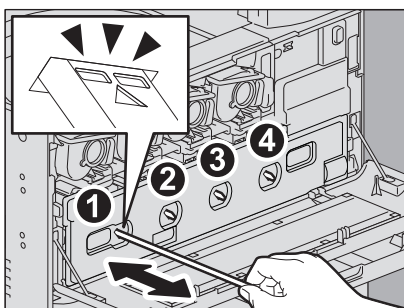
For color models, when the inside of the equipment needs to be cleaned, the message “Time for cleaning. Open the front cover and follow the guidance.” is displayed. In this case, clean the inside of the equipment following the guidance displayed on the touch panel. (In the case of monochromatic models, this message is not displayed.) In addition to this, even if this message is not displayed, perform cleaning when the copied images are uneven and/or have white or color streaks in the horizontal direction.

■ The Main Chargers and LED Print Heads (e-STUDIO2010AC/2510AC)

- 1 Open the front cover of the equipment.



- 2 Pull out the cleaner until the mark appears and return it. Repeat this 3 times for each of the 4 colors.

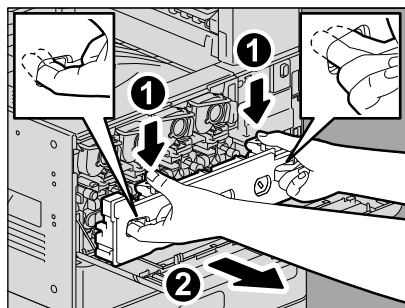


Note

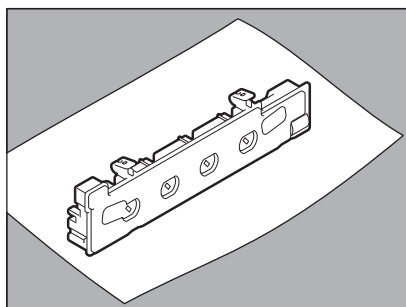
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

When only the main chargers need to be cleaned, steps 3 to 12 are unnecessary. Proceed to step 13.

- 3 Put your fingers in the waste toner box front grooves and take it out toward you pushing down the top latch.



- 4** Place the waste toner box on a large sheet so as not to dirty the floor.

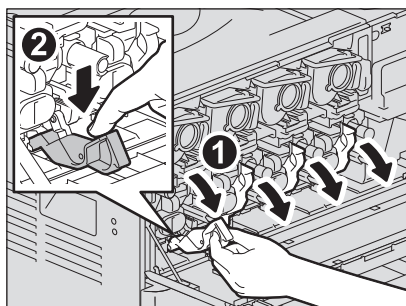


Note

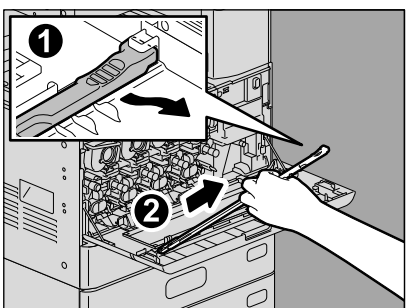
Do not place the waste toner box with its collecting port face down.

The waste toner may spill out from the box's collecting port.

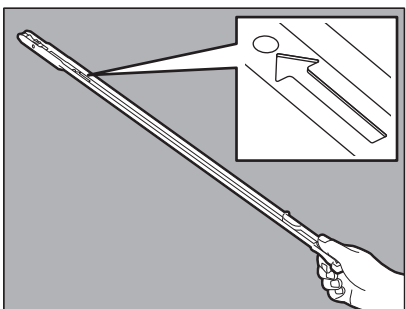
- 5** Pull down the 4 green levers located under the toner cartridges until they are positioned as shown in (2).



- 6** Take out the green cleaner inside the cover.



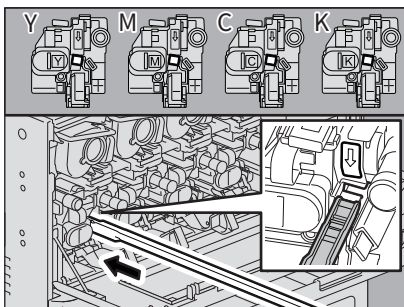
- 7** Hold the cleaner with the arrow mark side up.



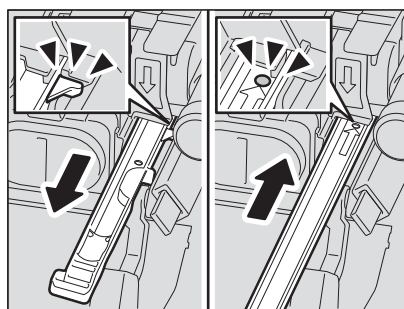
Note

Do not touch the pad at the top of the cleaner, because the toner on the pad may stick to your hands and the cleaner pad may be stained.

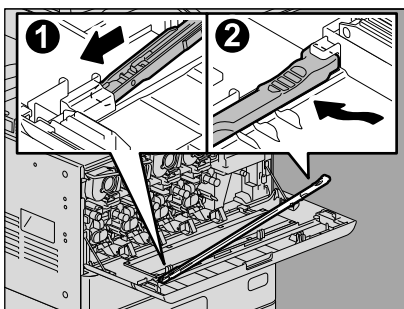
- 8** Insert the cleaner through the service hole of the developer under the arrow to the end.



- 9** Pull the cleaner back out until the round hole appears. Repeat this 3 times for each of the 4 colors.



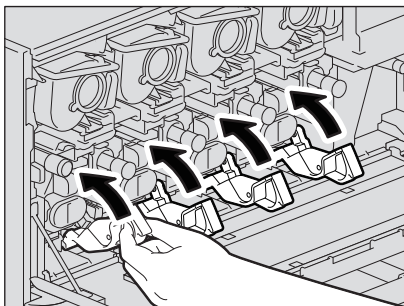
- 10** Attach the cleaner with its top on the left and its holding side on the right.



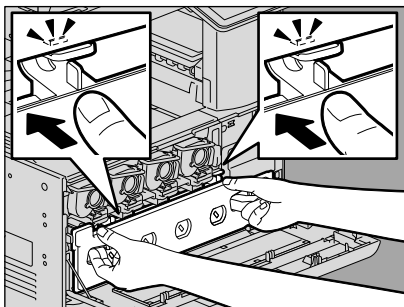
Note

Check that the cleaner is fixed to the cover.

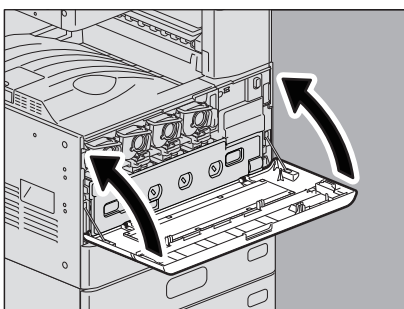
- 11** Return the 4 green levers located under the toner cartridges.



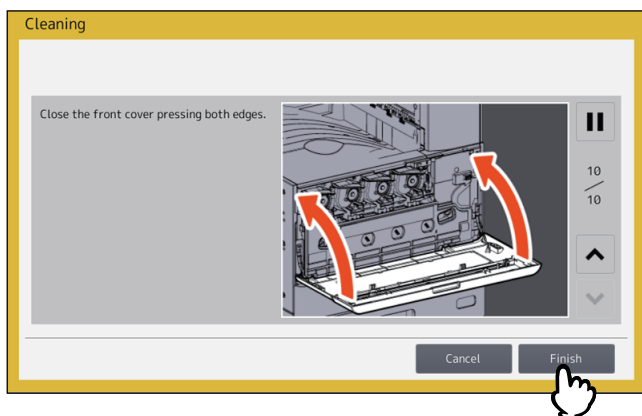
- 12** Push the waste toner box securely until the upper latches click taking care not to tilt it.



- 13** Close the front cover pressing both edges.

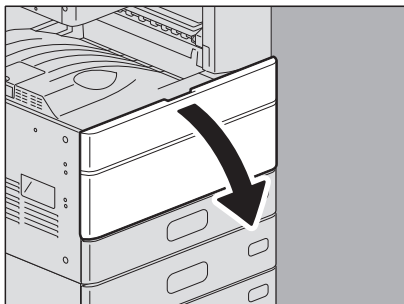


- 14** Press [Finish].

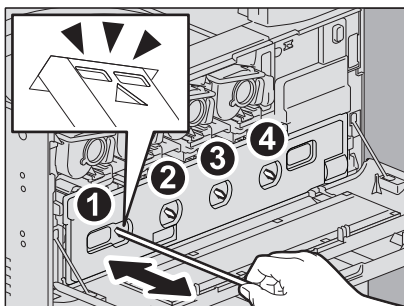


■ The Main Chargers and Slit Glass (e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC)

- 1** Open the front cover of the equipment.



-
- 2 Pull out the cleaner until the mark appears and return it. Repeat this 3 times for each unit.**

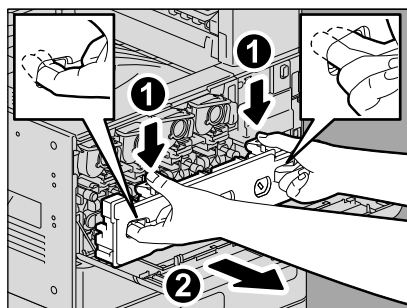


Note

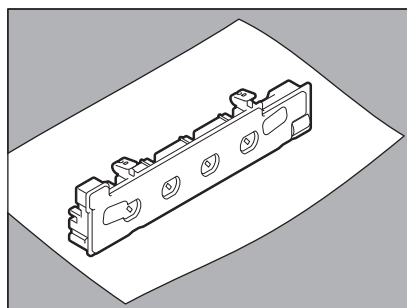
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

When only the main chargers need to be cleaned, steps 3 to 10 are unnecessary. Proceed to step 11.

- 3 Put your fingers in the waste toner box front grooves and take it out toward you pushing down the top latch.**



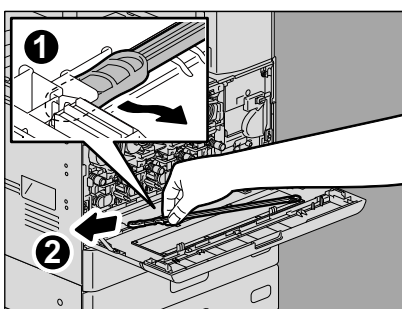
- 4 Place the waste toner box on a large sheet so as not to dirty the floor.**



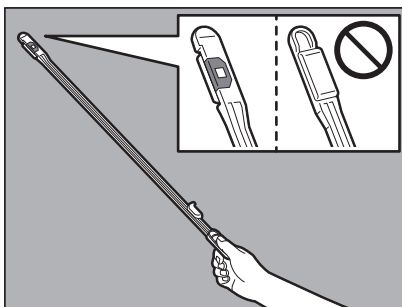
Note

Do not place the waste toner box with its collecting port face down.
The waste toner may spill out from the box's collecting port.

- 5 Take out the green cleaner inside the cover.**



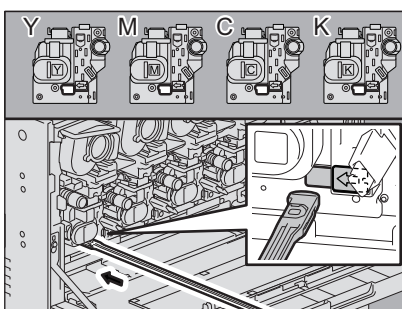
- 6 Hold the cleaner with the black part on the top of the cleaner upwards.**



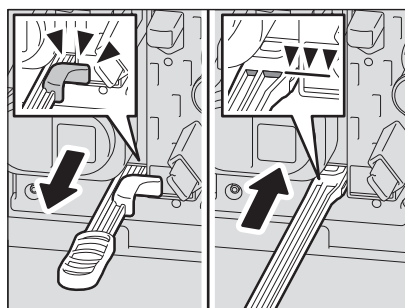
Note

Do not touch the pad at the top of the cleaner, because the toner on the pad may stick to your hands and the cleaner pad may be stained.

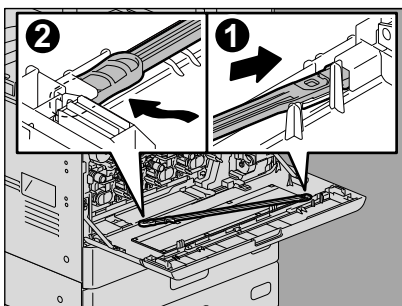
- 7 Insert the cleaner through the service hole of each developer unit to clean it.**



- 8 Insert the cleaner all the way in, and then pull it back out. Repeat this 3 times for each color.**



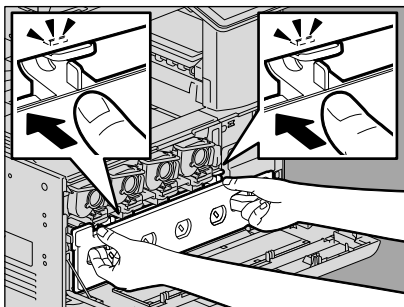
- 9 Attach the cleaner with its top on the right and its holding side on the left.**



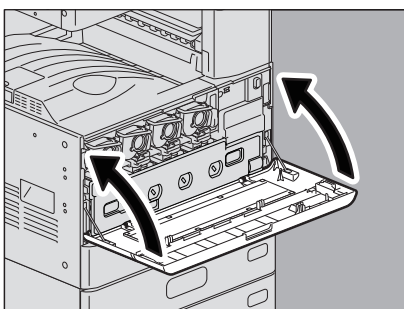
Note

Check that the cleaner is fixed to the cover.

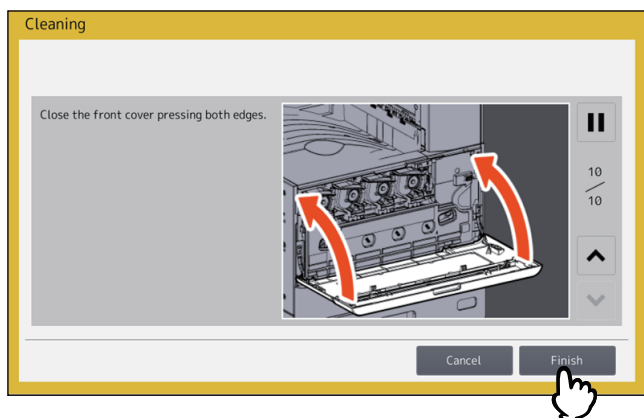
10 Push the waste toner box securely until the upper latches click taking care not to tilt it.



11 Close the front cover pressing both edges.

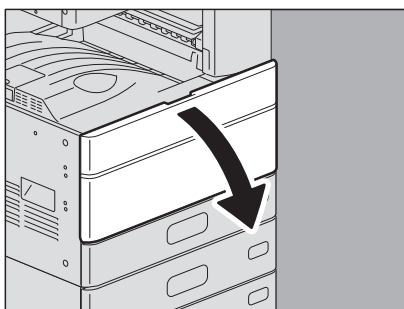


12 Press [Finish].

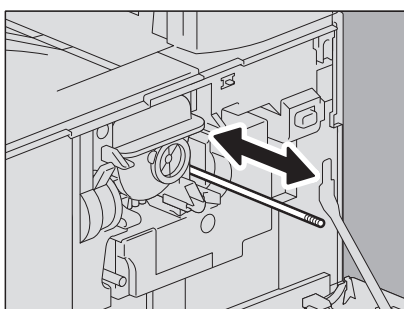


■ The Main Chargers (e-STUDIO5018A Series)

- 1 Open the front cover of the equipment.



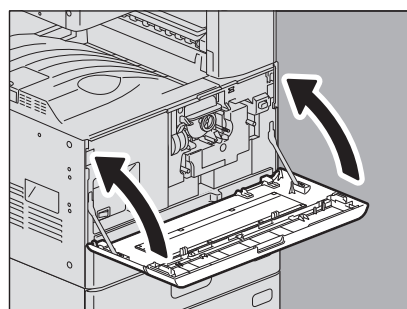
- 2 Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times.



Note

Check that the cleaner's knob is fully inserted after cleaning.

- 3 Close the front cover pressing both edges.

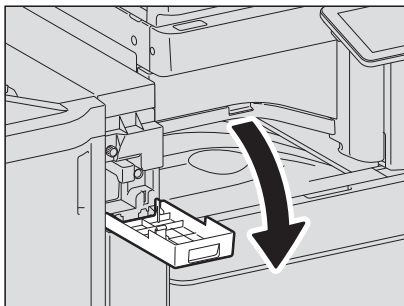


Cleaning the Hole Punch Dust Bin

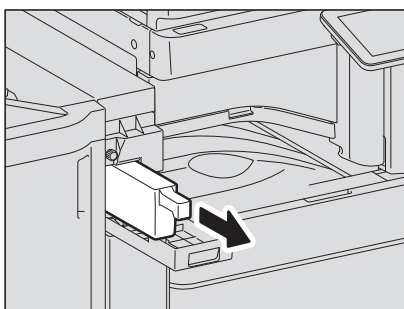
When the hole punch dust bin becomes full, dispose of the paper punchings following the procedure below.

■ Finisher / Saddle Stitch Finisher Hole Punch Unit

- 1 Open the Hole Punch Unit cover.



- 2 Pull out the hole punch dust bin.



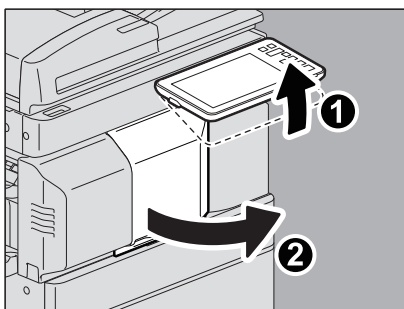
- 3 Dispose of the paper punchings.

- 4 Push back in the hole punch dust bin.

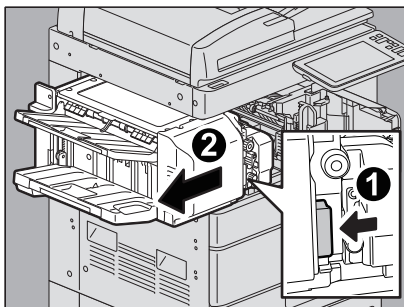
- 5 Close the Hole Punch Unit cover.

■ Inner Finisher Hole Punch Unit

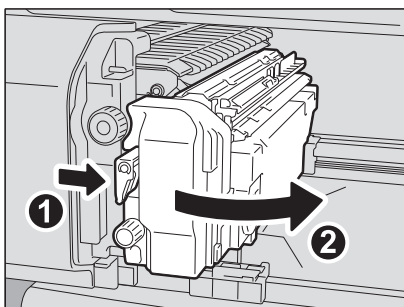
- 1 Lift up the control panel and then open the front cover of the finisher.



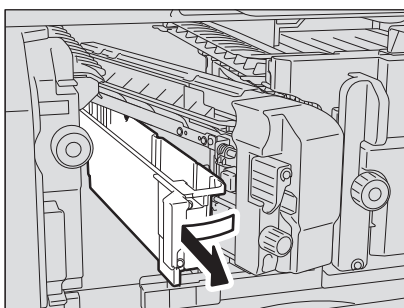
- 2** While holding the green lever, move the finisher to the left until it stops.



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

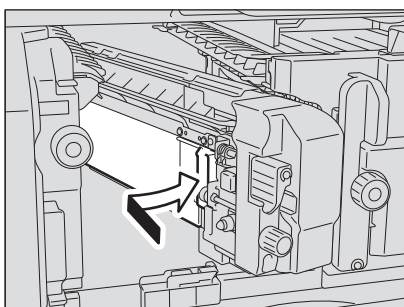


- 4** After moving the hole punch dust bin to the left, pull it toward you.

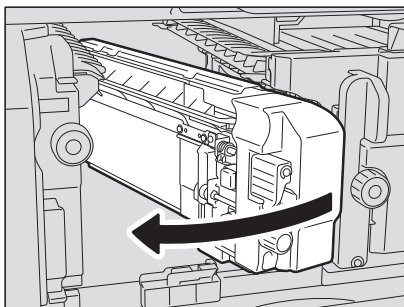


- 5** Dispose of the paper punchings.

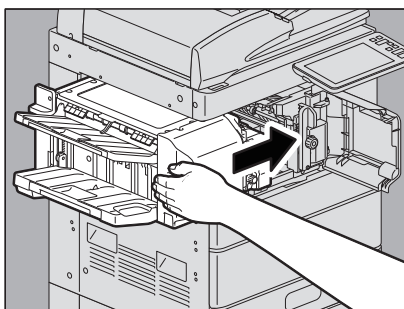
- 6** Push back in the hole punch dust bin.



7 Return the Hole Punch Unit to its original position.



8 Carefully return the finisher to its original position.



⚠ WARNING

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.

When Printed Sheets Overflow from the Exit Tray

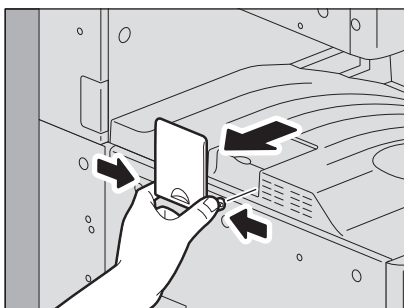
When thin, small size paper (A4-R/LT-R or smaller) is used, the end of the sheets may get stuck in the exit tray walls. If 300 or more sheets are printed under such condition, some printed sheets may be pushed out of the exit tray. In the case above, installing the paper exit stopper at the designated location of the exit tray will increase the amount of recommended plain paper that can be loaded on to the exit tray to about 500 sheets.

Note

- When printing a large number of large size sheets such as A3 and A4/LD and LG, place the paper exit stopper back in its original location.
- When the finisher is installed in the equipment, use the paper exit stopper installed in its original location.
- When the Job Separator is installed in the equipment, attach the paper exit stopper at the designated location of the exit tray.
- When a large number of large size sheets such as A3 are output to the exit tray of the equipment while the finisher is installed, remove them in more than one time.

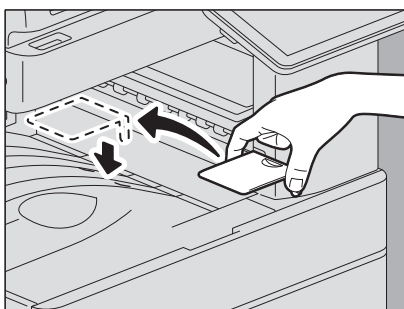
Removing the paper exit stopper from its original location

- 1 **Unfold the paper exit stopper located on the left of the exit tray and remove it from its groove while pushing the fulcrum inward.**



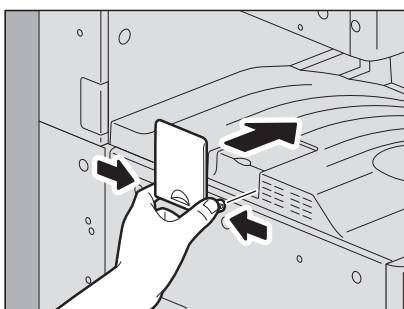
Installing the paper exit stopper in the designated location for improving paper exit

- 1 **Turn the tip of the paper exit stopper to the left and insert the paper exit stopper fulcrum into the groove on the exit tray.**



Placing the paper exit stopper back in its original location

- 1 **Remove the paper exit stopper from the groove on the exit tray while pushing its fulcrum inward.**
- 2 **Install the paper exit stopper in the groove on the left of the exit tray.**



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.

When You Think Something Is Wrong With the Equipment	102
General operations	102
Originals and paper	103
Regular Maintenance	105

When You Think Something Is Wrong With the Equipment


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

Tip


- To see the functions of the equipment such as copy or print, refer to their operator's manuals (**Copying Guide** and **Printing Guide** respectively).
- Checking the operations or procedures may help you solve the problems. When something is unclear in the operation of the equipment or you think there is something is wrong with it, the operator's manual for the function you are using will be helpful.

■ General operations

Problem Description	Cause	Corrective Action
The equipment does not work at all.	The power cord is not securely inserted into the outlet.	Insert the power cord into the outlet until it comes to a stop.
	The main power switch is turned OFF.	Turn ON the main power switch.
No icons or signs are displayed on the touch panel. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
No icons or signs are displayed on the touch panel. (Only the MAIN POWER lamp lights.)	The power of the equipment is not turned ON.	Press the [POWER] button.
The touch panel is dim.	The contrast of the touch panel is adjusted lower.	Adjust the contrast lighter. Refer to Chapter 1 of the MFP Management Guide .
The button on the control panel does not work. ("Saving energy - press Energy Saver button." appears on the touch panel.)	The equipment is in the energy saving mode.	Press the [ENERGY SAVER] button to clear the energy saving mode. Refer to Chapter 1 of the Quick Start Guide .
The button on the control panel does not work. (The MAIN POWER lamp and the [ENERGY SAVER] button light.)	The equipment is in the Sleep mode.	Press the [ENERGY SAVER] button to clear the Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
	The equipment is in the Super Sleep mode.	Press the [ENERGY SAVER] button to clear the Super Sleep mode. Refer to Chapter 1 of the Quick Start Guide .
The button on the control panel does not work. (Only the MAIN POWER lamp lights.)	The power of the equipment is not turned ON.	Press the [POWER] button.
The button on the control panel or the icon on the touch panel does not work.	A system-related trouble has occurred.	Press the [POWER] button for at least 5 seconds to shut down the equipment.
The window "Enter Department Code" appears.	The equipment is managed under the department management function.	Enter your department code. If you do not know it, contact the administrator of the equipment.

Problem Description	Cause	Corrective Action
The window “Enter the user name and Password” appears.	The equipment is managed under the user management function.	Enter your user name and password. If you do not know them, contact the administrator of the equipment.
A message is displayed on the touch panel.	Some trouble occurred in the equipment (or the message is displayed just for an ordinary operation).	See the meaning of the message referring to the listing below.  P.13 “Messages Displayed on the Touch Panel”
The equipment reboots automatically.	The auto-recovery function works because a memory or operation abnormality has been detected.	Due to rebooting, the equipment has been recovered to the normal condition. You can operate the equipment as usual.

■ Originals and paper

Problem Description	Cause	Corrective Action
The original is misfed.	The original is unsuited for the equipment.	Check whether the original is suitable for the equipment. For details, refer to Chapter 2 of the Paper Preparation Guide .
Paper is misfed.	The paper is unsuited for the equipment.	Check whether the paper is suitable for the equipment. For details, refer to Chapter 1 of the Paper Preparation Guide .
	The paper size setting registered for the equipment is inconsistent with paper in a drawer or on the bypass tray.	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 of the Paper Preparation Guide .
	The stack of paper exceeds the loading line indicated on the side guide.	Remove some paper to set it within the height limit line indicated on the side guide.
	There is too much space between the paper and the side and end guides of the drawer.	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 Paper Preparation Guide .
	Hidden misfed paper has not been removed.	Check the sign again on the touch panel to see where the misfeed occurred.  P.19 “Clearing a Paper Misfeed”
Two or more sheets of paper are fed together.	Sheets of paper are stuck together.	Loosen the stack of paper well and set it again.

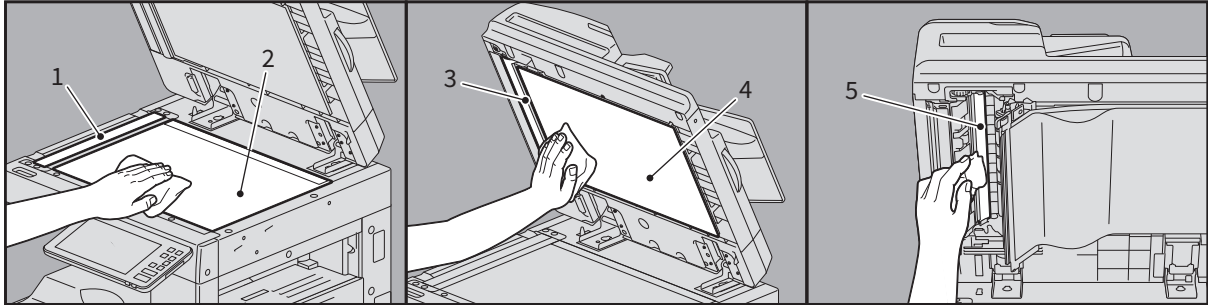
Problem Description	Cause	Corrective Action
Sheets are not aligned when exiting.	Sheets are not placed in the drawer with correct side up for this equipment.	Check the printing side of the sheets and place them correctly. Information about the printing side may be given on the wrapping paper of the sheets. If you cannot find which side is the printing side, try printing on both sides to see if the sheets are aligned when exiting.
	The type of paper corresponding to that being used has not been set.	Check that the set paper type corresponds to the paper in use. For details, refer to Chapter 1 of the Paper Preparation Guide .
The message indicating no paper does not disappear even after paper is placed in the drawer.	Sheets placed in the drawer are not aligned.	Remove the sheets from the drawer, align them, and replace them.
	The side and end guides do not match the paper size in the drawer.	Adjust the side and end guides to match the paper size.
	The amount of paper placed in the Large Capacity Feeder is too small.	Place more than 10 sheets of paper in the Large Capacity Feeder.
	The paper is misfed at the end of the drawer.	Pull out the drawer and remove any misfed paper.
	There is something other than paper in the drawer.	Do not put anything but paper in the drawer.

Regular Maintenance

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

Note

- 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 benzene.
 - 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, 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).

3. Guide / 4. Platen sheet

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.

5. Scanning area of Dual Scan Document Feeder (surface of the long rectangular 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).

Cleaning for the front cover

When the front cover has got dirty, lightly wipe it clean with a soft cloth.

Note

- Be careful not to scratch the parts to be cleaned.
- Do not use a hard cloth or dirty cloth or a tissue.

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**MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS**

Hardware Troubleshooting Guide

e-STUDIO2010AC/2510AC

e-STUDIO2515AC/3015AC/3515AC/4515AC/5015AC

e-STUDIO2018A/2518A/3018A/3518A/4518A/5018A

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